

Job description

Practice Nurse, Special Interest Mental Health



...we are caring and compassionate

...we deliver quality and value

...we work in partnership



Name:

Job title: Practice Nurse, Special Interest Mental Health

Team:

Business unit:

Reports to: NHS Medway CCG

Accountable to:

Band: 7

Location: Medway CCG Locality

Last updated:

Job purpose

The post holder is responsible for improving care for adult service users and carers, aged 18 and over, across Medway Primary Care Networks. The nurse would work within the GP surgery facilities, providing the following support:

- Support patients recently transferred back to the GP from Kent and Medway NHS and Social Care Partnership Trust (KMPT) Secondary Care ensuring patients with Serious Mental Illness (SMI), and Dementia, have the best possible chance to remain stable in the community.
- To carry out annual reviews and physical health checks for mental health patients in primary care including but not limited to Dementia Annual Reviews, Serious Mental Illness (SMI) reviews.
- Signpost patients to relevant community services in the community to support mental health recovery.
- Work with local mental health services and the KMPT Primary Care Mental Health Service, maximizing effectiveness and avoiding duplication of care.
- Attend community based multi-disciplinary team meetings aligned to their Primary Care Network when required.

In addition to this, the nurse will also:

- Work within and adhere to the relevant professional codes of conduct, standards of practice and relevant policies and guidelines.
- As a health professional take responsibility for developing, planning, coordinating, delivering and evaluating the service provided to practices within the Medway area. The post holder will need to be flexible, innovative and proactive in-service development.
- The post holder is an autonomous practitioner, responsible for provision of assessment, interventions, education, and discharge planning of clients referred from within the Medway area.
- The post holder will act as a source of expertise and demonstrate advanced knowledge, skill and experience in the management of various mental health conditions, using a bio-psychosocial approach.

- Liaises and supports other health care professionals, multi-agency professionals and third sector providers.
- Required to report on the delivery of the programme against agreed targets.
- To work as part of a team with other primary care nurses and the wider primary care workforce, in a variety of community settings where there is a requirement to make decisions within local policies and guidelines.

Key dimensions of the role include:

- Support recovery by pro-actively enabling medically-stable individuals to move from secondary to primary care. Support must be personalised to patient (and their family/carers) needs and that agreed shared care responsibilities are in place and are clearly documented. This will include proactively identifying and booking patients in for appointments.
- Provide support to primary care clinicians and practice staff in the management of mental health conditions in primary care. Support the effective 'navigation' of patients through the various mental health systems and services. Ensure that local voluntary sector, health and social care provision are used effectively.
- Liaise with GPs to improve the physical health outcomes of those with a long-term mental health condition and the mental health outcomes of those with a long-term physical health condition.

Organisational chart

There must be details of the management structure of the team/department and where this post fits into that structure. This should be shown clearly and simply and if necessary a more detailed structure chart can be attached as an additional sheet.

1. Communication and relationship skills

This is the skills required to communicate, establish and maintain relationships and gain the cooperation of others. It takes account of the skills required, for eg to motivate, negotiate and persuade and the difficulties involved in exercising those skills.

It relates to providing and receiving information, the complexity of that information and how it is received / delivered (oral, written) and to whom, eg colleagues, staff, patients, clients, carers, public or other contacts external to the department, eg Trusts, SHA.

Expectation of post holder:

- Provide highly specialist mental health advice, care and support within 'local community care settings'
- Focus on: prevention, self-help, early help, detection and support of mental health conditions
- Ensure patients with SMI are supported and monitored in the community, including completion of annual physical health checks in GP practices.
- Ensure patients living with Dementia are reviewed annually and supported when needed
- Reduce number of patients presenting in crisis through effective care planning, care coordination and collaboration
- Ensure all local care mental health professionals and GPs have appropriate access to advice and support, and provide clear communication between primary and secondary care. All record of discussions should be logged appropriately in the patient's record.
- Ensure clinical pathways give patients with low level needs every opportunity to be treated within a primary care setting if clinically safe and appropriate.
- Ensure clear communication channels between specialist and primary care professionals, providing specialist knowledge and support at every care level as required.
- Improve service quality and outcomes for people with mental ill-health, based on recovery principles.
- Increase identification and management of the full range of adult mental health conditions in primary care, including initiatives to improve physical health outcomes for those with a long term serious mental health condition.
- Support initiatives and evidence to reduce the numbers of referrals made directly to secondary care, where clinically appropriate.
- Advise GPs on referral routes into local Primary Care Psychological Therapies or secondary care specialist services, where indicated.
- Ensures health and social care needs and care packages are regularly reviewed, including an annual medication review by consultant psychiatrist, where indicated. If patient is not under the care of a consultant, medication should be reviewed by the GP.
- Refer those requiring more complex care or with a higher level of risk on to secondary care for more comprehensive / MDT intervention.
- Keep accurate records of activity undertaken for monitoring and evaluation purposes.
- Establish and maintain a close link between KMPT and primary care. Develop and facilitate communication networks between the community mental health teams (CMHT) to co-ordinate and integrate care across health care settings to achieve best health outcomes for service users.

- Responsible for documenting and maintaining accurate records for episodes of care within a primary care setting.
- Support upskilling of peers in primary care by inputting into educational sessions where needed.

2. Knowledge, training and experience

This requires all the forms of knowledge required to fulfil the job responsibilities satisfactorily. This includes theoretical and practical knowledge, professional, specialist or technical knowledge and knowledge of the policies, practices and procedures associated with the job.

It takes account of the education level normally expected as well as the equivalent level of knowledge gained without undertaking a formal course of study and the practical experience required to fulfil the job responsibilities satisfactorily.

A full person specification is still required as part of this job description to ensure advertising and shortlisting are clear and equitable. **The person specification should reflect what is written in this factor.**

- Registered Adult Mental Health Nurse with professional knowledge/skills acquired through relevant qualifications and extended through experience and continuing professional development.
- Provides specialist mental health advice, consultation, teaching and training to primary care colleagues, other members of the multi-disciplinary team and multi-agency team (mental health, social services, voluntary sector, community services), regarding the management of patients with SMI and dementia.
- Keeps up to date with current evidence-based practice underpinning area of work and be able to draw on expert knowledge to formulate management plans which are individualized to the needs of clients/carers and other professionals involved.
- Involved with in-service training by attending and delivering presentations, training sessions at staff meetings and tutorials. Identifies and supports staff education and professional development based on knowledge of service need.
- Attends relevant mandatory training and is responsible for maintaining their professional status and revalidation.
- Demonstrate an in-depth knowledge of relevant legislation, eligibility criteria policies and procedures relating to provision of primary care mental health.
- Participates in case review and debriefing activities as required.
- Undertakes evaluation of effectiveness, efficiency and safety of current clinical practices through use of audit, case reviews, reflective practice and outcome measures and makes and implements recommendations for change.
- Facilitates/participates in working parties developing policy changes which will impact on all service users.

- Participates in the development of strategies and operational plans.
- Identifies barriers and solutions to access for patients, family, carers and staff.
- Participates in case review and debriefing activities as required. Ensure effective communication occurs between primary and secondary care and all relevant professionals attend the reviews and debriefing.

3. Analytical and judgement skills

Areas of the job where analytical and judgemental skills are required to fulfil the job responsibilities. This could be diagnosing a problem or illness, understanding complex situations or information and using judgement skills to formulate solutions, recommending / deciding on the best course of action / treatment.

Clinical Responsibilities

- Undertakes pro-active case management activities for a defined group of individuals as highlighted above.
- Responsible for developing and maintaining a close working relationship with: GPs, primary care clinicians, mental health specialist service teams, and the specialist consultants.
- Supports effective discharge planning and referral process between the primary and secondary care.
- Improves communication between primary care and secondary care, ensuring that the patient has quicker access to secondary care in the event of relapse.
- Improves service quality and outcomes for people with mental ill-health, based on recovery principles. Reduces stigma by providing support in non-stigmatising settings.
- Uses advanced clinical knowledge and skills to provide comprehensive review, brief intervention and evaluation for designated patients across the primary/secondary care continuum.
- Formulates tailored management plans based on recovery principles using advanced clinical reasoning and decision making.
- Supports the transfer of care from secondary to primary care for agreed individuals, providing transitional support where necessary eg. help with obtaining prescriptions, reminders about appointments, if needed
- Educates and provides information to patients/carers to improve knowledge and understanding of illness, self-management and prevention of complications and promote recovery.
- Ensures health and social care needs and care packages are regularly reviewed, including an annual medication review by consultant psychiatrist, where indicated.
- Acts as a key point of contact for agreed individuals on the Mental Illness Quality Outcomes Framework (QoF) register who are being managed in primary care

- Ensures annual physical health check in primary care is carried out and acted upon.
- Liaises closely with KMPT to ensure effective shared care for key individuals. Ensures GPs and consultants are kept informed of any changes to the treatment, and patient records are updated to reflect any changes.
- Uses clinical reasoning to prioritise and ensure that referred practice patients are seen within the right part of the wider mental health services.
- Maintains an excellent knowledge of local community resources which may support the wider psycho-social recovery needs of individuals.

4. Planning and organisational skills

Areas of the role where planning and organisational skills are required. This may be planning clinical or non-clinical services, departments, rotas, meetings, diary management, conferences, strategic planning, etc.

This should include short and long term planning responsibilities and the specific involvement of the postholder.

Administration and Communication Skills

- Liaises/co-ordinates and facilitates multidisciplinary and multi-agency referrals for patients with complex conditions and their families/carers.
- Communicates highly complex and/or sensitive information, in an empathetic and reassuring manner, to patients, families/carers, and other multi agency professionals in a language understandable to them.
- Facilitates the communication of sensitive and/or distressing information to patients/families/carers, regarding the patient's complex condition, diagnosis/prognosis and the intervention required, as appropriate.
- Communicates effectively with patients with communication difficulties and/or cognitive problems by utilising a variety of communication mediums.
- Maintains regular communication with other primary care mental health specialists to ensure appropriate development of area-wide policies, procedures and standards.
- Responsible for documenting and maintaining records for episodes of care within the designated caseload as per Primary Care Network/practice requirements.
- Produce and present detailed reports which are vital to other agencies to assist in decision making e.g. functional living skills, housing needs, advice to employers.
- Have basic IT skills, including internet and e-mail – and a working knowledge of GP systems including EMIS-WEB, Vision.
- Undertake service reviews and audit in accordance with clinical governance and CCG priorities.

5. Physical skills

Areas of the role where physical skills are required. This relates to sensory skills, hand / eye coordination, driving skills and keyboard skills.

6. Responsibility for patient / client care

Areas of the role where there is responsibility for patient / client care, treatment and therapy whether direct / indirect. This may include providing general non-clinical advice or information to patients, clients, relatives, etc regarding a service.

7. Responsibility for policy and service development implementation

Areas of the role with responsibility for development and implementation of policy and/or services. Detail should be given on the level and extent of the contribution to the relevant decision making process, eg making recommendations to decision makers and whether the relevant policies or services relate to a function, department, directorate, the whole trust or wider.

Information should also be given on the degree to which the responsibility is shared with others eg follows policies/guidelines, contributes to reviewing or has total responsibility for implementing across a department, service or wider.

8. Responsibilities for financial and physical resources

Areas of the role where there are responsibilities for financial resources (including cash, cheques, invoice payment, budgets, revenues, income generation) and physical assets (clinical, office and other equipment, instruments, vehicles, premises).

The nature of the responsibility should be defined eg authorised signatory signing off travel, overtime, agency time sheets etc, , budget holder for department, budget setter etc. If budget holder, a maximum amount of sign-off responsibility.

9. Responsibilities for human resources (HR)

Areas of the role with responsibilities for management, supervision, coordination, teaching, training and development of employees, students/trainees and others.

It should include work planning and allocation, checking and evaluating work, undertaking clinical supervision, identifying training needs etc. Details of the numbers of staff and level of responsibility should be given around personnel functions such as recruitment and selection, carrying out appraisals, disciplinary and grievances, career development, mentoring and coaching etc.

- Responsible for contributing to peer supervision and support for other primary care mental health specialists in Kent and Medway.
- Receives clinical supervision and professional development support from a mental health clinician.
- Offer opportunities for learning to other disciplines through tutorials, presentations, shadowing, where appropriate.

- Undertakes or leads specific service or organisational portfolio responsibilities as required.

Risk Management

- To be aware of and fulfill responsibilities under the Health and Safety at Work Act 1974 and organisational policies and procedures.
- To ensure that information is treated in accordance with confidentially guidelines.
- Identifies situation of clinical risk and takes appropriate actions to ensure a safe environment for patients, family and staff.
- Gain valid consent to treatment and have the ability to work with patients who lack the capacity to give consent.
- To be aware of and implement risk management, when completing home and other community visits, especially in relation to aggressive/hostile behaviour and act according to current policies.
- Have the ability to deal with unexpected events during the course of duties and complete untoward incident reports in line with organisational guidelines

10. Responsibilities for information resources

Areas of the role with specific responsibilities for information resources (computerised, paper-based) and information systems (both hardware and software eg medical records, finance or personnel systems).

Any responsibilities must also include whether this is a sole or shared responsibility for the particular resource.

11. Responsibilities for research and development (R&D)

Areas of the role where there is responsibility for informal and formal clinical or non-clinical research and development activities. If R&D is an area of responsibility, detail should be given as to the frequency and degree to which this is shared with others.

12. Freedom to act

The extent to which the jobholder is required to be accountable for own actions and those of others, to use own initiative and act independently and the discretion allowed to the jobholder to take action.

It takes account of any restrictions on the jobholder's freedom to act imposed by, for example supervisory control, instructions, procedures, practices and policies, professional & technical codes of practice.

13. Physical effort (refer to effort factor questionnaire)

Areas of the role which may require physical effort either as a sustained or sudden requirement. The frequency should also be given, ie as an occasional or on-going requirement. Moving / transferring patients / clients, moving equipment, long periods of driving or inputting at a keyboard should also be identified.

14. Mental effort (refer to effort factor questionnaire)

Areas of the role which require mental effort including the nature, level, frequency and duration of the mental effort required. The frequency of the requirement should also be identified, ie whether this occasional or a frequent need

15. Emotional effort (refer to effort factor questionnaire)

Areas of the role which require emotional effort and the nature, level, frequency and duration demands of the emotional effort required

16. Working conditions (refer to effort factor questionnaire)

The nature, level, frequency and duration of demands arising from inevitably adverse environmental conditions (eg inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable.

Physical effort

This factor measures the physical effort (sustained effort at a similar level or sudden explosive effort) required for the job. It takes account of any circumstances that may affect the degree of effort required, such as working in an awkward position or confined space. Please tick the appropriate box in the table below.

Job requirements	Yes / no	Average number of shifts per week	Average number of times per shift	Average duration of each occurrence	Average weight lifted
Standing / walking for substantial periods of time?	No				
Standing / sitting with limited scope for movement for long periods?	No				
Making repetitive movements?	No				
Inputting at a keyboard?	Yes	5			
Kneeling, crouching, twisting, bending or stretching?	No				
Climbing or crawling?	No				
Working in physically cramped conditions?	No				
Working at heights?	No				
Pushing / pulling trolleys or similar?	No				
Running?	No				
Cleaning / pot washing?	No				
Lifting weights / equipment with mechanical aids?	No				
Lifting weights / equipment without mechanical aids?	No				
Manual digging?	No				
Other? (please specify)					

Mental effort

This factor measures the mental effort (concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines) required for the job. Please tick the appropriate box in the table below and describe the level of alertness / concentration required when undertaking certain activities. Please note that the periods of time in the table refer to continuous periods of concentration.

Job requirement	Average duration	How often per day / shift?	Are there interruptions?	If yes, do they require you to change what you are doing?
Check documents	45 mins	5-6	yes	
Carry out calculations	10 mins	1-2	yes	
Analyse statistics	10 mins	1-2	yes	
Operate equipment / machinery	10 mins	3-4	yes	
Drive a vehicle	15-20 mins	1-2	yes	
Carry out screening tests / microscope work	15 mins	1-2		
Carry out clinical / therapeutic / social care / diagnoses / assessments	20 mins	5-6		
Attend meetings (please describe role)	1 hour	1-2 per week		
Prepare detailed reports	1 hour	1-2 per week		
Carry out formal student / trainee assessments	45 mins	1-2 per month		
Undergo cross examination in court	N/A			
Carry out clinical, therapeutic or social care interventions / treatment	20 mins	5-6		
Carry out non-clinical fault finding	10 mins	1-2 per month		
Other (please specify)				

Is the pattern of this work predictable in nature? Yes

If no, please describe below, including examples of activities / responsibilities that make it unpredictable.

Emotional effort

This factor measures the emotional effort required to undertake clinical or non-clinical duties that are generally considered to be distressing and/or emotionally demanding. Please complete the table below, indicating whether you carry out the activities listed as examples.

Examples	Number of occasions per week / month / year
Giving unwelcome news to patients / clients / carers / staff	1-2 per week
Processing, eg typing / transmitting, news of highly distressing events	3-4 per day
Providing a service for distressed / angry patients / clients	3-4 per day
Dealing with difficult situations / circumstances	1-2 per day
Designated to provide emotional support to front line staff	1-2 per year
Providing a care or therapy service to emotionally demanding patients / clients	1-2 per day
Caring for the terminally ill	1-2 per year
Communicating life changing events to patients / clients	1-2 per year
Dealing with people with challenging behaviour	1-2 per day
Arriving at the scene of a serious incident	1 per year
Other (please specify)	

Working conditions

This factor measures the demands arising from inevitably adverse environmental conditions (such as extreme heat / cold, smells, noise, fumes) and hazards, which are unavoidable (even with the strictest health and safety controls), such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers).

Please describe where you work and state percentage of time in each area below:

Please complete the table below concerning the conditions in which you are required to work or illness /injury to which you are exposed.

Are you require to work in, directly with or exposed to:	Yes / no	Frequency per week / month / year
Driving / being driven in normal situations (excluding driving to work)?	yes	1 per week
Driving / being driven in emergency situations?	no	
Inclement weather?	yes	1 per year
Use of VDU more or less continuously?	yes	1 per day
Excessive temperatures?	yes	1-2 per year
Unpleasant smells / odours?	yes	1-2 per week
Excessive noise and / or vibration?	no	
Dust / dirt?	no	
Humidity?	no	
Exposure to dangerous chemicals / substances in containers?	no	
Exposure to aggressive verbal behaviour where there is no or little support?	yes	1-2 per week
Unpleasant substances / non-household waste?	No	
Noxious fumes?	No	
Infectious material / foul linen?	Yes	1-2 per year
Fleas or lice?	yes	1 per year
Body fluids, faeces, vomit?	yes	1-2 per year
Exposure to dangerous chemicals / substances not in containers?	No	
Other (please specify)		

Corporate accountabilities

Equality and diversity

The post holder will comply with all policies and procedures designed to ensure equality and diversity of employment and services across the organisation.

Standards of professional and business conduct

The postholder will be required to comply with the organisation's standing orders and standing financial Instructions, and at all times deal honestly with the organisation, with colleagues and all those who have dealings with the organisation, including patients, relatives and suppliers. The postholder will also be required to comply with the Code of Conduct for NHS Managers and / or the relevant professional codes of conduct.

NHS values

All staff must be committed to abiding by the NHS values and our organisational values; open and truthful in all their dealings with patients and the public, being caring and compassionate, working in partnership and delivering quality and value. Organisational and personal interests must never be allowed to outweigh these.

Control of infection

All staff whether clinical or non-clinical are required to comply with the Health and Social Care Act 2008. Code of Practice for the prevention and control of infections and related guidance. Therefore the postholder is expected to keep patients, visitors, themselves and other staff safe by continuously reducing the risk of healthcare associated infections.

Risk management and health and safety

The postholder will ensure compliance with the organisation's risk management policies and procedures. These describe the organisation's commitment to risk management, the recognition that our aim is to protect patients, staff and visitors from harm, and stress that all staff have a responsibility to minimise risk. The postholder will be required to observe local health and safety arrangements and take reasonable care of him / herself and persons that may be affected by his / her work.

Governance standards

Comply with the relevant governance standards applicable to the organisation as communicated to the postholder from time to time

Confidentiality

To respect the confidence of patients, clients and their carers relating to their condition, their family and their financial and other circumstances and not to disclose any such information to others who are not authorised to have it, either within or outside the organisation. To abide by the organisation's code of conduct and Caldicott requirements in confidentiality at all times.

Records management

To maintain organisation and patient records (both paper and electronic) in accordance with organisation policies to facilitate clinical care and effective administration.

Freedom of Information

To provide advice and assistance to all persons who propose to make, or have made requests for information, and to ensure all requests for information are managed appropriately in accordance with organisation Freedom of Information procedures.

Data protection

To comply with organisation's policies and the Data Protection Act in all respects, with particular relevance to the protection and use of personal and patient information.

Security

To comply with organisation policies to ensure there is a safe and secure environment that protects patients, staff and visitors and their property, and the physical assets and the information of the organisation.

Safeguarding and protecting children and vulnerable adults

All staff must be familiar with and adhere to Medway Community Healthcare Safeguarding Policies, procedures and guidelines for both children and vulnerable adults. This must be in conjunction with the Kent and Medway Safeguarding Children Procedures and Kent and Medway Safeguarding Vulnerable Adults Multi-Agency Policy, protocols and guidelines. All staff are required to attend mandatory safeguarding children and vulnerable adults training and updating relevant to their position and role.

Person specification

Criteria	Essential	Desirable
<p>Qualifications</p>	<p>A degree or equivalent qualification in nursing</p> <p>Specialist interest or experience in mental health nursing</p> <p>Further training relevant to the role at the level of post graduate or MSc equivalent</p> <p>Professional registration with active RMN/RGN</p> <p>Independent prescribing qualification</p> <p>Accredited fieldwork educator</p>	
<p>Experience</p>	<p>Post registration experience of at least 2 years</p> <p>Demonstrable experience of service development</p> <p>Experience of managing projects or leading defined pieces of work</p> <p>Extensive clinical experience</p> <p>Experience of working collaboratively with other organisations</p> <p>Experience of audit/research and clinical governance procedures and their application in practice</p> <p>Experience of working in primary care settings</p> <p>Leadership experience</p> <p>Experience of liaising with a variety of stakeholders</p> <p>Experience of supervising junior staff and students</p> <p>Experience of working with people with a physical health condition or other disability</p>	

<p>Special knowledge / expertise</p>	<p>Ability to work autonomously and use own initiative</p> <p>Able to deal with uncertainty and grasp new opportunities for own role development</p> <p>An advanced understanding of mental health problems and treatment options/models that can be used to assist recovery</p> <p>Ability to confidently articulate clinical opinions in formal and informal meetings or exchanges</p> <p>Ability to work co-operatively with others</p> <p>An advanced knowledge and expertise in the application of professionally relevant theoretical models, assessment methods, interventions and approaches</p> <p>Keeps clinical records up to date in a timely fashion</p> <p>Able to identify, assess and manage clinical risk</p> <p>Manage conflict through mediation, negotiation and influencing skills</p> <p>Can empower others to recognise opportunities for positive risk taking</p> <p>Knowledge and experience of working with a person centred, recovery orientated approach so as to assist service users to feel empowered and able to develop and implement their own solutions</p> <p>An advanced understanding of the impact of mental health problems on function and community living skills</p> <p>Ability to respond efficiently to complex information within tight deadlines and prioritise accordingly</p> <p>Ability to maintain a high degree of professionalism at all times, especially</p>	
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	<p>in complex/challenging situations</p> <p>Advanced supervisory and appraisal skills</p> <p>Ability to analyse and resolve professional and ethical issues</p> <p>Understanding of the relevant Professional codes of Ethics and Conduct, Professional Standards and core skills and how these are applied to clinical practice</p> <p>Advanced communication skills using a variety of mediums; being able to adapt methods/style/approach as appropriate</p> <p>Ability to apply principles of clinical governance and contribute to this agenda</p> <p>Training, presentation and facilitation skills</p> <p>Planning and decision making skills</p> <p>Can demonstrate leadership skills, motivate staff and inspire confidence</p> <p>Knowledge of relevant legislation, joint working practice and Government initiatives, policies relating to mental health</p> <p>Good understanding of physical health conditions and monitoring requirements</p>	
Other	<p>Ability to work on own initiative</p> <p>Able to recognise and acknowledge own knowledge shortfalls and seeks to address these</p> <p>Engages in regular supervision</p> <p>Ability to travel across the CCG area in a timely manner</p> <p>Competent IT skills</p> <p>Commitment to life long learning</p>	EMIS system use
Personal attributes	Flexible	

	<p>Innovative</p> <p>Good organisational skills</p> <p>Outcome-focused</p> <p>Commitment to excellence in mental health services</p> <p>Lived experience</p>	
Disposition, adjustment, attitude and commitment	<p>Eg willingness to work unsocial hours occasionally.</p> <p>Flexibility and adaptability to change.</p> <p>Please do not put 'good sense of humour'.</p>	
Practical / intellectual skills	<p>Eg expensive clinical and management experience.</p> <p>The ability to communicate and lead.</p> <p>Fundamental IT skills.</p>	
MCH values	<p>Being caring and compassionate The health and wellbeing of our patients and staff are my priority. I show kindness and humanity. I am inclusive and non-discriminatory.</p> <p>Working in partnership I ask for, respond to and offer feedback which improves the quality of our services. I work effectively as part of my immediate team, the wider organisation and with external partners to achieve shared goals. I take responsibility and ownership for my area of work and I meet and manage expectations.</p> <p>Delivering quality and value I raise my concerns and I am open and honest when things do not go well, learning from successes and mistakes. I make the most of resources and reduce waste and inefficiencies. I seek out, share and actively participate in new ideas and ways of working.</p>	

	<p><i>These are the core values and behaviours expected of all roles within MCH and individual performance in relation to the values is assessed in your PDR. A full description is available from your manager and the intranet.</i></p>	
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