

### **JOB DESCRIPTION**

<b><u>JOB TITLE:</u></b>	Community Practitioner
<b><u>GRADE:</u></b>	Band 6
<b><u>DEPARTMENT</u></b>	As Designated
<b><u>LOCATION:</u></b>	As Designated
<b><u>RESPONSIBLE TO:</u></b>	Pathway/Team Manager
<b><u>ACCOUNTABLE TO</u></b>	Clinical Manager

### **MAIN PURPOSE OF THE JOB**

To be responsible for the Assessment and Management of casework of service users who have substantial and complex needs.

Provide specialist clinical advice to Service Users/Carers, staff, statutory agencies, 3rd sector partner agencies and the public.

In collaboration with the Service User and Carer where appropriate, develop Recovery and Wellbeing focused Care Plans, ensuring regular reviews to monitor progress and adapt Care Plan as necessary.

To consider Carer needs and ensure Carer and family are involved in Care Planning where appropriate

To deliver evidenced based Clinical and Psychologically based Interventions.

The post holder will work as a member of the Multi-disciplinary Team ensuring that high quality individualised care is delivered which ensures safety and a commitment to promoting recovery and wellbeing and maximising independence.

Coordinate Treatment Planning & Interventions, Reviews and Discharge Planning.

Provide clinical supervision to staff as delegated by Pathway Clinical Lead and Pathway Manager.

To provide compassionate care that is based on empathy, kindness, respect and dignity.

To incorporate a client centred philosophy into nursing practice and client centred collaborative care.

Work flexibly to meet the needs of Service Users across pathways which may regularly include working extended and flexible hours over 7 days a week.

Demonstrate flexibility in the role. This may involve working across clinical pathways to support the needs of the service, whilst ensuring the delivery of high quality care at all times.

## **VISION AND VALUES**

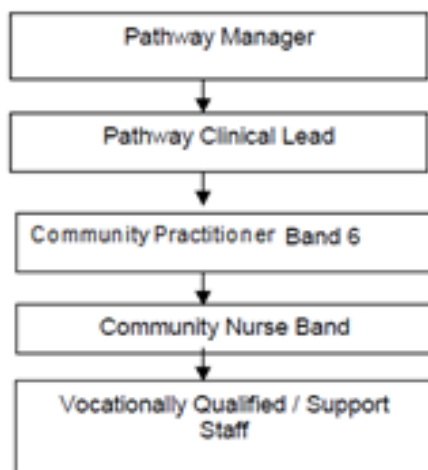
**Our Vision is:** “We Strive to provide the BEST CARE, delivered by the BEST PEOPLE, to achieve the BEST OUTCOMES”

**Our Values are:-**

- Caring Compassionate
- Respectful
- Honest and Transparent

**OUR SHARED PURPOSE IS TO MAXIMISE OUR CONTRIBUTION TO HIGH QUALITY, COMPASSIONATE CARE AND TO ACHIEVE EXCELLENT HEALTH AND WELLBEING OUTCOMES**

## **ORGANISATIONAL CHART**



## **COMMUNICATION & RELATIONSHIPS**

Work collaboratively with colleagues directly involved in the delivery of health care, both in the community as well as in hospital inpatient settings and will develop good working relationships and networks with other community resources and providers, both statutory and non-statutory.

Demonstrate the ability to overcome barriers to communication, supporting Service User's understanding by adapting the approach used (e.g. use of Interpreters where

English is not a first language, alternative and augmentative communication methods), to ensure that they can access and engage effectively with services.

Utilise and develop a high level of interpersonal and communication skills that promote and maintain therapeutic relationships with service users, their families and carers, and to help the service user overcome any barriers to communication.

Communicate Clinical Formulations and Interventions to Service Users and Carers in an understandable manner based on a Recovery and Wellbeing Model which inspires hope to the service user and carer.

Advocate on behalf of the Service User within a range of services ensuring, as far as possible, that they reflect their needs and wishes. This would require the courage to voice concerns about practice and service delivery.

Establish and maintain therapeutic partnerships with Service Users and Carers in the delivery of Psychosocial Assessments and Interventions.

Demonstrate negotiating, empathic and motivational skills to manage situations where highly complex and highly sensitive material/information is being discussed, ensuring professionalism is maintained.

Contribute effectively to multi-disciplinary clinical discussions reporting and escalating professional concerns and respond to changes to risks in a timely manner.

Provide Reports, Information and Advice (verbal and written) to Service User, Professionals and Carers /Family.

Utilise communications in accordance with Caldicott Principles, Data Protection, Freedom of Information Act and Trust Policies and procedures.

To use de-escalation skills when working in highly antagonistic, hostile and emotive clinical areas to ensure the safety of self, clients and others.

## **KNOWLEDGE, SKILLS, TRAINING AND EXPERIENCE**

First Level Qualification – RMN/RNMH/RNLD or equivalent e.g. Social Worker, OT, Clinical Psychologist, other.

Minimum two years' experience post registration.

Evidence of post registration clinical experience and clinical skills training.

Evidence of evidence based practice and care delivery

Knowledge and Application of psychologically based interventions.

Excellent interpersonal skills

Engagement Skills

Person Centred Care Approach.

Knowledge and understanding of the Clinical Audit process and its application.

Time Management Skills.

IT skills.

Excellent up to date working knowledge of current and clinically relevant legislation.

Accurate and appropriate reporting and recording.

### **ANALYTICAL AND JUDGEMENTAL SKILLS**

Undertake a comprehensive Core Assessment of Service User's health and social care needs including clustering in accordance with Care Coordination Policy. To be the Primary Assessor in Assessment Clinics & Domiciliary Visits as indicated.

Develop a Clinical Formulation of needs to inform Care Planning and ongoing delivery of care.

Assess and Manage Risks to service users and others, who present with complex and significant risks, involving possible harm to self or others and formulate appropriate Interventions and Risk/Safety Planning. To utilise the support of colleagues, other Services or Clinical Team Lead as required.

Undertake Care Planning, Implementation and Review of Service Users presenting with enhanced needs in accordance with the Trust's Care Coordination Policy.

Demonstrate Clinical Reasoning when selecting appropriate Treatments / Psychological based Interventions, taking into consideration the Service User's clinical presentation, Risk Issues, Vulnerability, and willingness to engage in services.

Make a judgement on whether clients have the capacity to give informed consent and seek additional advice and expertise when necessary.

Reflect and critically appraise own performance knowing when to seek advice and support from more experienced clinicians.

Advocate on behalf of Service Users and Carer to ensure that Trust and Local Authority Statutory responsibilities are met.

Ability to exercise clinical and professional judgement which may be in conflict with other professions or the service user.

Understand and Apply policies and procedures which ensure that the Trust and Local Authority statutory responsibilities are being met.

As determined by the service/clinical need the post holder may work as a Non-Medical Prescriber (NMP) within their area of competence.

Where this is the case, the NMP will practice in accordance with both the NMC Standards of Proficiency for Nurse and Midwife Prescribers and also the NTW Medicines Policy NTW(C)17.

### **PLANNING AND ORGANISATIONAL SKILLS**

Manage the casework of service users with differing clinical presentations whose condition may fluctuate in severity and complexity.

Manage own time within the requirements of the service and Service Priorities. Prioritise casework and workload effectively, utilising the support of clinical and operational supervision.

Meet deadlines for Reports in accordance with statutory requirements and provide timely professional reports as requested by Multi-disciplinary Team members and clinical / line managers.

Maximise Service User and Carer participation. Convene and, Chair meetings relating to the care of Service Users and Carers (eg MD, Multi agency and CPA Reviews).

### **PHYSICAL SKILLS**

Basic IT Skills

Sometimes be required to transport equipment to various sites in the locality.

Be required to assist service users with areas of personal care.

Be required to carry out physical health care tasks including administration of intramuscular injections, checking blood pressure, glucose monitoring.

Be appropriately trained and capable of using authorised breakaway techniques as required.

### **RESPONSIBILITIES FOR PATIENT/CLIENT CARE**

Following the completion of a comprehensive Core Assessment, develop and provide an individualised, evidence based programme of Care based on Formulation, including to those with highly complex needs/challenging behaviours. At all times work in collaboration with Service Users, and Carers ensuring that the Service User is treated with Compassion, Respect and Dignity.

Assess, Manage and Evaluate Risk as an ongoing process using the Risk Assessment Tool identified by the Trust. Escalate Risks and Communicate

effectively with Partners and seek advice from more senior staff and Teams such as Safeguarding, MAPPA, MARAC as appropriate.

Manage distress and conflict in the day to day work with Service Users who, as an expression of their distress, may at times be difficult to engage and/or demonstrate significant risk behaviours.

Provide effective Care and Therapeutic Interventions to Service Users presenting with a range of Difficulties. To accept the role of Care Coordinator / Lead Professional as appropriate to the needs of an individual and demonstrate a comprehensive knowledge, understanding and application of the role in accordance with Trust Care Coordination Policy.

To engage in active relapse prevention planning with service users and carers, contributing to their recovery, wellbeing and discharge planning.

Coordinate any transitions across Pathways provided by the Trust, ensuring high level of communication is maintained.

Administer Medication (oral or intramuscular) when required. Will also monitor for therapeutic responses to medication and potential side effects, in a variety of environments e.g. service user's home and liaise with prescriber (Consultant Psychiatrist, Non-Medical Prescriber or GP as appropriate) to ensure optimum outcomes for service users.

Recognise and anticipate situations that may be detrimental to the health and wellbeing of service users and their carers and advise and treat on the promotion of health and the prevention of physical/mental and behavioural deterioration.

Assist Service Users to develop Wellness Recovery Action Plans (WRAP) or other Recovery Plans, including determining problems, identifying goals and setting individual objectives.

To ensure Carer needs are considered and Carers are involved in Care Planning as appropriate.

Use Digital Recording Equipment as per Trust Policy.

## **POLICY AND SERVICE DEVELOPMENT**

Adhere to Code of Professional Standards and Conduct, Trust Policies, protocols and Legislation.

Understand and Apply National , Trust and Local Service Legislation, Policies, Procedures and Guidelines for Health and Social Care and be involved in their development where appropriate. (eg comment on proposals and draft documents)

Support and where appropriate lead the development of local service initiative taking into account national and local best practice, policies and procedures and standards.

Support senior staff and actively contribute to the decision-making processes, which directly affect the service provision within the locality.

Participate in the effective Monitoring, Review and Evaluation of the service provided.

Be involved as required in service development work representing the Team and its activities as delegated by the Pathway Manager.

Understand and contribute to Statutory issues which impact on Service Users and Carers. Perform Statutory duties, subject to having received the appropriate training.

### **FINANCIAL AND PHYSICAL RESOURCES**

Be required to arrange for the safety and security of service users accommodation and possessions if the service user experiences a crisis.

Be required to sign documentation, time sheets etc, to acknowledge and confirm that services have been provided to service users by other agencies i.e. Interpreters.

Required to handle small amounts of petty cash as per Trust Policy.

Responsible for maintaining stock control of medicines and equipment as per Trust Policy.

### **HUMAN RESOURCES**

Provide clinical supervision to professionally registered and junior staff to ensure high quality and safe care provision. To delegate clinical and non-clinical work as appropriate.

Be required to mentor nursing students on placement and undertake appropriate training and development to facilitate this.

Be required to provide guidance and to delegate tasks to staff, as indicated in the assessment, formulation and care plan.

Be responsible for ensuring that you are actively involved in your continual professional development (CPD) plan via the Appraisal process, mandatory training, clinical training, supervision and reflective practice..

Be involved in the Recruitment & Selection process of staff in line with Trust Policy.

Contribute to the training and development of staff and actively participate in practice development initiatives.

To contribute to the Appraisal of staff in accordance with Trust Policies.

## **INFORMATION RESOURCES**

Be responsible via paper or electronic systems, for maintaining accurate and contemporaneous records and securely storing and retrieving necessary information/documentation as per Trust Policy.

Be responsible for Devising, Evaluating and Maintaining Care Plans, Risk Assessments, Clustering and CPA Reports within recorded time frames, as per Trust Policy and standards.

Delegate responsibility for the recording of minutes, as required, ensuring appropriate distribution to other services both within and outside of the Trust i.e. MAPPA, Child Protection or CPA

Be responsible for maintaining own knowledge of current legislation.

Record data requested by Pathway Manager and Pathway Clinical Lead to contribute to Monitoring Clinical Priorities and improving Quality.

## **RESEARCH AND DEVELOPMENT**

Contribute to the collection of data for compilation of a variety of Audits and clinical returns.

Ensure that all clinical practice is evidence based. Keep up to date with relevant Research in the field in order to evaluate current practice and implement service improvement.

Monitor and commit to service effectiveness via the Clinical Governance Agenda in order to improve Quality and Clinical effectiveness and work towards continually improving the Service User/Carer experience and satisfaction of services.

Share any knowledge gained via specific training sessions, workshops, presentations etc with colleagues in order to develop and underpin good practice.

## **FREEDOM TO ACT**

Work within professional guidelines and be accountable for own professional actions.

Work autonomously, prioritising and managing own workload and time efficiently and effectively

Adhere to professional code of conduct, Trust Policies and Procedures while working within clinical and professional standards identified by the NMC

Access management and clinical supervision from designated line manager and clinical supervisor as per Trust Policy.

## **PHYSICAL EFFORT**

Be required to exert light physical effort for short periods.



Breakaway skills.

### **MENTAL EFFORT**

Be expected to deal with frequent interruptions due to the unpredictability of the work and the service user group.

Frequently be required to exert prolonged concentration during interviews, assessments and treatments of service users.

Be required to provide a high level of concentration in the writing of records and all required documentation, to meet deadlines.

### **EMOTIONAL EFFORT**

Frequently work with service users and their carers who directly exhibit potentially severely challenging and emotional behaviours and will frequently be exposed to very distressing and very emotional circumstances.

Have regular contact for assessment and treatment of individuals presenting with trauma associated with childhood abuse; physical, sexual or emotional.

Regularly deliver unwelcome or distressing news to service users and/or their families and communicate life-changing events.

### **WORKING CONDITIONS**

Be required to frequently work in areas not subject to health and safety regulations e.g service user's homes with exposure to unpleasant working conditions such as dirt, dust, smells or bodily fluids.

Be exposed to potential verbal and physical aggression from both service users and carers.

Be required to work at various locations throughout the Trust. To use mobile technology provided by the Trust to enable mobile working, including from home as per Trust Policy

## **SAFEGUARDING**

Every employee has a responsibility for safeguarding and protecting adults and children from abuse, regardless of the setting in which the care takes place. It is every employee's responsibility to be aware of relevant Trust Policies. All employees should take part in training in order to maintain their skills. Front line practitioners should access regular supervision and support in line with local procedures.

## **HEALTH AND SAFETY**

Contribute to maintaining a safe environment of care through effective risk management. Identify risks and develop appropriate strategies to manage the risks including responding appropriately to untoward/emergency situations.

## **TRUST CLINICAL GOVERNANCE STRATEGY**

It is the responsibility of all health care professionals to play an active role in delivering the clinical governance agenda. There is a specific responsibility for individual health care professionals to be involved in auditing their own and their team's clinical performance, and to engage in activities, which continuously improve, the quality of services they provide.

## **Information of a Confidential Nature or Access to Confidential Information**

"To be aware of the nature of information dealt within the NHS and to work in a manner which ensures confidentiality and security of this information"

## **INFECTION CONTROL**

All Trust staff (clinical and non-clinical, including locum and agency staff employed by external contractors) have a personal responsibility to ensure the risk of infection to themselves, service users and visitors is minimised by ensuring that they (1) are familiar and adhere to, current Trust policy and guidance on infection prevention and control, (2) participate in the Trusts induction programme and statutory/required training in infection prevention and control and (3) consider infection prevention and control as part of their appraisal and/or personal development plans'.

## **CALDICOTT RESPONSIBILITIES:**

1. **Justify the purpose (s) of every proposed use or transfer** - every proposed use or transfer of patient-identifiable information within an organisation should be clearly defined and scrutinised, with continuing uses regularly reviewed by an appropriate guardian.
2. **Don't use it unless it is absolutely necessary** - Patient-identifiable information should not be used unless there is no alternative, **where this is the case permission should be obtained.**

3. **Use the minimum** necessary - Where use of patient-identifiable information is considered to be essential, each individual item of information should be justified with the aim of reducing identification.
4. Access should be on a strict **need-to-know** basis - Only those individuals who need access to patient-identifiable information should have access to it, and they should only have access to the information items that they need to see.
5. Everyone with access to it should be **aware of their responsibilities** - Action should be taken to ensure that those handling patient-identifiable information are aware of their responsibilities and obligations to respect patient confidentiality.
6. **Understand and comply with the law** - Every use of patient-identifiable information must be lawful. Each department must have someone responsible for ensuring that the organisation complies with legal requirements.

#### **ACCESS TO CONFIDENTIAL INFORMATION:**

To be aware of the nature of information dealt with within the NHS, and to work in a manner which ensures confidentiality and security of this information.

This job description is not intended to be an exhaustive list of the duties and responsibilities of the post and the post holder may be requested to carry out any other duties appropriate to the grade or post.

The post may change over time to meet organisational requirements and the job description may be changed after consultation with the post holder at any time.

#### **JOB DESCRIPTION AGREEMENT**

**Post Title:** .....

**Post Holder's Name:** .....

**Post Holder's Signature:** .....**Date:** .....

**Line Manager's Name:** .....

**Line Manager's Signature:** .....**Date:** .....

## **PERSON SPECIFICATION**

	<b><u>Essential</u></b>	<b><u>Desirable</u></b>
<b><u>Education and Qualification</u></b>	<p>First Level Registered Nurse RNMH, RMN, RNLD or equivalent first level qualification e.g. Social Worker, OT, Clinical Psychologist, other.</p> <p>Mentor Training.</p> <p>Evidence of post-registration training in clinical/ psychological interventions / skills relevant to the post.</p> <p>Proven track record of post registration clinical experience relevant to the post.</p> <p>Training in CPA (Care Programme Approach), Safeguarding, MAPPA (Multi Agency Panel for the Protection of Vulnerable Adults) and Child Protection.</p> <p>Up-to-date knowledge/experience of relevant legislation.</p>	<p><input type="checkbox"/> Post Registration Qualifications in Psychological Interventions</p> <p>Experience of working within a community team.</p> <p>Non-Medical Prescribing</p>
<b><u>Knowledge and Experience</u></b>	<p>Minimum two years' experience post registration.</p> <p>Awareness and understanding of professional accountability, NMC standards and other local and national initiatives.</p>	<p>Understanding of difficult to manage/challenging behaviours.</p>
<b><u>Skills and Competencies</u></b>	<p>Proven ability to carry out and provide comprehensive written assessments of individuals with complex mental health needs.</p> <p>Risk Assessment and Risk Management / Safety Planning skills.</p> <p>Demonstrate an understanding of effective &amp; appropriate treatment options including a range of evidence</p>	<p>Clinical Leadership.</p> <p>Training &amp; Induction of staff.</p> <p>Delegation skills.</p> <p>Debriefing skills.</p> <p>Teaching/Presentation skills.</p>

	<p>based clinical approaches as identified in N.I.C.E. Guidance).</p> <p>Demonstrate effective written and verbal communication skills.</p> <p>Evidence of a high level of professional, organisational and leadership skills (self &amp; others).</p> <p>Ability to adapt within a changing environment.</p> <p>Ability to work under pressure.</p> <p>Excellent interpersonal skills.</p> <p>Ability to use electronic recording and relevant IT equipment.</p> <p>Ability to work effectively with other professionals using a multi-agency approach.</p> <p>Ability to work autonomously and within a team.</p> <p>Excellent time and case management skills</p> <p>Good conflict resolution skills.</p> <p>Proven track record of acting as an effective advocate for service users and their carers.</p>	
<b><u>Role/Team specific requirements</u></b>	<p>Able to maintain professional development.</p> <p>Good, effective communications skills.</p> <p>Ability to work in a multi-disciplinary Team</p>	
<b><u>Additional Requirements</u></b>	<p>Ability to meet the mobility and geographical requirements of the post.</p>	