

JOB DESCRIPTION

JOB TITLE:	Liaison Nurse Practitioner
BAND:	Band 6
DEPARTMENT:	Department of Psychological Medicine
DIRECTORATE:	Tower Hamlets
REPORTING TO:	Operational Lead
ACCOUNTABLE TO:	Deputy Borough Director

JOB SUMMARY

The post holder will be part of the Department of Psychological Medicine (DoPM) which is a model of mental health liaison serving the Royal London Hospital including the Emergency Department and inpatient wards at the Royal London Hospital and St. Bartholomew's Hospital. The service is commissioned to carry out the following:

- Provide a single multidisciplinary mental health and drug assessment service
- Provide expert advice on the management, treatment and diagnosis of patients to acute hospital clinicians
- Provide support to acute hospital clinicians
- Provide training to acute hospital clinicians
- To improve health outcomes for patients
- To reduce length of stay for patients
- To reduce readmissions to the Emergency Department,
- To reduce re-attendances to the Emergency Department
- To improve the experience of patients who receive care in the acute hospital
- To reduce direct admissions to care homes
- To improve the Royal London Hospital staff awareness, skills and knowledge in mental health and drugs and alcohol.

The Service operates a 24 hours a day, 7 days a week service for people aged 16 years and above who present with a suspected mental health, self-harm or drug and alcohol problem. The service will maintain focus on identifying, assessing and care planning for those referred to the service.

The post holder will be expected to be self-motivating and autonomous with the ability to demonstrate accurate formulations of mental state, risk and need for people over the age of 16 years taking into account medical and social factors and referring on to other disciplines in the team or other agencies as appropriate within the given timeframes for the service.

The post holder will provide advice on mental health issues and participate in carrying out training programmes for clinical teams on the management of a wide variety of mental health problems.

The post holder will be expected to maintain the highest degree of customer service at all times and will work in collaboration with the teams and organisations who come into contact with the service.

Key Relationships:

- o Deputy Borough Director for Tower Hamlets Adult Directorate
- o Service Manager
- o Emergency Department staff
- o Medical and specialist teams and ward staff
- o London Ambulance Service
- o GP/Primary Care



- o Police
- o Crisis intervention service
- o Home Treatment Team
- o Perinatal Liaison serve
- o Child & Adolescent Mental Health Service (CAMHS)
- o Mental Health Care of Older People (MHCOP) team
- o Community Based Mental Health and substance misuse teams
- o Services for Homeless People
- o Duty Senior Nurses
- o Bed Managers – ELFT & RLH
- o Tower Hamlets Centre for Mental Health wards including MHCOP wards
- o Out of Borough Mental Health Services

KEY RESPONSIBILITIES

KEY PERFORMANCE AREAS:

The post-holder will:

1. Be responsible for the full mental health assessment of care needs of patients presenting with a wide variety of clinical conditions within the Emergency Department and the acute hospital. Following this, the post-holder will be responsible for development, implementation and evaluation of programmes of care without supervision, unless otherwise indicated.
2. Will at all times, work closely with members of the DoPM team, organisations and teams as appropriate to the needs of the patient and within the set timeframes.
3. Take an active role in contributing to meeting the DoPM service key performance indicators as specified in the service specification.
4. Provide independent judgement and advice on complex facts and situations, for example with regards to gatekeeping.
5. Assist in maintaining the DoPM Team's ward-based patient caseload, providing reviews and up-dates to the Consultant Psychiatrist and providing a broad range of clinical interventions as appropriate.
6. Be expected to participate fully in quality assurance initiatives, with particular emphasis on a 'patient first' approach.
7. Act as a role model in providing a service for people above the age of 16 years with mental health problems, for all staff within the acute hospital.
8. Initiate and participate in audit/research projects associated with the work of the service.

Clinical:

The post-holder will:

1. Have a wide base of clinical skills, knowledge and experience appropriate to the needs of individual patients over the age of 16 years and to the clinical settings in which they are required to be seen. Where clinical knowledge requires more specialist input eg. 16 and 17 year old or drugs and alcohol the post holder will be expected to refer on to the relevant department.
2. Carry out specialist assessments and develop, implement, evaluate and document specialist management plans and care plans as appropriate to the individual patient's needs and behaviours.

3. Provide a consultation-liaison service to clinicians and clinical teams within the acute hospital. This will include giving specialist advice on a range of care, treatment and patient management issues including psychiatric emergencies.
4. Demonstrate a high standard of record keeping and documentation with adherence to trust policy and an understanding of professional guidelines and application of confidentiality.
5. Work with colleagues to develop and promote the philosophy of the DoPM service, framework of care delivery and strategic objectives, taking responsibility for specific areas of policy and strategy delivery.
6. Work with colleagues to develop clinical expertise and high standards of nursing practice, as defined by the Nursing & Midwifery Council Standards of Conduct, Performance and Ethics for Nurses and Midwives (2009).
7. Deliver care that is evidence based, reflecting current best practice and research.
8. Actively participate in structured regular management supervision provided by your line manager in accordance with Trust policies and procedures. You may also be expected to take responsibility for the supervision of nurses and others in non-mental health settings working with patients with mental health problems.
9. Demonstrate clinical excellence and high standards of nursing practice to other colleagues.
10. Demonstrate a sound understanding of the legal and ethical issues in caring for the mentally ill. In particular, demonstrating sound understanding of the Mental Health Act (2007), Mental Capacity Act (2005), deprivation of liberty safeguards and their application in a non-mental health setting.
11. Will be required to carry out unpredictable amount of mental effort during assessments and unpredictable work pattern

Communications:

The post holder will:

1. Demonstrate the ability to receive and give complex clinical details clearly and appropriate to the situation, with patients, carers and colleagues.
2. Demonstrate the ability to communicate clearly, sensitively and with compassion in situations that are emotional, contentious and/or hostile.
3. Demonstrate a high level of interpersonal skills, self-awareness and empathy in all communications.
4. Demonstrate an ability to negotiate and problem solve in contentious and/or antagonistic situations where agreement cannot be reached e.g. in situations where the Mental Health Act may be needed to be used.
5. Demonstrate the ability to develop and maintain good working relationships with colleagues within the DoPM team, Barts Health staff and East London Foundation Trust staff.

Management:

The post-holder will:

1. In the absence of the shift co-ordinator; take responsibility for the immediate management of the team and patient care provided, to agreed local and professional standards.

2. In the absence of the shift co-ordinator, take responsibility for the co-ordination of all activities within the clinical area or equivalent sphere.
3. Ensure the promotion of health and safety regulations in relation to the well-being and interests of the patients, staff and all visitors who come into contact with the team environment.
4. At all times follow the Nursing & Midwifery Council Standards of Conduct, Performance and Ethics for Nurses and Midwives (2009) and ensure that all staff within their sphere of responsibility also follows the code as laid down.
5. Assist the shift co-ordinator and senior management to exercise day to day control of the budget for the service.
6. Act as change agent to promote innovation and high standards of practice in line with the DoPM service aims and objectives.

Research:

1. Demonstrate a commitment to developing research skills in line with the requirements of the DoPM service.
2. Regularly undertake audit / research into client / service related areas and contribute to the application and evaluation of current research findings.
3. Identify areas of study / research in the service, develop proposals and seek advice on funding to support such activities in collaboration with the team manager.
4. Take an active role in team audits and in the development of standards in conjunction with the clinical audit department and team manager.

Education and Development:

- 1) Attend training as required by the individual post holder to update and gain knowledge and skills related to the role and the needs of the patients
- 2) Ensure personal and professional knowledge and skills meet the requirement of the post and they are in line with current practice
- 3) Under the guidance of the team manager, identify personal professional development needs and demonstrate achievements against personal development plans.
- 4) Act as mentor / preceptor where appropriate.
- 5) Facilitate a learning environment conducive to the acquisition of further knowledge and skills.
- 6) Liaise with the DoPM team Nurse Consultant and training department in East London Foundation Trust to meet education needs and requirements for the post.

Clinical Governance:

1. Participate in the design, implementation and review of the audit of clinical work within the team.
2. Take an active role in receiving carer and user feedback in line with the DoPM service standards.

3. Take an active role in appraisal and supervision in line with East London Foundation Trust Policy.
4. Adhere to the East London Foundation Trust policy for the promotion of equal opportunities and cultural awareness.
5. Demonstrate respect, empathy and understanding of all users and colleagues within the service and acute trust.
6. Adhere to the Nursing & Midwifery Council Standards of Conduct, Performance and Ethics for Nurses and Midwives (2009) at all times.
7. Adhere to all East London NHS Foundation Trust policies.

JOB DESCRIPTION AGREEMENT

This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties and base of work may change to meet the needs of the service or because of the introduction of new technology. This job description may be reviewed from time to time and changed, after consultation with the postholder..

Statement on Employment Policies	
In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities:-	
Health and Safety	Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.
Equal Opportunities	<p>ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to ensure that all employees, users and providers of its services are treated according to their needs.</p> <p>For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.</p>
Dealing With Harassment/ Bullying In The Workplace	<p>The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying.</p> <p>The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or intimidation based on individual differences.</p> <p>Disciplinary action will be taken against any member of staff found to be transgressing the Dignity at Work Policy.</p>
No Smoking	To refrain from smoking in any of the organisations premises not designated as a smoking area. 'East London Foundation Trust is a Smokefree Trust – this means that staff must be smokefree when on duty or otherwise in uniform, wearing a badge or identifiable as ELFT staff or undertaking trust business.'
Alcohol	To recognise that even small amounts of alcohol can impair work performance and affect ones ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours in not permitted.
Confidentiality	<p>As an employee of the Trust the post-holder may have access to confidential information. The postholder must safeguard at all times, the confidentiality of information relating to patients/clients and staff and under no circumstances should they disclose this information to an unauthorised person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection Act 1998, Caldicott requirements and the Trust's Information and IM&T Security Policy.</p> <p>To safeguard at all times, the confidentiality of information relating to patients/clients and staff.</p>
	To maintain the confidentiality of all personal data processed by the



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General Data Protection Regulation (GDPR)	<p>organisation in line with the provisions of the GDPR.</p> <p>As part of your employment with East London Foundation Trust, we will need to maintain your personal information in relation to work on your personal file. You have a right to request access to your personal file via the People & Culture Department.</p>
Safeguarding	<p>All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people and adults and to safeguard and promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.</p>
Service User and Carer Involvement	<p>ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work.</p>
Personal Development	<p>Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews.</p>
Quality Improvement	<p>The Trust encourages staff at all levels to engage in the Trust's approach to quality through quality improvement projects and quality assurance.</p>
Professional Standards	<p>To maintain standards as set by professional regulatory bodies as appropriate.</p>
Conflict of Interests	<p>You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.</p>
Risk Management	<p>Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.</p>
Personal and Professional Development/Investors in People	<p>The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan.</p>
Infection Control	<p>Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities: Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations.</p> <p>Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy. Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.</p>

PERSON SPECIFICATION

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ATTRIBUTES	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTON METHOD (S/I/T)
Education/ Qualification/ Training	<ul style="list-style-type: none"> Registered Mental Health Nurse Current Professional Registration Mentorship training or equivalent Recognised post graduate qualifications in a specialist area of adult or older adult mental health Evidence of continual professional development 	Essential Essential Essential Desirable Essential	Application Application Application Application Application/Interview
Experience	<ul style="list-style-type: none"> Substantial post qualification experience in the field of adult and/or older adult Previous experience at working at senior level Previous experience at working autonomously Experience of working in a multidisciplinary mental health team Experience of working in a multi-cultural environment and of ensuring that nursing practice is culturally sensitive Extensive and demonstrable experience of assessing, planning, implementing and evaluating programmes of care, particularly in an acute care or older adult community setting Essential and demonstrable experience of writing concise and clear clinical reports Experience of developing or contributing to the development of new services preferably in mental health 	Essential Essential Essential Essential Essential Essential Essential Essential	Application Application Application Application Application Application Application Application
Knowledge and Skills	<ul style="list-style-type: none"> Demonstrate well developed and confident professional nursing skills Demonstrate skills in providing effective nursing leadership Demonstrate skills in working in a rapidly changing environment Demonstrate excellent interpersonal skills Demonstrate excellent problem solving and conflict resolution skills Demonstrate an ability to make balanced clinical judgments and decisions 	Essential Essential Essential Essential Essential Essential	Interview Interview Interview Interview Interview Interview/Application Interview



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	<ul style="list-style-type: none"> ○ Demonstrate excellent communication skills incl. verbal, written and, electronic ○ Demonstrate an ability to work collaboratively and respectfully with colleagues from a range of different professional backgrounds and across professional and organisational boundaries 	<p>Essential</p> <p>Essential</p>	<p>Interview</p> <p>Interview</p>
Other	<ul style="list-style-type: none"> ○ Demonstrate a genuine commitment to mental health practice for ages 16 years and over ○ Demonstrate a genuine commitment to providing person centered/individualised care ○ Demonstrate a high level of self-awareness 	<p>Essential</p> <p>Essential</p> <p>Essential</p>	<p>Interview/Ap plication</p> <p>Interview/Ap plication</p> <p>Interview</p>

S: Shortlisting I: Interview T: Test



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