

JOB DESCRIPTION

JOB DETAILS

Job title:	Senior Triage Worker – Mental Health Intermediate Care Team substantive
Job code:	GHC490
Band:	6
Location:	Countywide locality based
Accountable to:	Operations Manager

JOB PURPOSE

The post holder will be a senior member of the team working with service users across the Strategic Service Units who have a common and severe mental health. The purpose of this role is to:

- Provide assessment and implementation of brief evidence-based interventions for service users who are experiencing common, acute mental health and recovery needs covering cluster 1-3 some of 4 ,8 and 11
- Optimise the service users' ability to remain in the community and / or be cared for in the least restrictive environment in line with the principles of recovering and social inclusion and the 10 essential capabilities
- Support clinical governance, information collection and audit at entry level

DIMENSIONS

Working with Age 18 plus. Short term intervention and /or signposting other services as appropriate. Working across Gloucestershire Area with Travelling and Computer work involved

CORE KEY RESPONSIBILITIES

Clinical

- Engage in telephone and face to face health assessments including Rapid assessment rota as appropriate and plan relevant care in partnership with services users e.g. Specialist assessment of mental health needs
- Utilise the Care Cluster system in line with Trust policy, provide specialist care, education and advice to service users (including carers) who are suffering from common, severe and enduring mental health problem to promote recovery and social inclusion and in accordance with Trust policy act as lead professional as and when required, including adults at risk and supervision procedures
- Develop, implement and evaluate care pathways in conjunction with service users, carers and other professionals which reflect individual needs

- Ensure that everyone involved in the Cluster care plan receives a copy and to ensure that all relevant details are recorded on trust IT systems
- Liaise with and offer specialist assessment and advice to other agencies and professions. To participate in Multi-Agency meetings to offer advice and opinions to facilitate the on-going treatment and care of clients and to ensure adherence to National Service Framework (NSF) guidelines
- Actively support service users in the management of their medication within a 'concordance framework' and relevant policies. Administer medication and monitor side effects.
- Carry out Independent Prescribing as appropriate within the policy and related protocols if the post holder has the relevant training and qualifications, working with relevant members of the multi-disciplinary team

Professional

- Maintain accurate written records and statistics to ensure that service user details and details of care given are recorded in notes and on the trust database(s) in line with trust policy
- Ensure the physical health needs of service users are met, including advice, support and health education to both the service user and carers
- Provide and receive complex and sensitive information from service users, carers or other professionals and agencies, on a daily basis
- Ensure that psychological intervention or treatment is offered to service users as outlined in National Institute for Health and Clinical Excellence (NICE) guidelines
- Work with and support other members of the multi-disciplinary team, using clinical judgements in the absence of key members of the team, including medical staff
- Undertaking other duties appropriate to the post as requested by senior managers

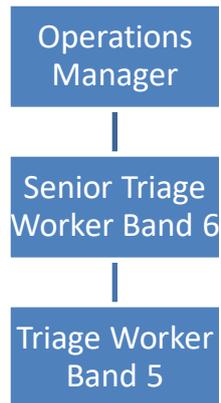
Leadership/Management

- Implementing risk assessments and management plans on a daily basis
 - Take responsibility on an occasional basis to deputise for the Team Manager to ensure on-going management of the team and adherence to Human Resource procedures
 - To be involved in the recruitment of staff
 - Take responsibility for the provision of appraisal and supervision of other team members including induction of junior staff members and assessment of work based studies such as NVQ
 - Contribute and deliver in the planning and delivery of teaching sessions to members of the multi-disciplinary team and outside agencies including professions from primary care in order to implement mandatory training or to pass on specialist knowledge and skills. These sessions may be part of protected learning time
 - Contribute to service development and quality initiatives in line with local and national policies through the use of audit and policy development
 - Ensure sufficient time is allocated to provide and receive clinical and managerial supervision, to include work load management, focusing on improving quality of care and audit in line with the Government Modernisation Programme, through competent planning and organisational skills
- Provide mentorship and preceptorship to junior team members, nurses in training, students and other members of the multi-disciplinary team ensuring training objectives are met.

SPECIFIC KEY RESPONSIBILITIES

Linking with specific GP Surgeries in the Glos Area and working closely with therapy staff and primary care staff education and support to these colleagues and GP's.
Also so flexible working on cases where needed in other areas.
Working on rota basis to help team cover telephone assessments and face to face referrals

ORGANISATIONAL CHART



COMMUNICATIONS AND WORKING RELATIONSHIPS

- Service users and carers
- Multidisciplinary teams Crisis Resolution & Home Treatment Team (CRHT), Recovery, Gloucestershire Recovery in Psychosis Team (GRIP) and AOT, Liaison Team
- Other specialist teams both within and outside the trust
- Professional leads
- Inpatient staff
- Voluntary and statutory agencies including employment, education, housing and leisure services
- Police and probation services and county and district councils services
- Educational departments
- Adults at Risk Facilitators
- Accident & Emergency Department
- Child Protection Unit
- Specialist hospitals and out of county placements
- Approved Social Workers
- Transport providers

EFFORT AND HEALTH & SAFETY FACTORS

- Lone working, regularly in areas where personal safety may be compromised
- Working with people in distress who on occasion may be suicidal, hostile, confused and have difficulty communicating and as a result may pose risks to themselves or the safety of others
- Long periods of intense concentration are required regularly throughout the shift
- Frequent driving, within and outside the locality often in busy and congested conditions and occasionally at night
- Occasional exposure to body fluids
- Disposal of clinical waste
- Use of computer and VDU equipment

MOST CHALLENGING PART OF THE JOB

- Re-prioritising of clinical and administrative tasks throughout each day based on urgency of need
- Implementing risk assessments and management plans on a daily basis and working with service users with severe and enduring mental health who are frequently distressed and emotionally disturbed, frequent exposure to violent or aggressive behaviour within and outside the work place. This may include working in service users homes, where risks cannot always be assessed prior to visits
- Working within a rapidly changing service, within budgetary limits
- Assessing and working with individuals presenting with self-harm who are not supported by Mental Health Services

GENERIC RESPONSIBILITIES – ALL POST / ALL EMPLOYEES

The following are applicable to all posts and all employees.

General Duties

To undertake any other reasonable duty, which is appropriate to the band when requested by Senior Staff.

To be familiar with and comply with all Trust and departmental policies, procedures, protocols and guidelines.

To demonstrate an understanding and commitment to Trust values and Staff Charter.

Professional and Personal Development

All staff must ensure that they are aware of their responsibilities by attending the Trust Mandatory Training and Induction programme.

All staff will have a formal appraisal with their manager at least every 12 months. Once performance/training objectives have been set, the staff member's progress will be reviewed on a regular basis so that new objectives can be agreed and set, in order to maintain progress in the service delivery.

Those with management/supervisory responsibility are required to ensure that their direct reports have an appraisal in line with Trust policy.

All staff will be expected to take responsibility for their own professional development and will be supported by the Trust to achieve development opportunities as appropriate.

Infection Control

All staff have a responsibility to ensure that infection control policies, procedures and guidelines are adhered to and to support the Trust's commitment to preventing and controlling healthcare associated infections (HAI).

Health and Safety

All staff have a responsibility to maintain health and safety of self and others within the performance of duties in accordance with Trust health and safety policies, and to undertake specific health and safety responsibilities as directed. All staff have a responsibility to adhere to the Trust's Risk Management Policies & Procedures.

All staff are required to contribute to the control of risk, and must report immediately any incident, accident or near miss involving patients, service users, carers, staff, contractors or members of the public using the Trust Datix system.

Confidentiality

All staff may gain or have access to confidential information about the diagnosis or treatment of patients, information affecting the public, private or work related staff information, or Trust matters. A breach of confidentiality will have occurred where any such information has been divulged, passed (deliberately or accidentally) or overheard by any unauthorised person or person(s). Breaches of confidentiality can result in disciplinary action, which may involve dismissal.

All staff must maintain a high standard of quality in corporate and clinical record keeping, ensuring information is always recorded accurately, appropriately and kept up to date. Staff must only access information, whether paper, electronic or in other media which is authorised to them as part of their duties.

All staff must ensure compliance with the data protection legislation.

Safeguarding: Adults and Children (Section 11 of the Children Act 2004)

Safeguarding: Adults (Care Act 2014) and Children (Section 11 of the Children Act 2004)

Every member of staff has a responsibility to be aware of and follow at all times, the relevant national and local policy in relation to safeguarding children and safeguarding adults. This includes keeping up to date with relevant training and seeking supervision.

Freedom of Information

All members of staff must be aware of their responsibilities under the Freedom of Information Act 2000. The Act gives individuals or organisations the right to request

information held by the Trust. Staff must manage information they hold in such a way that meets the requirements of the Act. All requests for disclosures under the Act must be passed to the Freedom of information Officer.

Working on Non-Trust Premises

All staff when working on non-Trust premises are bound by Trust policies and procedures, including home working policy; IT security policy; email and internet acceptable use policy information.

Smoke Free Premises

The Trust is committed to protecting and improving the health and welfare of staff, service users, carers, visitors and contractors, and protecting smokers and non-smokers from the health dangers of second-hand smoke. Therefore all Trust premises are 'smoke free' and staff (and external contractors and visitors) must refrain from smoking in Trust buildings, vehicles and grounds.

Diversity and Promoting Dignity at Work

The Trust recognises the contribution of all employees to deliver responsive and quality services. We expect staff to value and respect the diversity of those who use or contact our services and to respond to the differing and diverse needs of others. We aim to have an environment free of bullying or harassment which would create an intimidating and unpleasant atmosphere impacting on staff wellbeing and service delivery. We want staff to be able to report issues knowing they will be dealt with promptly and sensitively.

All forms of bullying and harassment are unacceptable and will not be tolerated.

This job description seeks to provide an outline of the duties and responsibilities of the post. It is not a definitive document and does not form part of the main statement of Terms and Conditions. The job description will be reviewed as part of the annual appraisal process and will be used as the basis for setting objectives.

Data Quality

The Trust recognises the role of reliable information in the delivery and development of its services and in assuring robust clinical and corporate governance. Data quality is central to this and the availability of complete, comprehensive, accurate and timely data is an essential component in the provision of high quality mental health services. It is therefore the responsibility of all staff to ensure that where appropriate, information is recorded, at all times, in line with the Trust's Policy and Procedures for Data Quality

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Working Well Pre-employment Assessment

Breakaway – Practical training in Breakaway techniques is intended to enable staff to reduce the likelihood, and risk of personal injury due to aggressive verbal or physical behaviour of others by providing evasion and self-protection strategies (**clinical and non-clinical**). Training involves a degree of physical exertion; trainees are required to stand for the duration of the practical training session and to make controlled body movements. This will include the ability to adopt a stable body position to prevent being pulled or pushed off balance, be able to shift body weight rapidly, and to achieve some limited rotation of the torso.