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**Trauma Informed Practitioner**

**Reference: 53551**

**Trauma Informed Learning Disabilities, Autism & Mental Health Service: Preston**

Thank you for your interest in the above post, please find the specific role requirements and duties for this post detailed within this document. When completing the application form you may submit additional documentation however we cannot accept a CV as a completed application.

**Closing Date: 19 May 2022**

Once you have submitted your application form allow *7 working days* after the closing date for a response. Please return the application form by email to [recruitment@creativesupport.co.uk](mailto:recruitment@creativesupport.co.uk) or by post to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS.

We are very much looking forward to receiving a completed application from you.

We would welcome the opportunity to discuss this rewarding role with you and to tell you more about this exciting new service opportunity - please contact Donna Whitehead, Complex Care Lead on 07896 716083 or by email [Donna.whitehead@creativesupport.co.uk](mailto:Donna.whitehead@creativesupport.co.uk) If you include your contact telephone number in the email we will phone you back for a discussion.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Donna', written over a thin horizontal line.

**Recruitment Department**

**Finalised: 14<sup>th</sup> February 2022**

**Finalised by: Donna Whitehead**

**Employment will be subject to enhanced Disclosure and Barring Service checks**

## **JOB DESCRIPTION - Trauma Informed Practitioner**

### **Trauma Informed Learning Disabilities, Autism & Mental Health Service: Preston**

**Hours:** 37.5 hours per week, to be worked flexibly to include evenings and weekends, according to the needs of the service. Part time role would be considered subject to a minimum of 4 days per week.

**Responsible to:** Senior Service Manager / Complex Care Lead

### **About the Service:**

The Trauma Informed Care Service will provide three single bespoke adapted supported living services in the Ingol area of Preston for women over 18 with learning disabilities, autism and mental health needs with trauma histories.

The service will operate 24/7 using a trauma informed model of care to move three women out of long stay institutions into their own home in the community. We have developed the new and exciting role of Trauma Informed Practitioner to ensure the communication needs of service users who are diagnosed with personality disorder are supported through the development of dialectical behaviour approaches agreed with professionals involved in their care which enable excellent communication.

The women accepted into the service have been identified through the Transforming Care Agenda as women moving out of long stay institutions who display behaviour which challenges services. The individuals we support can experience a fear of abandonment and rejection which can lead to emotional instability, suicidal thoughts and self-harm. The service will support women to manage their acute mental distress and support them to achieve real control over their care and support to prevent re-admission to hospital and maintenance of their homes in the community.

Accommodation has been sourced and Creative Support are working with two local housing providers who are adapting the homes in a bespoke way to meet the individual needs of our identified service users. The service is under development and due to open in phases between June and August 22.

Each house will support one lady and will have a team of support workers, led by a Team Leader based within the service. Support will be provided by the Senior Service Manager and Senior Practitioner. Due to the complexities of the service users we support staffing levels will be high with 1-1 and 2-1 support being required. Staffing numbers within the overall service are likely to be over 25.

Due to the development of the service all staff members recruited will initially be required to work dynamically between the Registered Office and across two inpatient settings to ensure the smooth development of the service and excellent transitions of service users until all three homes have opened. The Registered Office building will be available at the onset based at Creative Support's Space Centre in Preston.

## About You:

- Above all you will be warm, able to engage and approachable
- You are a “hands on” practitioner
- You will be an adept communicator both verbally and in writing
- You will be confident
- You will be professional, responsible and accountable
- You will show low expressed emotion and be collaborative and emotionally resilient
- You will be intelligent, questioning, analytical and observant with a high attention to detail
- You will have a copious amount of compassion for service users and staff
- You will be an excellent team player
- You will have a keen interest in learning and will be interested in attending and delivering local training pertinent to your role

Creative Support is committed to achieving high quality service delivery, excellent outcomes for service users, CQC and contract compliance and good practice in all services.

You will have a key role in the development of a supported living service in Preston for people with a learning disability, mental health needs including personality disorder and complex needs who are being enabled to move into bespoke community based housing under the Transforming Care Programme. You will support the Senior Service Manager and senior staff in the leadership of a high quality, personalised support service for people who have complex needs and may be challenging to support. Individuals may have a history of high risk behaviours or use of forensic services.

The Trauma Informed Practitioner will be responsible for assessing the quality of the service delivered, identifying areas for further development and quality improvement, devising and implementing detailed management guidelines, individual programmes and protocols for managing challenging behaviour and carrying out weekly reviews of risk, amending risk reduction plans accordingly.

You will hold a responsible role within the team which will include both off rota management time and time on shift to ensure you are able to coach and mentor staff and understand the needs of all service users.

You will have a high level of motivation, with high expectations, will be able to work independently and as part of a team and will have a hands on approach to all your work. You will be experienced in evidencing delivered outcomes and quality improvement.

## Key Responsibilities

1. To work as a Trauma Informed Practitioner ensuring the highest standard of care and support which is tailored and personalised to the needs of individuals. To promote the health, wellbeing and quality of life of each person supported by the service.
2. To lead the review and analysis of daily and weekly care records, incident reports and other records with support and guidance from the wider multidisciplinary Complex Care Team.

3. To ensure staff are debriefed and supported following every incident and that any learning or changes to practice are identified and implemented with support from the senior team.
4. To carry out and record direct observations of practice in home and community settings.
5. To lead the analysis of evidence gathered and to identify areas of learning (lessons learned) and changes to practice. To agree required actions with the senior team and external multi-disciplinary team and to ensure that actions/changes are implemented and followed through.
6. To identify, recognise and reinforce good practice and positively acknowledge good practice in order to build morale.
7. To act as a role model undertaking direct care and support of service users.
8. To guide and coach individual staff members and teams to follow support plans and agreed approaches and interventions.
9. To carry out reflective supervisions and take part in individual and group clinical supervisions.
10. To develop a programme of staff consultations to enhance staff knowledge and understanding of responding to and managing complex risk behaviours with support and guidance from the Transforming Care Team.
11. To devise and deliver bespoke training for staff in collaboration with the Training Department and the wider multi-disciplinary team.
12. To ensure excellent record keeping in areas such as: Health Action Plans, Specific Health Plans, Mental Health Crisis/Contingency Plans, Personal Profiles, Communication Plans and Pathways and Positive Behaviour Support Plans, Person-Centred Support Plans, Risk Assessments and Risk Management Plans, Safeguarding Logs, Incident Logs and Complaints.
13. To undertake a lead role across the service in developing, implementing reviewing risk assessments/plans and ensuring that these are updated following any changes in an individual's risk profile. To contribute to a culture of positive and robust risk management.
14. To work with service users and staff teams to develop activity programmes in accordance with their needs, interests and risk profile and to monitor the implementation of agreed activities. To audit and to quality assure activity programmes, associated guidelines and activity-related risk assessments to ensure service user and community safety.
15. To ensure that the communication needs of service users are identified and met and that each person supported has a personalised communication plan. Where specific communication skills are required (such as Makaton or BSL) to support staff to acquire, use and develop these skills. To promote the use of communication tools and approaches such as social stories, PECs and communication boards. To encourage the creative use of assistive and personalised technologies to promote communication and active engagement.
16. To ensure that the physical environment continues to meet the needs of individuals. To advise on the need for improvements or adaptations where needed in liaison with appropriate

professionals such as Occupation Therapists. To ensure that assistive technologies are used as fully as possible and that sensory and disability related needs are met.

17. To contribute to the development and effectiveness of person-centred reviews and person-centred planning processes by assisting the Team Leaders in organising meaningful and personalised reviews which capture the views of the person supported and members of their Circle of Support, including family members and external professionals. To support teams to develop SMART goals and to develop and implement short and longer-term plans to achieve these.
18. To be an ambassador for good practice and to promote creative and evidence-based ways of working.
19. To deputise for the Senior Service Manager and other senior staff as required, and to lead the service in their absence.
20. To take part in local, regional and agency-wide networks for promoting and developing good practice in areas such as Positive Behaviour Support, Transforming Care and Health Promotion.
21. To take part in the local out of hours on call rota for this specific service

## **1. Care and Support of Service Users**

- 1.1 Ensure that staff develop and sustain warm, trusting relationships with service users and that staff promote their self-esteem, happiness and emotional health.
- 1.2 Ensure that staff encourage and support service users in expressing needs, views and concerns. Enable service users to make choices and decisions and to participate as fully as possible in planning and decision making processes.
- 1.3 Ensure that staff respect and promote the rights and entitlements of people with learning disabilities and complex needs. Enable service users to participate as fully as possible in communities. Support service users to access sources of independent advocacy and advice.
- 1.4 Ensure that service users are supported in developing socially valued lifestyles, including culturally and age appropriate experiences, building on strengths, interests and aspirations of service users. Enable people to access social, leisure, work, and educational opportunities and to sustain an active programme of involvement in such activities.
- 1.5 Ensure that service users have person centred plans and to ensure that these are updated in partnership with service users, other professionals and family members.
- 1.6 To ensure that support of service users is creative and innovative with an emphasis on reducing restrictions around a person with agreement from the MDT and Complex Care Team. To ensure that where restrictions such as protective breakaway or physical intervention are required these are used only as an absolute last resort and undertake debriefs of staff and service users following every such incident.
- 1.7 Promote a warm, positive approach to the friends and families of service users. Involve families and partners in planning of support, in accordance with service user preferences.

- 1.8 Ensure that service users gain independence, confidence, and competence. Achieve this through assistance, support, teaching, advice, role modelling, encouragement and positive feedback.
- 1.9 To coach and mentor staff in the use of appropriate strategies and interventions which support people who express their frustrations and needs through challenging behaviour. To create positive behaviour support plans that are developed with and for people who challenge services in conjunction with their multi-disciplinary team and their circle of support and consistent with the DH Guidance Positive & Proactive Care, 2014.
- 1.10 Support staff to follow behavioural guidelines to support individual needs and work with members of the multi-disciplinary team in the development and review of guidelines.
- 1.11 Collate information to inform the development, implementation and periodic review of positive behaviour support plans and other associated protocols relating to behaviours of concern.
- 1.12 Ensure that service users receive advice, care and regular health checks to maintain their physical and mental wellbeing. Promote nutrition, relaxation, exercise and healthy lifestyles.
- 1.13 Observe and monitor service users' emotional and physical well-being and inform involved professionals of concerns or significant changes in their needs, behaviour and circumstances.
- 1.14 Ensure that emergencies and incidents are responded to promptly and appropriately within agency policy and reporting procedures.
- 1.15 Ensure that staff conduct and record financial transactions involving service users within agency guidelines. Ensure that service users are empowered to manage personal finances. Ensure that they obtain their full benefit entitlement and are given advice and assistance regarding budgeting, payment of bills and avoidance of debt.
- 1.16 Promote anti-discriminatory practice and ensure that services are responsive to the specific needs of female service users and service users from ethnic minorities.
- 1.17 Ensure that the needs of service users with additional problems, including physical health needs and disabilities, communication needs, and mental health problems, are fully identified, assessed, and responded to as appropriate.
- 1.18 Ensure that service users have regularly reviewed and evaluated support plans. Monitor their content, implementation, and effectiveness. Ensure that service users have a keyworker and co-worker, and act as keyworker as appropriate.
- 1.19 Ensure that service users receive appropriate and adequate care and support to meet needs, drawn from external and internal services. Ensure that service users are effectively linked into care management mechanisms and have identified statutory Key Workers.
- 1.20 To support the Senior Service Manager in ensuring that all deprivations of liberty or restrictions around a person are managed appropriately.

## **2. Staff Management**

- 2.1 Ensure staff deliver the highest levels of performance and standards of work are achieved reporting any issues to your line manager.
- 2.2 Plan to meet the needs of service users as identified by Person Centred Plan by:
  - Co-ordinating and deploying staff time to ensure maximum efficiency and effectiveness in the use of staffing resources
  - Delegating tasks and responsibilities as appropriate
  - Ensuring that duties are carried out as prescribed and that quality standards are fulfilled
  - Ensuring that planned service user activities take place and that individual programmes are followed
- 2.3 Maintain a customer focused ethos and ensure excellent working relationships with other professionals and stakeholders.
- 2.4 Participate in recruitment and selection of staff, under direction of the Service Manager / Registered Manager.
- 2.5 Notify agencies of vacancies and seek appropriate referrals to maximise service outcomes. Conduct full assessment of referrals and convene Allocations Panels to discuss the referrals.

## **3. General Duties**

- 3.1 Promote Creative Support, its services and activities to service users, carers, other agencies and the general public and contribute to the wider business development and reputation of Creative Support.
- 3.2 Accept support, supervision and guidance from senior colleagues.
- 3.3 Carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
- 3.4 Ensure that you and other staff, volunteers and students on placement comply with the following:
  - Health and Safety policies and Equal Opportunities Policy
  - Safeguarding of Vulnerable Adults, including immediate reporting of safeguarding concerns to the Council, the Registered Manager and the Duty/On Call Manager
  - Confidentiality and data protection
  - Health and Social Care Act 2008, including active prevention and control of infection within the capacity of the role
  - All Creative Support policies, procedures and guidelines for best practice
- 3.5 All employees should be aware that due to the nature of work Creative Support undertakes there is a requirement to support service users with daily living skills and individual activities which will include moving and handling.
- 3.6 You will be required to work flexibly covering five out of seven days which will include some weekends and evenings and this may include Bank Holidays.

- 3.7 Identify own training needs in discussion with line manager and attend training events and courses as required.
- 3.8 Any other duties as required.



**JOB DESCRIPTION - Trauma Informed Practitioner****Trauma Informed Learning Disabilities, Autism & Mental Health Service: Preston**

	<b>QUALITIES REQUIRED</b>	<b>How Assessed</b>	<b>Essential or Desirable?</b>
<b>1</b>	At least three years' experience of supporting people with learning disabilities and/or mental health and complex needs	Application & Interview	Essential
<b>2</b>	Experience of planning and implementing effective transitions for service users from and into services	Application & Interview	Desirable
<b>3</b>	Significant knowledge of PBS principles/theory and practical experience of devising and implementing PBS approaches and strategies	Application & Interview	Essential
<b>4</b>	An understanding of active support and rehabilitation and the ability to support individuals to develop life skills and grow in confidence and independence	Application & Interview	Essential
<b>5</b>	A relevant professional or academic qualification (such as nursing, social work or psychology)	Application & Interview	Essential
<b>6</b>	Knowledge of relevant legal and good practice frameworks (MCA, DOLS, MHA etc) and ability to apply these to supported living	Application & Interview	Essential
<b>7</b>	Knowledge of attachment theory and the principles of relational security and psychologically informed environments	Application & Interview	Desirable
<b>8</b>	A warm, positive and person-centred approach to people with learning disabilities/autism and complex needs (inc forensic histories, mental health needs and behaviours which challenge)	Interview	Essential
<b>9</b>	A demonstrable commitment to person centred values and human rights and to open, ethical and accountable practice. A strong duty of care and work ethic and a willingness to go the extra mile to achieve positive outcomes for the people we support	Interview	Essential
<b>10</b>	Excellent written communication skills and the ability to write professional case summaries and reports	Application & Interview	Essential
<b>11</b>	Emotionally intelligent, mature and resilient with good interpersonal skills, including the ability to communicate effectively verbally and to actively listen to others and respect their views	Interview	Essential
<b>12</b>	A positive approach to team development and team working and to supporting and working alongside other senior staff	Interview	Essential
<b>13</b>	Ability to supervise, support, coach and train staff	Application & Interview	Essential
<b>14</b>	A good knowledge of mental and physical health conditions and the ability to develop Health Action Plans and specific health protocols	Application & Interview	Essential
<b>15</b>	Ability to use a range of communication approaches (e.g. Social stories, Makaton, PECS, intensive interaction) and to be able to creatively use visual communication aids	Application & Interview	Desirable
<b>16</b>	Ability to undertake comprehensive risk and needs assessments and to devise effective risk management/support plans and to promote a culture of robust risk management and safeguarding	Application & Interview	Essential
<b>17</b>	Ability to facilitate and contribute to Person Centred Planning and	Application	Essential

	review processes and to formulate SMART goals	& Interview	
<b>18</b>	Experience of observing practice, auditing care records, reviewing and evaluating practice and service delivery	Interview	Desirable
<b>19</b>	Ability to liaise professionally and collaboratively with families, the multi-disciplinary team and external agencies and to build positive community links and connections for service users	Application & Interview	Essential
<b>20</b>	Commitment to anti-discriminatory practice and to providing services which respect the rights and needs of all individuals	Interview	Essential
<b>21</b>	Possession of good physical health and sufficient mobility to undertake physical intervention if required	Interview	Essential
<b>22</b>	Willingness to work flexibly on a rota to meet the needs of the service, including evenings and weekends as required	Interview	Essential
<b>23</b>	Willingness to be part of the local on call service on a rota	Interview	Essential

## **Terms and Conditions - Trauma Informed Practitioner**

### **Trauma Informed Learning Disabilities, Autism & Mental Health Service: Preston**

#### **1. Salary: Up to £36,000 starting salary will depend on experience, qualifications and current salary**

**Point 1 - £33,000**

**Point 2 - £34,000**

**Point 3 - £35,000**

**Point 4 - £36,000**

An enhancement is paid for working at Christmas and New Year. We do not pay enhancements for working evenings, weekends or any other public holiday.

#### **Hours of Work:**

Full time hours are 37.5 per week. Part time hours will be considered subject to a minimum of 4 days per week. Primary hours of work will be Monday to Sunday to be worked flexibly alongside the Senior Service Manager. Some evening work will be required. It is unlikely that the post holder will be required to work a waking night other than to carry out audits or observations of practice.

#### **Holidays:**

25 days plus 8 statutory days.

#### **Bank Holidays:**

An enhancement is paid for working at Christmas and New Year. We do not pay enhancements for working evenings, weekends or any other public holiday.

#### **Part Time Work:**

Please note that annual leave and other entitlements are calculated on a pro-rata basis for employees working fewer than 37.5 hours per week. We take a positive view of part-time work and will consider reasonable requests for part time hours for a minimum of 15 hours per week.

#### **Birthday Holiday Bonus:**

After two years' continuous service, you will be permanently entitled to one additional day (pro rata for part time employees) annual leave to be taken two weeks either side of your birth date. If you do not take this additional day within that period, you will lose this entitlement for that year. This bonus will only come into effect in the leave year after two full years' service. Staff who are on maternity, paternity, adoption and sick leave at the time of their birthday will be entitled to take this additional leave upon their return to work.

#### **Disclosure Checks:**

All appointments will be subject to DBS enhanced disclosure and ISA checks.

#### **Probationary Period:**

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

#### **Sickness Policy:**

Creative Support operates a discretionary company sick pay benefit scheme which is for the purposes of preventing hardship during times of serious illness. The eligibility criteria and conditions

for payment of Company Sick Pay (inclusive of SSP) are shown in the Employee Handbook. You may be eligible for Company Sick Pay benefits subject to compliance with these criteria as follows:-

- Creative Support do not pay for the first three days of **any** sickness absence.
- First twelve months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Twelve months to eighteen months service - Up to a maximum of four weeks at full pay.
- Eighteen months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

#### **Vaccination Policy:**

We would encourage you to apply to us even if you have not yet had your COVID 19 vaccine. You will be required to have your first COVID 19 vaccine prior to your interview and your second vaccine before you start work with us. This time will be used to complete post interview recruitment checks.

#### **Pension:**

Creative Support operates an auto-enrolment pension scheme with the People's Pension.

#### **Life Assurance:**

Staff become members of a non-contributory group life assurance scheme after 6 months' employment. This scheme provides a death in service benefit of two times annual salary. Participation in this scheme is subject to the terms and conditions which are amended from time to time. We reserve the right to discontinue, vary or amend the life assurance scheme at any time, with reasonable notice to you.

#### **Discretionary Benefits:**

Creative Support offers discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carer's leave up to 5 days per annum

#### **Employee Assistance Service:**

This is currently administered by Health Assured. It is a free service, offering valuable advice on benefits, financial matters, consumer issues, health and legal issues. There is also a free counselling service which is accessible 24 hours a day, 7 days a week. Anything discussed with Health Assured is confidential and will not be shared with Creative Support.

#### **Hospital Saturday Fund:**

An easy and affordable way to help you spread the cost of healthcare such as dental and optical care, as well as physiotherapy.

#### **Annual Rail Ticket:**

Discounted annual rail season ticket plans are available to employees through Northern Rail.

#### **Payroll Giving:**

Administered by Charities Trust, this is a tax efficient way of donating regularly to any registered charity.

**Achieve Q Staff Awards:**

Recognising dedicated staff across the organisation with standard, silver and gold awards given out every 2 months.

**Your Rewards:**

Employee benefits and discount vouchers available through the Your Rewards website.

Long service: Awarded in the December following your 10, 15, 20 and 25 year anniversary of your continuous service date with the organisation.

**Retirement Awards:**

You will receive a £100 bonus, should you choose to retire whilst employed by Creative Support. Eligible for all permanent contracted employees with at least two years continuous service.

**Refer a Friend Scheme:**

Staff who successfully refer a friend to Creative Support's employment can claim £100 worth of vouchers when their friend starts and another set of £100 worth of vouchers when their friend passes the End of Probationary Review after four months of employment

**Welcome Back Grant:**

We offer £200 worth of vouchers for employees who return to the organisation if there have been at least 6 months between resigning from their original post and taking up their new role.

**Uniform:**

If applicable for your service, you will be provided with a uniform. The amount of uniforms that are provided will be depended on your hours worked.

**Company mobile phone and laptop:**

If applicable to your job role, a mobile smart phone, laptop and a 3G/4G dongle may be provided. Please note the employee will be liable for any damage or theft of these devices.

**Travel Expenses:**

These will be paid in accordance with the organisation's Travel Expenses policy. Please contact the HR Department for a copy of this.

**Lease Cars/Car Allowance:**

A mileage allowance is payable for the use of employee's car on organisation business. The organisation will reimburse your costs incurred on organisation business on a monthly business upon receipt of authorised claim forms. If you use a car on organisation business you will be required to have business use insurance. An employee's certificate of insurance must be made available for inspection on commencing employment.