

**Doncaster Rotherham and South Humber  
NHS Foundation Trust**

Post	Band 5 Crisis Practitioner
Grade	Band 5
Hours	37.5 hours – 24 hour a day, 365 days per year
Base	Crisis Team, Onyx Centre, Tickhill Road Site, Doncaster
Responsible to	Team Manager
Accountable to	Acute Care Service Manager

**JOB SUMMARY**

The post is within the Doncaster Crisis Team, the role involves working with individuals in crisis on the telephone and face to face within the community delivering crisis assessment and intervention.

The post holder will receive work via our single point of access and initially telephone triage individuals who have called in crisis. The team philosophy is “right place, right time, first time”. Triage will lead to assessment or referral/ signposting to most appropriate services. The team offer crisis assessment, risk assessment and planning and brief treatment interventions with the aim of reducing distress, reducing risk, and improving mental wellbeing.

The post holder will demonstrate an attitude which respects and values service users’ and their carers. We work in equal partnership with third sector services.

**MAIN DUTIES AND RESPONSIBILITIES**

**CLINICAL RESPONSIBILITIES**

- Triage crisis referrals received via the single point of access and make appropriate clinical decisions in terms of urgency and appropriate service.
- Formulate, develop and implement programs of care as part of a multi-disciplinary team in the following areas:
  - Risk assessment
  - Evidence based therapeutic interventions
  - Whole system support requirements e.g. social care, housing, employment, leisure, spiritual and cultural, physical
- Support the formulated detailed crisis and contingency plans to minimise risk and ensure that onward referral is carried out to reflect the assessed needs. These will be co-produced.

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Engage in assessment of self-harming behaviours and educate in relation to harm reduction and minimisation in a non-judging manner.

- Supporting service users to adopt recovery strategies that promote their wellbeing, healthy lifestyle, independence and self-care using strengths based approach.
- Support the integration of clients into their community based in identified needs and strengths using statutory, voluntary and peer support services as per identified need.
- Liaise and educate relatives in relation to risk and risk management where appropriate.
- Provide advice and support to referrers ensuring that service user and carer needs are met.
- Ensure that care is carefully and meaningfully planned within the multidisciplinary team, delivered to a high standard, and evaluated regularly.
- Evaluate the patient's changing condition and respond rapidly and therapeutic interventions and modifies the plan of care for optimal patient outcome.
- Document accurate, timely records in line with NMC and Trust requirements.
- Maintain relevant clinical and pharmaceutical knowledge, apply information in practice.
- To administer or issue medication dependent on role with knowledge of its purpose, contraindications and side effects, relating that information to service users in a way they will understand.
- To work closely with the wider Psychiatric Liaison and Home Treatment, in addition to carers/ family members, community services and third sector providers to ensure safe and co-ordinated care is delivered.
- To work with RETHINK staff for those being managed there ensuring care is coordinated and a joint plan of care is delivered.
- To work closely with health colleagues, non-mental health colleagues and a wide range of community services in order to facilitate a safe and effective plan of care.
- To play an active role in safe discharge and ensuring all agreed post discharge plans are communicated clearly too all parties involved.
- To support teaching and education on mental health, and crisis management to nonmental health colleagues. Including clients and carers.
- To support junior colleagues in delivering safe and effective person centres mental health care focussed on recovery.
- To support fully the concept of collaborative and co-operative multidisciplinary/multiagency working in the team, supporting the process of partnership working across Rotherham Doncaster and South Humber NHS Foundation Trust with partner agencies.

- Actively promote health education that may include providing alternative materials to support service users and carers in making decisions regarding their care and treatment.
- To have a working knowledge of the Mental Health Act (1983/2007) and the Mental Capacity Act (2005).
- To provide relevant support to carers and families in relation to their rights as carers and actively support their involvement in the care of the service user.
- To be aware of services available and their criteria within the Doncaster locality so referral and sign posting is appropriate and timely.

### **COMMUNICATION**

- To demonstrate good communication skills and form positive therapeutic relationships using warmth and empathy and enable service user empowerment.
- To establish and maintain effective communication networks with service users, with complex learning, emotional and behavioural needs, their carers, other professionals and agencies in order to ensure a comprehensive and consistent approach to client care.
- To provide and receive complex, sensitive, condition related or distressing/unwelcome information to service users and carers demonstrating empathy and reassurance.
- To demonstrate skills and resourcefulness in communication when barriers to understanding are present, including utilising interpreting resources.
- To maintain robust partnership working with both internal services and other statutory and non-statutory providers.
- To attend and contribute to Team clinical and business meetings.
- To communicate regularly and effectively whilst work in close co-operation with CMHT and Physical health care colleagues ensuring seamless and safe care.

### **PROFESSIONAL DEVELOPMENT AND EDUCATION RESPONSIBILITIES**

- The post holder will be responsible for maintaining their own personal development ensuring professional registration is maintained.
- To take personal responsibility for keeping up to date with developments within mental health, treatment interventions and all service specific areas.
- To participate in the annual individual performance review of all staff within the team and to assist in the formulation of personal development plans which reflect the individual's potential in meeting the service aims.
- To comply with Core and Essential Training requirements appropriate to job role/ matrix.

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- To ensure that you are in receipt of education and training in accordance with your professional registration requirements.
- To act as a mentor for learner nurses and comply with the NMC requirements taking a responsibility in ensuring the environment is conducive to learning.

Ensure the competencies to meet mentor requirements are held and take responsibility for addressing deficits to ensure the continued support and development of students and the quality of the learning environment.

- To contribute as appropriate to the induction of new team members assisting in ensuring their thorough induction, support and development.
- To deliver teaching around mental health, risk assessment and management and behaviour management to students, colleagues and none mental health colleagues.
- Delivery of education around diagnosis, medication and treatment options to service users and carers.

### **QUALITY RESPONSIBILITIES**

- The post holder will support the Clinical Lead and Team Manager in ensuring that a continuous programme of quality assurance is adopted within the service.
- To support the Team Manager in the analysis of patient satisfaction surveys, the identification of service deficiencies and in response, the implementation of action plans.
- To act in a professional and responsible manner at all times, acknowledging that you are representatives of the Trust.
- To be jointly responsible for ensuring the environment is conducive to the wellbeing of staff & visitors.
- Support the undertaking of audit, surveys and research and development studies for the service area.
- To support the team, achieve key performance indicators and CQUIN's raising any ongoing issues to the Team Manager.
- To support and when required complete audit and quality reviews as per Trust audit plan.
- To identify areas of opportunity for service improvement and discuss with Team Manager.
- To provide data on service user outcomes identifying service quality and impact.

### **GENERAL DUTIES**

- 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.

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## **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.
- To work towards the Trusts five Strategic Goals and Quality Priorities:

### **Strategic Goals**

- To provide safe, effective, compassionate care
- To attract, retain, support and develop the finest workforce
- To maintain financial stability
- To work with partners to offer and deliver market-leading services
- To be an outstanding, well-led organisation

### **Quality Priorities**

- To provide safe effective care
- To ensure services actively listen and respond to our communities, patients, service users and our people
- To holistically integrate physical and mental healthcare
- To create a single, Trust-wide clinical quality information system
- To develop and implement a Quality Improvement (QI) model and methodology

## **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.

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- All staff have a responsibility to promote the welfare of any child, young person or vulnerable adult they come into contact with and in cases where there are safeguarding concerns, to act upon them and protect the individual from harm.
- All staff should refer any safeguarding issues to their manager and escalate accordingly in line with the Trust Child and Adult Safeguarding Policies.
- All staff should familiarise themselves with the NICE Guidelines “when to suspect child maltreatment 2009.”

To undertake and remain in date with all required mandatory safeguarding training as per trust Policy.

### **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 PDR 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-holder’s 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

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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.

This job Description is an outline of the key tasks and responsibilities of the post and the post holder may be required to undertake additional duties appropriate to the pay band. The post may change over time to reflect the developing needs of the Trust and its services, as well as the personal development needs of the post holder.

## PERSON SPECIFICATION

Attribute	Essential	Desirable	How Assessed
Qualification / Education	<p>Registered Mental Health Nurse, Social Worker or Occupational Therapist</p> <p>Current professional registration</p>		<p>Application</p> <p>Certificates</p>
Experience	<p>Mental health care/treatment relevant to service</p> <p>Involving service users and carers in care delivery</p>	Experience of acute inpatient	<p>Application</p> <p>Interview</p>
Knowledge	<p>Knowledge of mental illness, signs and symptoms</p> <p>Mental health assessment and risk assessment skills</p> <p>Knowledge of a range of evidence based treatments and therapies relevant to service.</p> <p>Understanding of self-harming behaviours and the management of this.</p> <p>Models of care relevant to working with people in mental health crisis.</p> <p>A sound knowledge of the Mental Health Act and CPA</p> <p>A sound knowledge of the Capacity Act.</p> <p>Knowledge of the current policy and guidance in relation to the development of Mental Health Services,</p> <p>Understanding of the principles of recovery</p> <p>Evidence of continuing professional development</p>	<p>Care Act</p> <p>Knowledge of working with trauma and delivering Trauma informed interventions.</p> <p>Self-harming intervention</p>	<p>Application</p> <p>Interview</p>

Skills and abilities	<p>Working with people presenting in heightened state of distress.</p> <p>Ability to assess need and implement care plans</p> <p>Ability to risk assess and co- produce risk management and contingency planning</p>	<p>Assess and provide interventions for those who Self harm, understand the link to suicidal intent.</p> <p>Harm minimisation skills</p>	<p>Application</p> <p>Interview</p>
	<p>Ability to work under pressure</p> <p>Good defensible record keeping.</p> <p>Good communication skills both written and verbal.</p> <p>Good interpersonal, communication, negotiation and influencing skills demonstrating the ability to engage others.</p> <p>Ability to understand the importance of relatives and partners involvement in care and risk assessment and management planning</p> <p>Ability to undertake a full range of physical interventions e.g. moving and handling and MVA</p> <p>Ability to demonstrate effective time management and disciplined self-organisation.</p> <p>Ability to value diversity and respond constructively to discriminatory behaviour</p> <p>Ability to deal with verbal aggression.</p> <p>To poses an interest in individuals and a passion for delivering high quality services</p> <p>To work as part of an MDT</p>	<p>Experience in managing individuals with substance misuse.</p>	
Attitude / Approach	<p>There to assist patients, carers, families, referrers and colleagues</p> <p>Interested in individuals and their wellbeing</p> <p>Work flexibly</p>		

Work related circumstances	Ability and willingness to work within the 24-hour shift system, including day and night shifts  Ability to work unsocial hours including evenings and weekends  Ability to deal with verbal aggression  Access to transport and the ability to travel within the required geographical area  Willingness to carry out all duties and responsibilities of the post in accordance with the Trusts Equality and Diversity policies		Application  Interview
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