

Teignbridge Community and Voluntary Services

Supporting Voluntary Action ....

... Empowering Local Communities



## Support for Self-Neglect Recruitment Pack



Closing Date for Applications: 9am, Monday 9<sup>th</sup> October 2023

Interview Date: Tuesday 17<sup>th</sup> October 2023

Contact: [office@teigncvs.org.uk](mailto:office@teigncvs.org.uk)

[www.teigncvs.org.uk](http://www.teigncvs.org.uk)

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Thank you for your interest in these new roles, employed by Teignbridge CVS and working with a range of agencies to support people who are self-neglecting across South Devon.

We hope that this pack provides all the information you need to consider the role and make an application but if you have any questions, please contact us at [office@teigncvs.org.uk](mailto:office@teigncvs.org.uk).

## Who are Teignbridge Community and Voluntary Services (CVS)

Established in 1992 and registered with the Charity Commission as Teignbridge Council for Voluntary Services, we are the local Voluntary Sector infrastructure provider for the District of Teignbridge and, for much of our work, across wider South Devon. In 2011 we incorporated and changed our name to Teignbridge Community and Voluntary Services, shortened to Teignbridge CVS.

At Teignbridge CVS we support local charities, voluntary groups, and social enterprises in Teignbridge and South Devon to be pivotal to the building of strong, vibrant, caring communities. We work to empower local people and communities to come together and take collective action that provides solutions to meet common problems.

We also deliver some project work, working with the NHS and Social Care providers to join up some of our staff teams with theirs to provide a better offer of support, across all the agencies, for some of our residents and patients who find themselves needing services.

We are committed to the strong relationships we have built across both the voluntary sector and wider public sector organisations and partnerships, working closely with our CVS colleagues across Devon in the Devon Voluntary Action (DeVA) partnership. We have a committed, motivated and experienced staff team of 15 (rising to 19 this year) governed by a Board of Trustees.

## **A new project: Supporting people who are self-neglecting across South Devon**

Teignbridge CVS is leading, with our Health and Social Care partners, this test of change pilot to support people living in South Devon who are experiencing issues with self-neglect and hoarding.

We know that for many people who experience self-neglect they will often decline help from others, they do not feel that they need the help, can be overwhelmed by their circumstances and are often isolated. This can lead to crisis intervention following a serious deterioration.

This pilot aims to provide early, effective and supportive intervention to those adults to identify need and to advocate for and connect to the most appropriate offers of support from all agencies and to connect to community-based support to reduce their isolation.

We are looking for 2 people to deliver this project initially who are passionate, caring and dedicated to providing support to individuals and their wider families. You will be curious and empathetic, non-judgemental, be great at listening and responding and be able to motivate and inspire clients to engage.

### **The Headlines for this Role**

#### **Environment**

- Teignbridge CVS has an office in Newton Abbot, but we anticipate that these post holders will be sited with our existing team at Torbay Hospital and in the community visiting those on their client list.
- There will be frequent use of a computer screen and mobile phone screen
- We can be flexible with hours including evening and weekends for the right candidates
- There will be some mandatory training of NHS systems and NHS patient health and care, safety and safeguarding training for these posts; Teignbridge CVS is committed to supporting the continued development of knowledge, skills and abilities of our staff and volunteer teams

### Independence and Autonomy

- Work is largely proactive with support and supervision
- The post holder will use their own initiative and plan and arrange their own work, to meet the objectives agreed with their line manager

### Relationships

- This post has no line management responsibilities
- The post holders will work with multi-agency teams including health and social care teams and housing providers
- The post holders will co-ordinate input from other services and advocate to service providers on behalf of the client

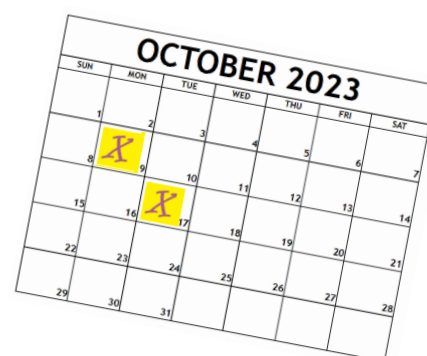
### How to Apply

If the role interests you and you would like to apply please submit an application to us at [office@teigncvs.org.uk](mailto:office@teigncvs.org.uk) by **9am, Monday 9<sup>th</sup> October 2023**

Your application should tell us why you are interested in this new role and the skills and experience you are able to bring to the role. Your application should be no more than 3 A4 pages, up to 1,800 words and can be in any format. Please refer to our Person Specification which outlines the knowledge, skills and experience we consider key to the role.

Please also submit the equal opportunities form and personal details sheet; neither of these forms form a part of the shortlisting process.

Interviews will take place **Tuesday 17<sup>th</sup> October 2023**

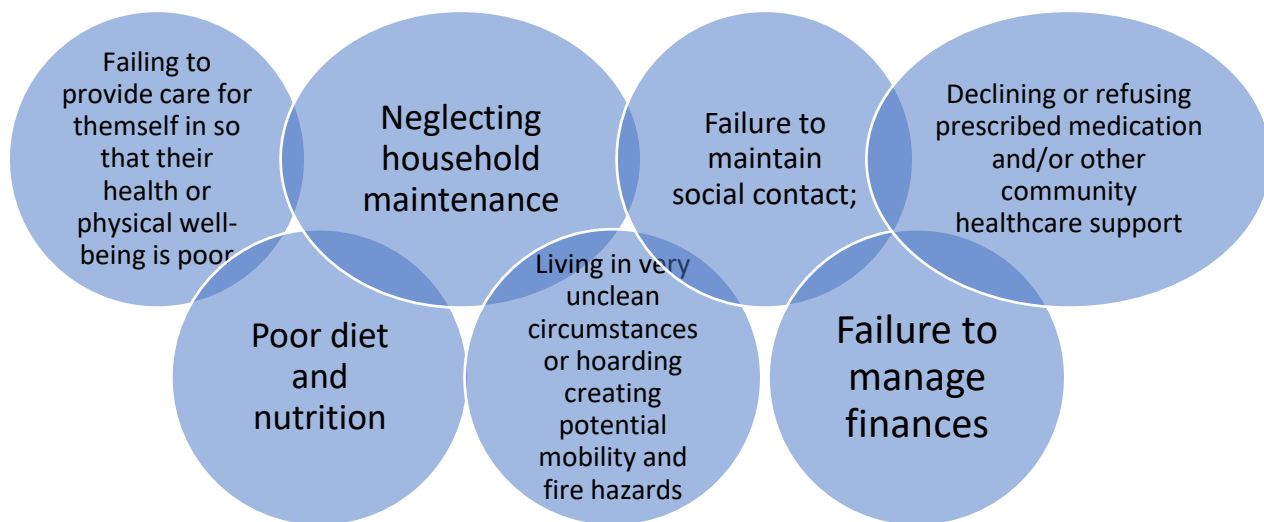


## What we know

Working with people who are difficult to engage with can be exceptionally time consuming and stressful to all concerned.

However, failure to engage with people who are not looking after themselves may have serious implications for an individual's health and wellbeing and can have a profoundly detrimental impact on their family and local community

## What might Self-Neglect look like?

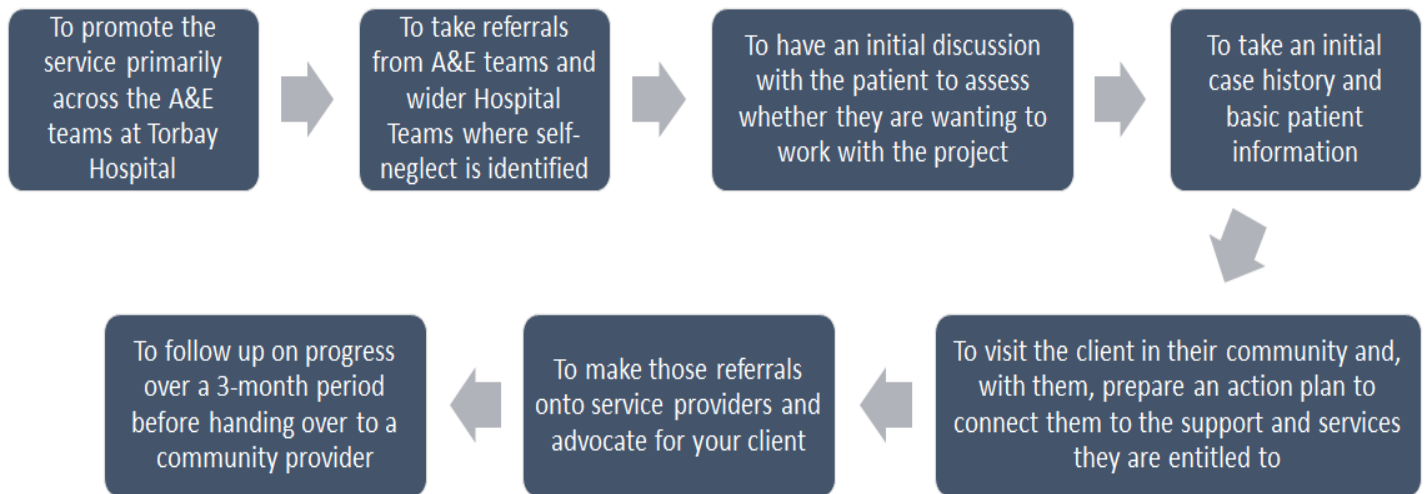


Self-neglect is an extreme lack of self-care, it is sometimes associated with hoarding. People who experience self-neglect often decline help from others; in many cases they do not feel that they need it or can be overwhelmed by their circumstances and are often socially isolated. This often leads to crisis interventions following a significant deterioration.

This project aims to provide early, effective, and supportive interventions to those adults who are experiencing self-neglect and hoarding. We aim to provide early intervention to identify the need to offer support and improve outcomes, by reducing health inequalities and enabling adults to realise their potential and be connected to resilient and compassionate communities.

## Key Activities for this Role

### In Brief



### The Role

#### To promote the service primarily across the A&E teams at Torbay Hospital

- Work in partnership with a range of teams at the hospital to develop the project and to promote the opportunity to work with your team for the benefit of patients who are self-neglecting
- Using a wide range of methods, settings and tools promote the programme to medical teams so that they understand the offer from the team and make appropriate referrals
- Promote success the project has had with clients; recognise that referrals increase and are more appropriate when case studies are shared

#### To take referrals from A&E teams but also across the wider Hospital Teams where self-neglect is identified

- Make sure referral process is simple and easy to use but gives you the information you need
- Processes to be available to take referrals in person and electronically
- Take an initial case history and basic patient information

#### To have an initial discussion with the patient to assess their suitability for project support and encourage them to engage

- Hear from the patient and family to understand their perspective and story
- With empathy and compassion that promotes trust and confidence in the programme, encourage the individual to engage with you and the project

**To visit the client in their community and, with them, prepare an action plan to connect them to the support and services they are entitled to**

- Meet your client in their own environment or in the most appropriate location for contact with them to action plan
- Ensure that holistic and person-centred support underpins all aspects of your work
- Identify barriers to making change for your client and provide support including practical help to remove these barriers

**To make those referrals onto service providers and advocate for your client**

- Make referrals to relevant services, particularly for an Social Care Assessment, based on the needs of your client and their family and ensure the uptake of services by advocating and support/assisting to attend appointments as necessary
- Act as the service contact person for designated professionals ensuring that they are prioritised accordingly
- Be alert to Safeguarding concerns and raise a safeguarding referral if concerned

**To follow up on progress over a 3-month period before handing over to a community provider**

- To understand the difference the intervention from the project has made
- To understand where there are still services needed and ensure referral is made
- To support handover to a community provider to engage with their ongoing support and services to reduce isolation and the risk of renewed self-neglect

**Administration**

1. Ensure assessments, care plans, notes, records, and reviews are kept up-to-date and secure in accordance with information governance tools; this includes entering data into relevant systems; completing quality reports, maintaining accurate/up to date records of progress.
- Understand, act upon and comply with the need to protect children and vulnerable adults through your knowledge and actions; all training will be provided
  - Ensure confidentiality and data protection is maintained in accordance with GDPR
  - To be committed to the principles of Equal Opportunities and Diversity, and to work effectively with clients from a diverse range of backgrounds, understanding and respecting the impact of difference and diversity upon their lives
  - To undertake any other duties as may reasonably be requested by Teignbridge CVS

We have a number of staff working from Torbay Hospital who have allocated office space on site. Space for the Self-Neglecting programme has been found with the AMU service that supports referrals directly from GPs to the A&E/ED service thereby freeing up time and resource at ED / A&E for the public.

The postholder will work closely with the wider Hospital Discharge Support Team, with the Self Neglect Programme being based in the Acute Medical Unit (AMU) which supports referrals directly from GP to acute and emergency care.

## Person Specification – what you will bring to the role

### The Skills, Knowledge and Experience you will already have include:

- Experience of working with clients, patients or families and, where possible, experience of working with clients with low level mental health challenges or low motivation
- Able to work in a way which puts the client first, an empowering way with confidence to support emotionally demanding clients who might be resistant to change
- A positive and an engaging approach, a 'can do' attitude
- Experience of working with partners / in a partnership
- Experience of keeping records
- A commitment to recognising the diversity of our communities and the people within them and ensuring your work is inclusive
- A self-starter and able to drive this new initiative to support people who are self-neglecting
- Able to manage your own workload, multiple tasks and deadlines
- A good level of computer literacy including Microsoft Programmes
- A willingness to undertake other duties as appropriate to the nature and grading of the post and to 'chip in' to other CVS activities where appropriate
- And of course an enthusiasm for the role

### You will:

- Be open, honest and trustworthy, be a role-model
- Be generous in sharing your knowledge and skills
- Do what you say you will do
- Listen and value others' experiences and points of view
- Seek to be creative, empowering others to find solutions

### The Skills and Knowledge we can support you to develop if you don't already have them

- Managing a Caseload
- An understanding of the range of voluntary groups and statutory services that are available across South Devon to support your role and your clients
- Providing reports on your achievements
- Knowledge of appropriate legislation including GDPR and Safeguarding

### Terms and Conditions for this post

Salary Scale	Currently £28,065 pro rata
Duration	Funding is in place for 18 months initially; any extension to this period will be subject to funding being in place
Pension Scheme	Teignbridge CVS provides 5% pension scheme.
Normal Hours of work	20 hours/week negotiable
Holiday Entitlement	5 weeks, 1 day plus public holidays pro rata for part time staff
Expenses	Expenses for journeys and other eligible activities carried out whilst on CVS Business will be paid in accordance within Teignbridge CVS' rates and within the budget allocated
Responsible to	CVS Trustee Board and Line Managed by CVS Projects Manager