

Job Description

Job Title:	First Responder (Mental Health Practitioner)
Band:	6
Responsible to:	Team Leader/Clinical Lead
Department:	First Response Service
Directorate:	Adult & Specialist Mental Health

Our Values

	Behaviour	How we will demonstrate this behaviour
Professionalism	We will maintain the highest standards and develop ourselves and others	By demonstrating compassion and showing care, honesty and flexibility
Respect	We will create positive relationships	By being kind, open and collaborative
Innovation	We are forward thinking, research focused and effective	By using evidence to shape the way we work
Dignity	We will treat you as an individual	By taking the time to hear, listen and understand
Empowerment	We will support you	By enabling you to make effective, informed decisions and to build your resilience and independence

Job Purpose

<ul style="list-style-type: none"> First Responders provide brief clinical risk and mental health assessment, formulation and short-term contingency planning for people presenting in mental health crisis. Working within the community, First Responders provide face-to-face assessments working closely with other mental health services and agencies; such as the police, ambulance and local authority. Using a range of brief solution-focused interventions, First Responders empower patients, carers and their families in decision making and divert to a range of health and social care resources for support.
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Key Responsibilities

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HQ Elizabeth House, Fulbourn Hospital, Cambridge CB21 5EF
T 01223 219400 F 01480 398501 www.cpft.nhs.uk



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Clinical / Service Specific

- Provide evidence based clinical interventions, making autonomous clinical decisions about own professional practice.
- Responsibility for the development, planning and implementation of brief care and treatment interventions for individual patients within First Response.
- Provide assessment, planning and implementation of individual packages of care and treatment.
- Ensure that individual episodes of care are delivered in a timely, effective and integrated manner.
- Promote a recovery model that empowers patients, carers and relatives to be at the forefront of decision making and ownership of their packages of care and treatment.
- Undertake clinical risk assessments, based on latest empirical evidence and compliant with local policies and procedures.
- Act as the patients and relatives advocate.
- Enable patients and carers to manage disability, loss and change.
- Champion patients' rights, including: dignity, equality, diversity, choice and respect.
- When undertaking all of the above ensure good documentation is provided and entered within the appropriate systems of record sharing.
- Develop and offer training on mental health issues when required.
- Cooperate and work effectively with other professionals in the community and inpatient services to ensure continuity of care
- Acts as a professional and clinical role model to all staff, clients/service users, carers, other agencies and the public at all times.

Research & Service Evaluation

- To contribute to research, audit and service evaluation
- To collect key data as agreed by CPFT
- To utilise research-based practice and a person centred approach in the assessment and treatment of needs.
- To promote local and regional research trials in order to offer service users the best information about potential involvement in research.
- Data collection for the ongoing evaluation of the service.
- Promotion of the Service locally to GP practices, external services and nationally as appropriate

Information Technology

- To use CPFT patient record to record assessment and care planning.
- To ensure clinical records and other documentation are completed as per Trust and local policies and procedures.
- To use mobile technology to maximise efficiency in work planning.
- To ensure key information is recorded as part of shared care plans.

Human Resources

- Monitor practice and development of Telecoaches, reporting to Clinical Lead.
- As required by the tTeam Leader,, conduct appraisal and performance management of Telecoaches.
- Assist in induction of staff.
- Provide clinical leadership for Telecoaches.

Training & Development

- To participate in regular supervision (clinical and managerial) in accordance with good practice guidelines and Trust policy.
- To participate in the Trust's annual Appraisal process.
- To attend all relevant mandatory training as and when required to do so.

Quality & Patient Safety

- Protection of Children & Vulnerable Adults – To promote and safeguard the welfare of children, young people and vulnerable adults.
- Implementation of NICE guidance and other statutory / best practice guidelines. (if appropriate)
- Ensure accurate record keeping ensuring patient information is collated, monitored and fully accurate maintaining complete and contemporaneous records in line with NMC/Professional Bodies and Trust standards.
- Infection Control - To be responsible for the prevention and control of infection.
- Incident reporting - To report any incidents of harm or near miss in line with the Trust's incident reporting policy ensuring appropriate actions are taken to reduce the risk of reoccurrence.
- To contribute to the identification, management and reduction of risk in the area of responsibility.
- To ensure day to day practice reflects the highest standards of governance, clinical effectiveness, safety and patient experience.
- To ensure monitoring of quality and compliance with standards is demonstrable within the service on an ongoing basis.
- To be aware of the responsibility of all employees to maintain a safe and healthy environment for patients/ clients, visitors and staff.

General

- To maintain up to date knowledge of legislation, national and local policies and issues in relation to both the specific client group and mental health.
- To comply with the Professional Codes of Conduct and to be aware of changes in these. To maintain up to date knowledge of all relevant legislation and local policies and procedures implementing this.
- To ensure that all duties are carried out to the highest standard and in accordance with currently quality initiatives within the work area.
- To comply with all relevant Trust policies, procedures and guidelines, including those relating to Equal Opportunities, Health and Safety and Confidentiality of Information and to be aware of any changes in these.
- To comply at all times with the Trust's Information Governance related policies. Staffs are required to respect the confidentiality of information about staff, patients and Trust

business and in particular the confidentiality and security of personal identifiable information in line with the Data Protection Act. All staff are responsible for ensuring that any data created by them is timely, comprehensive, accurate, and fit for the purposes for which it is intended.

Equality & Diversity

The Trust is committed to equality and diversity and works hard to make sure all staff and service users have access to an environment that is open and a free from discrimination. As a Trust we value the diversity of our staff and service users, and therefore recognise and appreciate that everyone associated with the Trust is different and so should be treated in ways that are consistent with their needs and preferences.

Therefore all staff are required to be aware of the Trust's Equality and Diversity Policy and the commitments and responsibilities the Trust has to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

We firmly believe that it makes good business sense to have a workforce representative of the communities we serve and so encourage applications from all sections of the community.

To be noted:

- This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties, which fall within the grade of the job, in discussion with the manager.
- This job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder.
- This post is subject to the Rehabilitation of Offenders Act 1974 (Exemption Order 1975) and as such it will be necessary for a submission for disclosure to be made to the Criminal Records Bureau to check for previous criminal convictions. The Trust is committed to the fair treatment of its staff, potential staff or users in line with its Equal Opportunities Policy and policy statement on the recruitment of ex-offenders.

Person Specification

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Criteria	Essential	Desirable
Education / Qualifications	<p>Mental Health Nurse Qualification or Social Work Qualification OR adult / LD nursing qualification with mental health experience</p> <p>Current NMC/HCPC Registration.</p> <p>Evidence of continuing professional development.</p>	<p>Clinical supervision qualification.</p> <p>Post Graduate level education in psychological therapy.</p> <p>Medical prescribing</p> <p>Teaching (clinical practice) qualification/certificate or equivalent experience.</p>
Experience	<p>Mental health care/treatment relevant to service.</p> <p>Working with people presenting in mental health crisis.</p> <p>Multi-agency working/working across service interfaces.</p> <p>Working within a multicultural framework.</p>	<p>Teaching, training and/or supervision of clinical staff.</p>
Skills & Abilities	<p>Assessing, formulating and working with people presenting in heightened state of distress.</p> <p>Communicating (oral and written) complex/highly technical and clinically sensitive information to clients, their families, carers and other professional colleagues both within and outside the NHS.</p> <p>Clinical risk assessment and contingency planning.</p> <p>Able to meet the service needs for mobility across the geographical area covered.</p> <p>Able to demonstrate commitment to high</p>	<p>Brief psychological interventions/strategies for managing crisis.</p>

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	quality care and service provision	
Knowledge & Understanding	<p>Evidenced based clinical interventions relevant to the service.</p> <p>Relevant specialist clinical courses/training.</p> <p>Models of care and treatment relevant to working with people in mental health crisis.</p> <p>Evidence of continuing professional development.</p> <p>Sound knowledge of Mental Health Act, Care Act, Mental Capacity Act</p>	RiO and SystmOne PAS.
Physical Requirements	<p>Successful completion of Health Screening.</p> <p>Willingness to undertake Hepatitis B immunisation/Hep B immune.</p>	
Other	<p>Attitude/Approach</p> <p>There to assist patients, carers, families, referrers and colleagues.</p> <p>Works flexibly.</p> <p>Motivated, reliable and committed to team working.</p> <p>Embrace opportunity to work with local community, 3rd sector and other partners</p> <p>Values opinions of others.</p> <p>Innovative and pioneering approach to new ways of working.</p>	

The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. The Trust believes in treating everyone with dignity and respect and encourages applications from all sectors of the community. We guarantee an interview to candidates with disabilities who meet the minimum essential criteria.