

## Job Description

<b>Post:</b>	Community Mental Health Liaison Practitioner
<b>Band:</b>	6
<b>Responsible to:</b>	Clinical Lead
<b>Main Contacts:</b>	Community Clusters, Primary Care Services and Multi-Disciplinary teams, Pennine Acute NHS Trust, MH services, Independent and 3 <sup>rd</sup> Sector Providers

## Job Summary

You will work in a senior liaison capacity within the local cluster teams to support patients experiencing mental health problems within the community. The service will operate and be co-located within borough cluster care teams and will operate Monday to Friday 9-5.

To provide specialist nursing advice and assessment skills in conjunction with health, community and social care staff in order to fully develop appropriate interventions and treatment plans for people with mental health problems.

To carry out comprehensive risk assessments of mental health needs and have knowledge and experience of risks within the community.

To act in an advisory capacity in the delivery of clinical and social interventions to this client group in relation to referring on to other agencies and discharge.

To supervise the work of junior staff and provide clinical advice and support to the team.

It is expected that the post holder will deliver care in accordance with all Pennine Care NHS Foundation Trust policies and procedures, the Mental Health Act, Mental Capacity Act and community care legislation.

## Main Duties and Responsibilities

### Clinical Work

- To work across cluster teams and the discharge / enablement pathway to provide specialist mental health nursing advice and a joint assessment service
- Triage all referrals that are made to the service and allocate clinical priority.

- To work in close liaison with staff within health and social care in upholding and implementing clinical standards for the care of people with mental health needs within the community setting
- To carry out a thorough assessment of the service users' current mental health needs, including risk assessment, psychological needs and cognitive functioning
- To demonstrate the ability to make decisions in relation to the clinical management of individual patients and make critical clinical judgements in relation to mental health and care provision within the community setting.
- To be able to assess and manage clients presenting with co-morbidities of physical and mental health needs including the impact of medication.
- To model appropriate methods of communication and care delivery to staff within the cluster teams
- Contribute to making decisions regarding client care in consultation other members of the multi-disciplinary team.
- To undertake short term nursing interventions and/or co-ordinate transition of care to other specialist support.
- To utilise counselling skills when communicating with clients and carers in relation to assessment, diagnosis and treatment plan.
- To make onward referral to the most appropriate service to meet the individual patient's needs.
- To identify the need for protection in line with Safeguarding Adults Policy and comply with local procedures.
- To liaise and negotiate with other professions, statutory and independent agencies to ensure the best possible service is provided to service users and carers.
- To evaluate systematically and record, outcomes of mental health treatment plans, adapting care on the basis of these outcomes.
- To involve family and carers in the assessment and care planning with service users consent.
- To provide education and appropriate self-help resources to patients specific to individual needs.
- To maintain accurate and up to date clinical documentation on all service user contacts, ensuring confidentiality at all times.
- To have a thorough understanding of functional and organic illness and management strategies to support these.
- To possess a sound knowledge of issues surrounding the management of violence and aggression and to be able to diffuse potentially difficult and volatile situations.
- To provide advice and information to non-mental health trained social care staff regarding the management of patients with mental health problems..
- To observe and practice within the legal requirements of the Mental Health Act 1983 and Mental Capacity Act.
- To maintain professional awareness by keeping abreast of changing trends in clinical / professional practice.

- To be aware of professional accountability, with due regard your professional Code of Conduct.

### **Research and Audit**

- To ensure that the NCRS records are efficiently maintained.
- To contribute to audits as required,
- To provide relevant data as required in line with performance monitoring targets.
- To participate in research opportunities as directed by team or service manager.

### **Education and Training**

- To contribute to the on-going training and development of non- mental health trained social care staff with regard to mental health issues.
- To have effective presentation skills in order to positively promote the social care liaison team
- To provide mentorship, education and training to learners from a range of professional backgrounds.
- To attend mandatory and other training as identified as relevant to the post and necessary to ensure safe effective practice

### **Service Development**

- To participate in monitoring and evaluation of the effectiveness of service delivery and contribute to developments relevant to mental health services.

### **Management**

- To provide clinical and peer supervision, advice and support to team members across the divisional team.
- To deal appropriately with clinical incidents, complaints etc from patients, relatives and members of the public, via line manager, in accordance with Trust policy.

This job description is not exhaustive, but is intended to give an overall picture of the role. Other duties within the general scope of the post may be required from time to time. The duties of the post and job description can be reviewed through the agreed process

### **General Duties of all post holders**

- 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 be aware of and work towards the Trusts strategic goals.

## **Standards of Business Conduct**

- The post holder will be required to comply with the organisations standing order and standing financial instructions and at all times, deal honestly with the organisation with colleagues and all those who have dealing with the organisation including patients, relative and suppliers.
- The post holder must ensure that their behaviour and interests inside and outside work do not conflict with their Trust position, duties and/or responsibilities.
- The post holder must comply with and support the development of the performance standards within the service/department to ensure the service is responsive to and meets the needs of its customers.
- The post holder will be required to develop and maintain good working relationships with all patients, service users, staff, contractors and where appropriate, members of the public.
- The Trust aims to maintain the good will and confidence of its own staff, patients, service users, NHS contractors and the general public. To assist in achieving this objective it is essential that at all times, the post holder carries out their duties in a courteous, sympathetic and professional manner.
- All post holders who are members of a professional body must comply with standards of professional practice / conduct. It is the post holders' responsibilities to ensure they are both familiar with and adhere to these requirements and maintain their professional membership to the relevant body.

## **Equality and Diversity and Equal Opportunities**

- The post holder must carry out all duties and responsibilities of the post in accordance with the Trust's Equal Opportunities and Equality and Diversity policies, avoiding unlawful discriminatory behaviour and actions when dealing with colleagues, service users, members of the public and all other stakeholders.
- The post holder must promote awareness of and respect for equality and diversity in accordance with Trust policies and procedures.
- The post holder is responsible for treating all staff, patients, service users, NHS contractors and the general public with dignity and respect at all times.

## **Safeguarding**

- Appointments to regulated and controlled activities require an enhanced DBS disclosure.
- Pennine Care NHS Foundation Trust (PCFT) employees have a statutory duty to promote the welfare of children and young people and to protect adults; enabling them to live free from harm, abuse and neglect.
- Engagement with safeguarding training, in line with responsibilities, is mandatory for all PCFT employees. PCFT employees must familiarise themselves with policies and procedures and adhere to these.

- It is the responsibility of all staff to report safeguarding concerns and familiarise themselves with who to contact in order to do this or seek further guidance.

### **Professional and Personal Development**

- The post holder must ensure that they are aware of their responsibilities by attending the Trust Mandatory Training and Induction Programme.
- The post holder will be involved in a formal appraisal and yearly conversations review 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.
- The post holder will be expected to take responsibility for their own professional development and will be supported by the Trust to achieve development opportunities as appropriate.

### **Confidentiality and Information Governance**

- Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to confidential documents and information relating to patients, service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the NHS unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence has been established.
- All information obtained or held during the post-holders period of employment that relates to the business of the Trust and its service users and employees will remain the property of the Trust. Information may be subject to disclosure under legislation at the Trust's discretion and in line with national rules on exemption.
- The post holder must maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately, appropriately and kept up to date. The post holder must only access information, whether paper, electronic or in other media, which is authorised to them as part of their duties.
- The post holder must work to the requirements of data protection laws as applicable to the UK, which includes the General Data Protection Regulations (GDPR).

### **Health and Safety at Work**

- The post holder is required to take reasonable care of the health and safety of themselves and other persons who may be affected by their acts or omissions at work and to co-operate with the Trust in adhering to statutory and departmental safety regulations.
- The post holder is responsible for ensuring that they do not intentionally or recklessly misuse or interfere with anything provided in the interests of health safety or welfare e.g. misuse of equipment.

- The post holder is required to contribute to the control of risk and must report immediately, using the Trust Incident reporting system, any incident, accident or near miss involving patients, service users, carers, staff, contractors or members of the public.
- All Trust sites have been designated a no smoking area. The post holder is therefore advised smoking is not permitted within the hospital premises or grounds or whilst representing the Trust in the course of their duty. While the Trust will not discriminate against employing smokers, all prospective employees should be aware of this policy.

### **Infection Control**

- Infection Prevention and Control is the responsibility of all Trust staff.
- All staff members have a responsibility to protect service users, visitors and employees against the risk of acquiring health care associated infections by consistently observing Trust Infection Prevention and Control Policies and procedures and best practice guidance in order to maintain high standards of Infection Prevention and Control.

### **Sustainability / Net Zero Carbon**

Pennine Care are committed to sustainable development, social value and achieving the NHS Net Zero Carbon reduction targets. All employees must play their part and adhere to the principals in the Green Plan, this will ensure our services are efficient, sustainable and carbon emissions are reduced. As an employee you will be expected to conserve energy / water, minimise wastage in all formats, actively promote biodiversity and use sustainable transport whenever possible.

- **Energy:** Switch off non-essential electrical equipment / lighting when not in use. Report heating issues, building too hot / too cold to the Estates Team.
- **Water:** Do not leave taps running and report all drips, leaks, and condensation issues to the Estates Team.
- **Waste:** Follow the Trust waste policy – Reduce – Reuse – Recycle do not overorder equipment / medicines. Healthcare waste must be disposed of in line with the Trust's waste management policy.
- **Biodiversity:** Enhancing biodiversity has a wealth of positive outcomes for our colleagues, services users and the environment. Think of your site, can an area be improved to have a quality green space, specific planting for habitat improvement or the installation of a couple of bird boxes? Contact the estate team for further details
- **Transport & Travel:** Where possible lift share, cycle, walk or use public transport