

AFC Reference:	CBU/0045
Job Title:	Mental Health Practitioner (Generic)
Band:	Band 6
Division/Service:	Local Services Division
Accountable to:	Team Manager
Responsible to:	Service Line/Community Manager.

**Job Outcomes:**

**As a result of the post-holder being effective in their role, The Trust would expect to see the following outcomes for the Trust, service users and the wider community:**

1. Mersey Care NHS Foundation Trust as a leading provider of community services, mental health care, physical health, addiction services and learning disability care.
2. Service users receiving a high quality service and one which is free from stigma, discrimination and harm.
3. Staff engaged with the delivery, innovation and continuous improvement of services to benefit service users.
4. Visible and responsive leadership, setting the standard for others and role-modelled throughout the division for all managers
5. The Trust values of Continuous Improvement, Accountability, Respectfulness, Enthusiasm and Support will be embedded across the division for all staff and evident to service users.
6. To provide high quality, evidence based care within Positive Care Partnerships for service users and their carers within inpatient and community services.
7. To work in a socially inclusive way and in line with the recovery model.
8. To function as named nurse/care coordinator to service users undertaking assessment, planning and evaluation and review of care, within a recovery focused model of care.
9. To participate as an active member of the multi disciplinary team.
10. To provide advice, expertise and leadership within your team.
11. To supervise care for service users presenting with complex and high risk needs.
12. To work autonomously, reaching clinically appropriate decisions based on information received and using the knowledge and experience of the multi disciplinary team.
13. To be qualified to act as a mentor for students.

### **Job Purpose**

- To coordinate the care of service users carrying out assessment planning, implementation and evaluation of their care under the guidelines of the care programme approach and under the supervision of the line manager.
- To ensure that the service users care plan is developed to meet the assessed need of the individual and that unqualified staff are delivering care as identified in the care plan.
- To liaise with family members, carers and significant others when completing the assessment and developing a care plan.
- To undertake and supervise risk assessments and formulation of risk management plan for service users under your care, taking note of the contributions from other members of the team, family members carers and significant others.
- To ensure Safeguarding Children and Adults requirements are followed and participate in meetings as appropriate.
- To direct unqualified staff in order to ensure delivery of a high standard of care to service users.
- To participate in setting standards for care based on sound evidence based and research findings.
- To participate in the systematic monitoring and evaluation of service users that you have responsibility for.
- To communicate to other members of the multi-disciplinary team information which has an impact on the service user's care.
- To use verbal and non-verbal communication skills gained through training or experience to impart sensitive information.
- To check understanding of information where there are barriers to effective communications.
- To give and receive accurate up-to-date information regarding service users' care in reviews and multi-disciplinary meetings etc. These reviews may be external to the Trust.
- To have accurate and up-to-date knowledge of the Mental Health Act / Mental Capacity Act and other relevant legislation.
- Where appropriate to job role take responsibility for the safe administration of medication to service users ensuring that the Trust policies and procedures and the Nursing & Midwifery Councils regulations are adhered to.
- To ensure that all relevant information with regards to a service users care and treatment is documented accurately and legibly into the health record. To supervise and monitor the entries made by unqualified staff.
- Provide reports both in written and verbal formats as requested.
- To ensure that all incidents or near misses are documented as per Trust policy and that any follow up action is taken.
- To react pro-actively in cases of service user crisis and put in place immediate plans to resolve the situation with supervision and guidance as appropriate.
- To supervise nursing, social work, AMHP and other students
- To actively participate in team meetings.
- To participate in the induction of new staff.

**Generic Responsibilities for all staff:**

All post holders will agree to:

- Commit to the vision of supporting Mersey Care in becoming a leading organisation in the provision of community services, mental health care, addiction services and learning disability care, and in doing so fully utilise their skills and experience to support the objectives of the Trust.
- Role model the values of the Trust – Continuous Improvement, Accountability, Respectfulness, Enthusiasm and Support– in all activities and interactions with employees, service users and other stakeholders
- Challenge the stigma associated with mental health and learning difficulties.
- Comply with the Duty of Candour, defined by Francis as: 'The volunteering of all relevant information to persons who have or may have been harmed by the provision of services, whether or not the information has been requested and whether or not a complaint or a report about that provision has been made.'
- Work across professional and organisational boundaries to improve services for all.
- Maintain their specific knowledge base and develop new skills.
- Value the contribution of the patient / service user voice.
- Operate within any organisational codes of practice or those from a relevant professional body.
- Respect equality and diversity across all areas of working practice and communications with staff, service users and other stakeholders.
- Take responsibility for the accurate and timely collection and recording of data and ensuring all personally identifiable information is protected and used only for the purposes for which it was intended.
- Comply with all health and safety legislation and local policies and procedures.
- Adhere to all organisational policies.
- Have knowledge and understanding of technology in the workplace which is sufficient to maintain their efficiency and also how technology can empower service users in a digital environment
- Comply with the NHS Constitution in relation to the staff responsibilities that it sets out for NHS employees.
- Attend a one day Just and Learning & Civility and Respect training work shop
- Be an ambassador for Just & Learning and Civility & Respect following the training
- Positively advocate the just and learning culture within your team
- Be a confident supporter and implementer of the Trust CARES Values including Civility & Respect within your team.
- Support their team/services to create a positive environment for Just and Learning Culture
- Participate in Just and Learning Culture events.
- Bring Just and Learning Culture updates/information to the attention of team members and other MCT colleagues they work with.

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- Support and encourage the sharing of concerns about the safety and quality of care with senior leaders with the aim of improving safety and quality.
- Actively participate in creating an open culture within your team so that concerns and difficulties can be discussed safely and respectfully.
- Speaking up in the event that they are exposed to incivility between colleagues in the workplace #iwillspeakup.
- Listening and understanding others who have concerns and taking a collaborative approach to work towards a solution to improve civility and respect.
- To be responsible for maintaining relevant professional registration and PREP requirements.
- To participate in life long learning to maintain and develop practice utilising CPD, self directed learning reflective practice coaching mentorship clinical supervision and performance management in the interests and needs of yourself and the service.
- To provide an effective link between mental health services and primary care, acting in an advisory capacity to professionals in other fields.
- To develop effective working relationships with other professional outside of the Trust in order to enhance the delivery of care to service users.
- To participate as a supervisor and supervisee in the CBU performance management / supervision framework. Work towards and help others work towards goals and objectives as agreed in personal development plans.
- To take responsibility for maintaining and developing own knowledge and skills within own area of work.
- To attend, as appropriate, courses and conferences, and to feedback and share knowledge, gained from attendance.
- To be professionally accountable for own actions as a registered practitioner.
- To act, at all times, in accordance with Trust policies and procedures, ensuring that unqualified staff are adhering to policy and procedure.
- To undertake mandatory training as identified by the Trust and CBU to ensure that all actions are in line with training.
- To keep up to date with developments in professional practice and make recommendations for change to senior staff, as appropriate.
- To adhere to the Trusts right based approach taking into account service user choice.
- To take reasonable care for the health and safety of yourself and any others that may be affected by your acts and omissions at work.
- To ensure that you are familiar with the terms and conditions of your post.
- To take responsibility for identifying, reporting and managing environmental risk as necessary e.g. liaison with facilities.
- To participate in service development as required
- To maintain service user confidentiality in line with Caldecott Guidance both on and off duty.
- To ensure that work is conducted in accordance with the Trust's Equality and diversity Strategy in a Human Rights approach and to contribute to its development.

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- To maintain appropriate professional boundaries with service users at all times both on and off duty.
- To co-operate with reasonable requests from senior staff to vary your area of work to meet unplanned clinical need.
- In exceptional circumstances to co-operate with reasonable requests from more senior staff to vary your area of work to meet unplanned clinical need.
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This job description is intended as an outline indicator of general areas of activity and will be reviewed in light of the changing needs of the Trust in consultation with the postholder.

**PERSON SPECIFICATION**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>QUALIFICATIONS:</b>	<ul style="list-style-type: none"> <li>• Appropriate professional qualification or experience at Degree Level e.g. RMN, AHP, Social Worker</li> <li>• Evidence of post registration study / continuing professional development e.g. Mentorship in Practice</li> </ul>	<ul style="list-style-type: none"> <li>• Working towards master level education</li> </ul>
<b>KNOWLEDGE/ EXPERIENCE:</b>	<ul style="list-style-type: none"> <li>• Significant demonstrable post registration experience in mental health.</li> <li>• Evidence of leadership and management skills.</li> <li>• Evidence of experience of managing cases &amp; case loads</li> <li>• Evidence of supervising staff.</li> <li>• Ability to work autonomously across the organisation/boundaries and with other agencies</li> <li>• Experience of working in partnership with other agencies and service users and carers</li> <li>• Experience of audit/research and working knowledge of clinical governance.</li> <li>• Experience in change management and policy formulation.</li> <li>• Experience of using Incident Reporting Systems e.g. DATIX</li> <li>• Experience of undertaking and involvement in Serious Untoward Incident Reviews</li> </ul>	

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	<ul style="list-style-type: none"> <li>• Evidence of experience of working with a range of people with mental health problems in a variety of health care settings.</li> <li>• A demonstrated understanding of Equality and Human Rights</li> </ul>	
<b>VALUES:</b>	<ul style="list-style-type: none"> <li>• Continuous Improvement</li> <li>• Accountability</li> <li>• Respectfulness</li> <li>• Enthusiasm</li> <li>• Support</li> <li>• High professional standards</li> <li>• Responsive to service users</li> <li>• Engaging leadership style</li> <li>• Strong customer service belief</li> <li>• Transparency and honesty</li> <li>• Discreet</li> <li>• Change oriented</li> <li>• Ability to contribute to developing care excellence within the ward / team area.</li> </ul>	
<b>SKILLS:</b>	<ul style="list-style-type: none"> <li>• Able to communicate effectively both verbally and non-verbally.</li> <li>• Being responsive and flexible, seeing change as an opportunity to improve services</li> <li>• Ability to lead the process of standard setting and audit</li> <li>• Leadership Skills</li> <li>• Ability to work within a CBU management team, be able to generate own workload and ability to work to strict deadlines.</li> <li>• Ability to build purposeful relationships with a range of both internal and external to the organisation.</li> <li>• Proven knowledge of relevant</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>

	<p>mental health legislation.</p> <ul style="list-style-type: none"> <li>• Demonstrate knowledge of ECC guidelines.</li> <li>• Demonstrate knowledge in the concepts of mentorship, preceptorship and supervision and ability to provide education and supervision to junior staff</li> <li>• Demonstrate a good knowledge of professional Codes of Conduct and Staffs' responsibility to identify gaps in their knowledge base.</li> <li>• Professional attitude.</li> <li>• Possess excellent listening and negotiation skills and leadership skills.</li> <li>• Excellent oral and written skills</li> <li>• Excellent interpersonal and organisational skills.</li> <li>• The ability to lead change management</li> <li>• Ability to contribute to developing care excellence within the ward / team area.</li> </ul>	
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