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**JOB OUTLINE**

**Post:** Psychological Trauma Lead Officer

**Service:** Wellbeing & Recovery Services

**Section:** Wellbeing & Recovery

**Grade:** 12

**Job Purpose:** To be a member of the Wellbeing & Recovery Management Team. To contribute to the strategic plans and development of multi-agency policy, procedures and services with a specific focus on psychological trauma-informed practice and services.. To lead on multi-agency continuous improvement and learning & development in line with the national psychological trauma policy and local multi-agency arrangements and frameworks. To protect and promote the welfare and wellbeing of children, adults, families and communities in order to support the promotion and delivery of national psychological trauma-informed best practice, strategic plans and key priorities. This will include ensuring that developments are consistent and in line with the strategic objectives identified within the East Ayrshire Health and Social Care Partnership’s Strategic Plan, the Safer Communities Delivery Plan and the Council’s Community Plan.

**SECTION STRUCTURE CHART**

Senior Manager

Wellbeing & Recovery

**Psychological Trauma-Informed Lead Officer**

**KEY DUTIES & RESPONSIBILITIES**

1. Under the direction of the Senior Manager Wellbeing & Recovery lead on the performance reporting, development, coordination and review of relevant strategies/policies and plans that contribute to the effective implementation of the East Ayrshire Trauma Advisory Board (TAB) Delivery Plan and continuous learning and improvement of multi-agency activity in East Ayrshire.
2. Provide appropriate advice and support to the East Ayrshire Trauma Advisory Boardand relevant stakeholders for the ongoing development, delivery and review of the East Ayrshire TAB Delivery Plan. Developing improvement plans to ensure appropriate frameworks are in place to support relevant integrated processes and collaborative working. This will include a particular focus on supporting active participation with those with lived experience of protection activity or those who may belong to any identified group.
3. Lead on and contribute to the development, planning, delivery and review of ongoing programmes of national and local multi-agency self-evaluation and evidence-based workforce learning and practice improvement activity in line with the level of responsibility and functions of the post.
4. Provide appropriate advice and support to the Chair of the Trauma Advisory Board Partnership, the Chief Social Work Officer (CSWO), Chief Officers, statutory partners and key stakeholders as the professional lead on psychological trauma as required. This may include advice to Chairs of relevant public protection arrangements for example through attendance at relevant protection meetings or Significant Case Reviews as appropriate.
5. Undertake and coordinate appropriate research providing the Trauma Advisory Board Chair, Senior Manager Wellbeing & Recovery and Chief Officers with a range of information, including details on learning and development trends and demands, to assist with service planning and future budgetary and resource requirements in supporting learning activity in relation to psychological trauma..
6. Lead on as required and contribute to relevant national consultations in respect of public protection to meet future demands and expectations of the Trauma Advisory Board and all of its statutory partners.
7. Contribute to and facilitate the learning of others through fostering excellent working relationships and networks across and within multi-agency partner providers that support the development of programmes and activity that support leadership in improving trauma awareness, informed and responsive services in East Ayrshire.
8. Contribute to the preparation and where appropriate publication of annual reports for East Ayrshire Council and quarterly monitoring reports for the Trauma Advisory Board meetings. This will include as appropriate representing the Senior Manager Protection & Learning and Trauma Advisory Board by reporting activity to the Integrated Joint Board, Chief Officer Group and/or other relevant governance structures.
9. To ensure the development, delivery and review of a range of activities in relation to data improvement, quality assurance and multi-agency performance, self-evaluation and continuous practice improvement that supports positive outcomes for those at risk of harm in line with national policy and legislation relevant to public protection. This will include ensuring the accurate collation, analysis and reporting of qualitative and quantitative data in respect of audit and evaluation activity including progress against relevant public protection key performance indicators.
10. Attend relevant national, regional and local working groups, multi-agency meetings, management meetings and practice development networks, representing the Service and Partnership as required in relation to public protection. This will include coordinating arrangements, supporting appointed Chairs or facilitating meetings of relevant Psychological Trauma sub groups and/or short life working groups.
11. Contribute to the Council’s strategy for Wellbeing, Safer Communities and Economy and Skills with particular emphasis on the need for having a psychological trauma-informed workforce and trauma responsive services.
12. Take responsibility for the management of employees as determined by the Senior Manager and to implement the Council’s Human Resource policies and procedures, including the management of absence, performance management and recruitment and selection.
13. Ensure the appropriate allocation of work to maintain effective workload management arrangements.
14. Monitor and promote high quality standards of practice through the provision of regular structured, reflective professional supervision with team members.
15. Manage the service’s delegated finances and budgets effectively in accordance with the Council’s Financial Regulations to ensure the most cost-effective delivery of services.
16. Participate in service improvement planning and review activities to ensure all work is carried out in compliance with best value principles.
17. Undertake learning and personal development activities, including management development, in support of continuous professional development to assist in achieving the department’s objectives of delivering quality services and ensure registration with relevant professional bodies.
18. Promote public understanding of psychological trauma and its impact.
19. Ensure the establishment of and continuous development of effective engagement between the Service and other Departments, external partners and all other stakeholders by promoting and developing integrated partnership working practices and arrangements.

**GENERAL RESPONSIBILITIES**

1. Develop and implement relevant policies, procedures and strategies relating to the area of responsibility and ensure effective and efficient implementation.
2. Represent the Partnership at appropriate internaland external events and meetings in accordance with the remit and status of the post.
3. Ensure all materials and equipment provided to assist in carrying out the duties of the post are properly secured in accordance with the Partnership’s policies and procedures.
4. Ensure the development and implementation of effective information and administrative systems and make best use of Management Reporting tools.
5. Promote the health and safety of employees at work and of service users through the implementation of the Partnership’s policy on health, safety and welfare at work and Service Health and Safety arrangements in accordance with all relevant statutory requirements, leading by example.
6. Maintain an up-to-date knowledge of best practice within areas of functional responsibility and ensure compliance with all relevant legislation.
7. Ensure that services are provided within a Best Value quality framework and that performance is regularly monitored and continuous improvement achieved.
8. Ensure that all activities for which the post holder is responsible are delivered in accordance with the Council’s Equality and Diversity Policies and the statutory and general and specific Equality Duties.
9. Ensure that the Council’s Customer Charter is followed in all dealings with the people we serve.
10. Adhere to the Partnership’s policies and procedures for good records management across the Services, ensuring that the correct information is created, maintained, stored and retrieved in accordance with business need and statutory and legislative requirements.
11. Participate in the East Ayrshire FACE Time Conversation process annually in accordance with the Council’s procedures.

**PERSON SPECIFICATION**

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| Designation:  **Psychological Trauma-Informed Lead Officer** | Post No: |
| Service:  **Wellbeing & Recovery Services** | Section:  **Wellbeing & Recovery** |

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| **Attributes:** | | **Essential Criteria** | **Desirable** |
| **Qualifications** | | Relevant degree and/ or equivalent health and social care professional qualification(s) at SCQF Level 9 or above. | Post Graduate qualification in relevant area. |
| **Knowledge and Skills** | | In depth knowledge of psychological trauma, policies and practice.  Demonstrate an understanding of the wider policy objectives of the Scottish Government in relation to psychological trauma.  Working knowledge of relevant strategies, practices and methodologies related to practice improvement agendas across multi-agency and health and social care services.  Ability to demonstrate an understanding of the principles and ethos of public protection within an integrated Partnership.  Ability to demonstrate an understanding of the values of social inclusion and person-centred approaches at a strategic and service level.  Ability to demonstrate skills in analytical thinking including the critical analysis and presentation of multi–agency risk management data and information.  Demonstrate an understanding of the best value agenda and drive for continuous improvement.  Ability to translate strategic objectives into operational priorities and practice.  Ability to create and build strong networks and constructive professional multi-agency relationships with others.  Working knowledge of relevant health and safety legislation.  Ability to lead and motivate others in order to achieve positive outcomes.  Effective planning and organisational skills.  Effective communication, presentation and IT skills.  Ability to chair meetings.  Ability to effectively influence and negotiate with others to achieve positive outcomes.  Effective report writing skills.  Understanding of effective budgetary management requirements. | In depth knowledge of wider public protection legislation, policy and practice that influence multi-agency public protection.  Clear understanding of what is involved in presenting information in evidencing outcomes.  Facilitated development activities within seminar and focus group environments.  Clear understanding of Quality Assurance, performance management and data reporting.  In-depth knowledge of relevant East Ayrshire Council/ East Ayrshire Policies, Procedures and Best Value arrangements.  Working knowledge of multi-agency information sharing and governance arrangements for public protection.  Working knowledge of adult learning theories and approaches and how these relate to the development of learning materials and support professional learning. |
| **Experience** | | Proven ability to manage and supervise others.  Designed and delivered strategic and multi-agency self-evaluation and learning programmes aligned to service priorities (including both strategic and operational priorities), using a range of delivery methods.  Worked within a Partnership capacity or across multi-agency teams.  Presented at public meetings, forums, conferences and committees.  Detailed knowledge of the role of research, evidence and data to support strategic decision making and evidence-based practice.  Experience of budgetary management.  Contributed to quality assurance activities that focus on continuous practice development and improvement.  Engaged effectively and worked with a range of internal and external stakeholders and managed customer expectations.  Contributed to the implementation of change management initiatives.  Used management information systems.  Reported on data relating to service performance and workforce development.  Budget management including monitoring, control and reporting.  Used Microsoft Office or specific software applications related to their work. | Coordinated and/ or supported a Significant Case Review.  Led on policy design and development.  Facilitated national and local media campaigns relating to public protection.  Overseen the development of public information in a range of accessible formats. |
| Employees are the FACE of East Ayrshire and are expected to demonstrate our FACE qualities and behaviours | | | |
| **Quality** | **Behaviour** | | |
| **Flexible** | * Have an open mind and look for better ways of doing things. * Embrace new technologies to improve services for the people we serve. * Welcome opportunities to learn and grow. | | |
| **Approachable** | * Develop positive and productive relationships with everyone. * Listen, notice, respond and engage. * Manage our reactions and think about how our behaviour affects others. | | |
| **Caring** | * Embrace working in a team and working with others. * Take pride in your role, serving our community and strive to be the best we can be. * Be kind to others and to ourselves. | | |
| **Empowered** | * Have the courage to try new things. * Work with others to find the best solutions. * Help everyone to realise their full potential. | | |