



## JOB DESCRIPTION / COMPETENCY PROFILE

<b>Job Title</b>	Mental Health Practitioner for CAMHS Crisis Line
<b>Payband/Grade</b>	Band 7
<b>Directorate</b>	CYPS
<b>Job Description Reference</b>	CYPS-7-COM

**My job makes better lives by** leading the service that provides crisis intervention for the under 18s and their families. Crisis intervention may be advising and signposting, containing and de-escalating or linking to more appropriate or intensive services available through the crisis line work.

### Job Overview

You will work within a CYPS Hub based in Redhill, Surrey – you will provide a telephone crisis call response for Children, Young People (CYP) and their families and support acute colleagues where possible, to offer advice and safely facilitate discharge of young people from hospital to be followed up the following day by our Crisis Intervention Service. We are keen for applicants who are interested in a mix of shifts including days and nights. We are happy to consider a shift pattern that incorporates predominantly one or the other.

We want to promote and uphold the vision and values agreed in our organisation:

- Treat People Well
- Involve not Ignore
- Create Respectful Places
- Open, Honest and Accountable

You will be working within a multi- disciplinary team while at the Hub as the team will be co-located with other children and young people's teams. As part of the Children and Young People's Services you will have opportunities to do face-to-face work within the wider CYPS Crisis Pathway. This job planning will be negotiated via supervision as your main role will be the CYPS Crisis Line however we want to be able to offer you a wider opportunity which will also assist in relationship building and connectivity with the wider CYP Services.

You will be the front door for CYP in crisis and their families. You will undertake brief crisis assessments over the phone, giving advice, information, and signposting. Utilizing your expertise to de-escalate presentations or interface with other services for more appropriate or intensive input/follow-up. Using tools such as My Safety Plan to help CYP, families and other services understand plans you have made together. You will also be able to provide information and support to our acute colleagues when a young person has accessed A + E out of hours, to discuss the needs and whether the young person can be safely discharged to be seen the following day by our Crisis Intervention service

### For a better life

The post holder will actively participate in the smooth running of the service/s by working closely with other colleagues. General Manager for CYPS Community Crisis Team,

Clinical leads, people who use the service and the wider Mindworks structure. The post holder will be responsible for creating an environment which is safe, supportive and an easily accessible with a no wrong door approach. This will be achieved by providing a single point of access to CYP and families residing within Surrey providing timely interventions that contribute to the care of CYP and their families.

<b>NHS Competencies</b>	<b>B7</b>
Communication	3-4
Personal and People Development	3
Health, Safety and Security	3-4
Service Improvement	3-4
Quality	3-4
Equality and Diversity	3-4
IT Skills	2
<b>Statutory Requirements</b>	
Relevant NMC or HCPC professional registration	

<b>Personal Competencies</b>	<b>B7</b>
Strategic leadership	4
People leadership	4
Performance leadership	4
Personal motivation	4

<b>Values</b>
Treat People Well
Create Respectful Places
Involve not Ignore
Open, Inclusive and Accountable

### **Qualifications required**

Post Graduate level qualification in Nursing, Occupational Therapy or Social Work – professional body registration required.

Willingness to complete mentorship course

### **Experience required**

Minimum of 3 years' post graduate experience working in the relevant field with experience of:

- Undertaking mental health assessments, risk assessments and treatment of CYP
- Working with other agencies
- Working as part of a multi-disciplinary team.
- Understanding of family functioning
- Knowledge and awareness of Safeguarding procedures
- Evidence of post qualification study

**Suitable for someone who** has effective active listening skills (questioning and summarizing), who can use good use of empathy and diplomacy, build good rapport, knows their own limitations and has good time management. An individual who can remain calm in times of crisis and help support the young person or family member calling.

### **Key Responsibilities**

- Embody the visions and values of Surrey & Borders Partnership Foundation NHS Trust
- Discharge professional responsibilities under the NMC Professional Code of Conduct
- Be accountable and responsible for own practice
- You will report any specific concerns in a timely manner to the General Manager
- You will be expected to lead your team during shift in relation to providing telephone crisis advice to people using our services, carers and professionals who contact the service

- You will ensure safe connection to more intensive help and support as indicated by the person's presentation
- Ensure that a risk assessment is completed for all who use the service, especially if there is a history of, or a potential for risk
- Adhere to professional confidentiality standards
- Work in line with SABP safeguarding procedures regarding vulnerable people who may access the service; both CYP and their families
- Utilise the full range of your expertise to lead in the crisis assessment, care and support of people who use this service
- Act in a manner to respect and support the customs, individuality, values, sexuality and spiritual beliefs
- Ensure detailed and appropriate electronic care records are maintained to demonstrate contact with people who use services and their families/carers'
- You will ensure that information pertaining to the person who has contacted the crisis line is communicated appropriately and speedily to other teams / services / professionals / GP's promoting good communication and enhancing continuity of care  
Ensure that all communication takes place in a manner that is consistent with legislation and SABP policies and procedures
- Develop with the Leadership Team service standards, collect and collate data/ information effectively for the purpose of audit, research and service performance. Service standards may include benchmarking and identifying areas for potential service improvement
- Co-Lead in the orientation and induction of new staff to team
- Participate in the learning set for CYPs Crisis Pathways for Surrey
- Undertake and keep in date statutory and mandatory training as identified for your role
- Ensure that outcome measures for Crisis Pathways are implemented and contribute to audit