

## **JOB DESCRIPTION**

<b><u>JOB TITLE:</u></b>	Primary Care Mental Health Practitioner
<b><u>GRADE:</u></b>	Band 7
<b><u>DEPARTMENT</u></b>	As Designated
<b><u>LOCATION:</u></b>	As Designated
<b><u>RESPONSIBLE TO:</u></b>	Clinical Manager
<b><u>ACCOUNTABLE TO</u></b>	Associate Director

## **MAIN PURPOSE OF THE JOB**

An experienced practitioner, providing professional leadership, support and advice within the multi-disciplinary team across a range of Primary Care practices.

Increase the quality of patient care and service within primary care

Provide a high level of nursing/professional care and treatment to Service Users accessing the service with high care needs due to their complex difficulties and/or associated risks.

Practice autonomously within the Pathway and in accordance with local and Trust Policy, Protocols, Standards and Guidelines.

The post holder will undertake advanced practice procedures and promoting Recovery and Wellbeing and maximising independence, this may include initial assessment review; therapeutic interventions

To deliver a high quality of nursing care, assessment and therapeutic intervention to adults with complex and substantial difficulties as part of a multidisciplinary team approach.

To manage complex risks competently and in accordance with Trust and Statutory guidance. To seek support in accordance with Trust guidance

The post holder will facilitate access to mainstream primary care services for adults with mental health and/or learning disabilities and / cognitive problems and to advise and support agencies with regard to meeting their duty of care.

The post holder will be responsible for identifying health inequalities give advice as to reasonable adjustments that can be made in order to ensure services are accessible.

The post holder will be responsible for disseminating information about good practice and lead on the implementation of good practice that has been developed locally and nationally in conjunction with the Community Clinical Manager and Modern Matron. To provide compassionate care that is based on empathy, kindness, respect and dignity.

Participate in the planning, development and evaluation of clinical services leading on defined projects as agreed with the Community Clinical Manager and in collaboration with the Clinical Lead and Pathway Manager.

### **VISION AND VALUES**

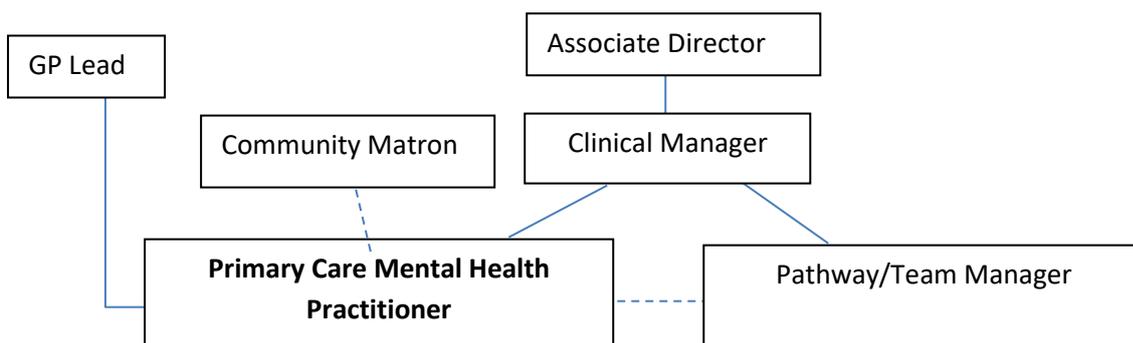
**Our Vision is:** “We Strive to provide the BEST CARE, delivered by the BEST PEOPLE, to achieve the BEST OUTCOMES”

**Our Values are:-**

- Caring Compassionate
- Respectful
- Honest and Transparent

**OUR SHARED PURPOSE IS TO MAXIMISE OUR CONTRIBUTION TO HIGH QUALITY, COMPASSIONATE CARE AND TO ACHIEVE EXCELLENT HEALTH AND WELLBEING OUTCOMES**

### **ORGANISATIONAL CHART**



## **COMMUNICATION & RELATIONSHIPS**

Chair and facilitate a range of team and multi-disciplinary meetings.

Provide statistical information in various formats.

Provide presentations to various groups of staff and stakeholders.

Provide and receive complex and sensitive information in relation to patient care and will have the ability to advise and support others to communicate information in an understandable, empathetic and reassuring way to adults with Mental Health and/or Learning Disabilities and /or Cognitive difficulties and their family and carers.

Work collaboratively with colleagues directly involved in the delivery of health care, both in the community as well as in hospital inpatient settings and will develop good working relationships and networks with other community resources and providers, both statutory and non- statutory.

Demonstrate the ability to overcome barriers to communication, supporting Service User's understanding by adapting the approach used (e.g. use of Interpreters where English is not a first language, alternative and augmentative communication methods), to ensure that they can access and engage effectively with services.

Utilise and develop a high level of interpersonal and communication skills that promote and maintain therapeutic relationships with service users, their families and carers, and to help the service user overcome any barriers to communication.

Communicate clinical formulations and interventions to Service Users and Carers in an understandable manner based on a recovery model of mental illness which inspires hope to the service user and carer.

Chair multidisciplinary clinical meetings including, complex clinical reviews and Risk Strategy Meetings.

Demonstrate excellent professional working relationships within the clinical team, with Trust colleagues and external partners, based on respect and mutual support.

The post holder will have the ability to influence, negotiate, advise and motivate others including working across organisations such as Social Services in order to advise and influence packages of care. The post holder will be required to work across directorates with a range of healthcare professionals.

Support the Pathway Manager in the management and resolution of team conflict.

Advocate on behalf of the Service User within a range of services ensuring, as far as possible, that they reflect their needs and wishes. This would require the courage to voice concerns about practice and service delivery.

Establish and maintain therapeutic partnerships with Service Users and Carers in the delivery of Assessments and Interventions.

Demonstrate negotiating, empathic and motivational skills to manage situations where complex and sensitive material/information is being discussed, ensuring professionalism is maintained.

Contribute to and lead multi-disciplinary clinical discussions reporting and escalating professional concerns and respond to changes to risks in a timely manner.

Provide reports, information and advice (verbal and written) to Service User, Professionals and Carers /Family.

Utilise communications in accordance with Caldicott Principles, Data Protection, Freedom of Information Act and Trust Policies and procedures.

To use de-escalation skills when working in highly antagonistic, hostile and emotive clinical areas to ensure the safety of self, clients and others.

### **KNOWLEDGE, SKILLS, TRAINING AND EXPERIENCE**

First Level Qualification – RMN/RNMH/RNLD or equivalent e.g. Social Worker, OT, Clinical Psychologist, other.

Post Graduate Degree or equivalent qualification or experience.

A teaching qualification e.g. ENB 998/P126/127 or a proven track record in nurse education.

Student Nurse Assessor or equivalent

Highly developed specialist knowledge of meeting the health needs of Adults with Mental Health and/or Learning Disabilities and /or Cognitive difficulties underpinned by theory and experience.

Evidence based psychological interventions, relevant to the Pathway.

In depth knowledge of National, Trust and NMC policies procedures and standards of care in relation to service provision for adults with mental health and/or learning disabilities and /or Cognitive difficulties.

Post qualification experience of working collaboratively with Statutory Partners, 3rd Sector Partners and Families / Carers.

Knowledge of Safeguarding Adult and Safeguarding Children procedures and the ability to take on a lead role in strategy meetings as and when required.

Ability to promote, maintain and adapt robust communication systems across different organisations and services.

Knowledge of integrated governance procedures and the ability to apply within sphere of work.

Demonstrate specialist clinical knowledge underpinned by theory and experience, demonstrating advanced clinical reasoning and decision making skills.

Demonstrate IT skills and a good working knowledge of the patient electronic record.

Evidence of clinical supervision skills, and a working knowledge of a variety of clinical supervision models including 'live' supervision and group supervision.

Have a proven track record of working collaboratively with adults experiencing substantial and complex problems.

Demonstrate excellent Clinical Leadership skills.

### **ANALYTICAL AND JUDGEMENTAL SKILLS**

Assess, Interpret and Analyse range highly complex clinical information and environments, delivering a clear rationale for care delivery, clinical outcomes and clinical management strategies.

Demonstrate a high level of reflective practice and competence in clinical reasoning and decision making based on evidence based nursing practice.

Demonstrate excellent analytical and judgmental skills in relation to Initial and on-going assessments and subsequent treatment packages and assist colleagues in problem solving and providing quality care, and make recommendations as to the best course of action.

Initiate and promote Serious Untoward Incident (SUI) reporting and contribute to SUI Investigations as Lead Clinician or Investigator.

Contribute, Support and Lead on Complaints Resolutions where the Complaint is in relation to the Quality of clinical interventions and Treatment received. Take on role as Investigating Officer for formal complaints.

Make a judgement on whether clients have the capacity to give informed consent seeking additional advice when necessary.

If applicable to service the post holder may work as a Non-Medical Prescriber (NMP) within their area of competence (Where this is the case, the NMP will practice in accordance with both the NMC Standards of Proficiency for Nurse and Midwife Prescribers and also the NTW Medicines Policy NTW(C)17.)

### **PLANNING AND ORGANISATIONAL SKILLS**

The post holder will be responsible for planning and prioritising their own work load

Work independently as an Advanced Practitioner to manage own complex caseload.

The post holder will plan and organise specialist nursing provision and make adjustments as required.

The post holder will plan a programme of nursing education and training for nursing staff in conjunction with the Clinical Lead and Pathway Manager.

Promote, Develop, and Implement clinical standards and good practices both in care delivery and appropriate record keeping.

Deputise in the absence of the Clinical Team Lead as appropriate

Facilitate timely goals and interventions with service users both in an in-patient environment and community.

### **PHYSICAL SKILLS**

Be required to use a keyboard skills and have relevant IT skills to be able to:

- Input information into IT systems
- Prepare reports in accessible formats
- Prepare presentations
- Prepare Training Documents

Sometimes be required to transport equipment to various sites in the locality.

### **RESPONSIBILITIES FOR PATIENT/CLIENT CARE**

Following the completion of a comprehensive Core Assessment, develop and provide an individualised, evidence based programme of Care based on Formulation, including to those with complex needs/challenging behaviours. At all times work in collaboration with Service Users, and Carers ensuring that the Service User is treated with Compassion, Respect and Dignity.

Assess, manage and evaluate risk as an ongoing process using the Risk Assessment Tool identified by the Trust. Escalate Risks and Communicate effectively with Partners and seek advice from teams such as Safeguarding, MAPPA, MARAC as appropriate.

Manage distress and conflict in the day to day work with Service Users who, as an expression of their condition/ diagnosis, may at times be difficult to engage and/or demonstrate significant risk behaviours.

Provide effective Care and Therapeutic Interventions to Service Users presenting with a range of difficulties. To engage in active relapse prevention planning with service users and carers, contributing to their recovery and/ or wellbeing and discharge planning.

Provide specialist advice and guidance to Service Users/Carers and Practitioners of other professional disciplines, less experienced staff, voluntary organisations and the public.

Recognise and anticipate situations that may be detrimental to the health and wellbeing of service users and their carers and advise and treat on the promotion of health and the prevention of physical/mental and behavioural deterioration.

Assist Service Users to develop Wellness Recovery Action Plans (WRAP), or equivalent, including determining problems, identifying goals and setting individual objectives.

Work flexibly to meet the needs of Service Users across pathways which may regularly include working extended and flexible hours over 7 days a week.

Demonstrate flexibility in the role. This may involve working across clinical pathways to support the needs of the service, whilst ensuring the delivery of high quality care at all times.

## **POLICY AND SERVICE DEVELOPMENT**

Adhere to Trust Policies, Procedures, Protocols & Standards and be instrumental in embedding these in service provision.

Adhere to Professional Code of Conduct and Standards, and requirements of other Legislation.

Understand, Contribute and Advise on Statutory issues which impact on Service Users and Carers. Perform statutory duties and seek advice where necessary.

Positively promote adherence to Lone Working Policy and Protocols.

Ensure Implementation of National, Trust and Local Service Legislation, Policies, Procedures and Guidelines for Health and Social Care and be involved in their development where appropriate.

Report any deficiencies within the clinical environment or equipment.

Contribute to the ongoing development of Care & Treatment Packages and Pathways development.

Actively participate in service developments and improving the quality of the delivery of evidence based Treatment Interventions by others, ensuring a consistent and standardised approach across the Pathway.

Participate in the effective monitoring, review and evaluation of the service provided

## **FINANCIAL AND PHYSICAL RESOURCES**

Advise Clinical Team Lead and Pathway Manager on resource requirements.

Responsible for the security, care and maintenance of equipment, ensuring standards of infection control and safety are maintained.

## **HUMAN RESOURCES**

Provide clinical supervision to qualified staff within own profession, to other professionals within the Pathway and wider services as requested.

To provide consultancy and advice to professionals from within the Pathway and across the pathways as a means of supporting clinical staff, to provide best outcomes for Service Users.

Potential for the postholder to directly manage any staff employed in the future for the PCN by CNTW – to be clear that this is within the scope of the role (and the pay banding)

An expectation that the postholder will work with and demonstrate leadership to other team members, who may not be direct reports but may be members of the wider team supporting the PCN's patients (and may be employed by other organisations). This would be within the overall scope of the postholder leading the service for the PCN.

Contribute to the appraisal of nursing staff in accordance with Trust policy and in conjunction with the Pathway Manager, nursing students and other staff in the specialised area taking a lead as appropriate.

Take responsibility for keeping own professional knowledge and skills up to date through: e.g. mandatory training, reflective practice, journal club work based Learning and supporting opportunities for shared learning.

Be responsible for being actively involved in CPD and professional development plan via Trust supervision and appraisal process.

To provide spontaneous and planned education and instruction to service users carers, and colleagues involved in patients' care.

## **INFORMATION RESOURCES**

Be responsible for making entries into confidential electronic client case records and protect the confidentiality of the work ie SystemOne

Contribute to review and monitoring quality Data Reports in conjunction with the Clinical Team Lead.

Responsibility for maintaining own knowledge of current legislation.

Use Digital Recording Equipment and use Mobile Technology as per Trust Policy.

The post holder will work in conjunction with colleagues in medical records departments in order to ensure records comply with the Data Protection Act and Caldicott Safeguards.

### **RESEARCH AND DEVELOPMENT**

Initiate and Lead on regular Clinical Audit and participate in Research as required.

Keep up to date with relevant research in the field in order to evaluate current practice and suggest service improvement

Share any knowledge gained via conference, peer review journals, specific training sessions, workshops, presentations etc. in order to develop and underpin good practice.

To support colleagues in the development of knowledge and skills through acting as an assessor, teacher and facilitator.

To reflect on own practice through clinical supervision and mentorship and to develop skills as a clinical supervisor/mentor to others.

To contribute to the development of local evidence based standards, policies and guidelines related to the speciality. Identify areas of risk and poor quality and address these through appropriate governance structures and forums.

### **FREEDOM TO ACT**

Work within Professional and Trust guidelines and be accountable for own professional actions.

To work autonomous as Advanced Practitioner, prioritising and managing own workload and time efficiently and effectively

Engage in operational supervision from Pathway Manager as per Trust Policy.

The post holder will be responsible for acting on his/her own initiative within the parameters of the Trust policies and procedures and NMC or equivalent body i.e. HCPC.

Professional Code of Conduct.

The post holder will act as a specialist in meeting the health needs of people with mental health and/or learning disabilities and /or cognitive difficulties whose presenting behaviour may be a significant challenge.

The post holder will be responsible for decision making within own area of work on a day to day basis.

### **PHYSICAL EFFORT**

Be appropriately trained and capable of using authorised breakaway techniques as required.

Substantial amount of time sitting at desk, in meetings, supervision.

The post holder will be required to drive as part of their role or have the ability to travel to other venues across the localities.

### **MENTAL EFFORT**

Be expected to deal with frequent interruptions due to the unpredictability of the work and the service user group.

Frequently be required to exert prolonged concentration during interviews, assessments and treatments of service users.

Be required to provide a high level of concentration in the writing of records/ in depth reports and all required documentation, to meet deadlines.

### **EMOTIONAL EFFORT**

Frequently work with service users and their carers who directly exhibit potentially severely challenging and emotional behaviours and will frequently be exposed to very distressing and very emotional circumstances.

Have regular contact for assessment and treatment of individuals presenting with trauma associated with childhood abuse; physical, sexual or emotional.

Regularly deliver unwelcome or distressing news to service users and/or their families and communicate life-changing events.

### **WORKING CONDITIONS**

Be required to frequently work in areas subject to health and safety regulations e.g. GP practices and may with exposure to unpleasant conditions such as smells or bodily fluids.

Be exposed to potential verbal and physical aggression from both service users and carers.

Lone alone in clinical settings i.e. GP surgeries and adhering to Trust lone working policy.

Be required to work at various locations throughout the Trusts geographical area. To use digital dictation and mobile technology provided by the Trust to enable mobile working, including from home as per Trust Policy.

VDU use on most days.

## **SAFEGUARDING**

Every employee has a responsibility for safeguarding and protecting adults and children from abuse, regardless of the setting in which the care takes place. It is every employee's responsibility to be aware of relevant Trust Policies. All employees should take part in training in order to maintain their skills. Front line practitioners should access regular supervision and support in line with local procedures.

## **HEALTH AND SAFETY**

Contribute to maintaining a safe environment of care through effective risk management. Identify risks and develop appropriate strategies to manage the risks including responding appropriately to untoward/emergency situations.

## **TRUST CLINICAL GOVERNANCE STRATEGY**

It is the responsibility of all health care professionals to play an active role in delivering the clinical governance agenda. There is a specific responsibility for individual health care professionals to be involved in auditing their own and their team's clinical performance, and to engage in activities, which continuously improve, the quality of services they provide.

## **Information of a Confidential Nature or Access to Confidential Information**

"To be aware of the nature of information dealt within the NHS and to work in a manner which ensures confidentiality and security of this information"

## **INFECTION CONTROL**

All Trust staff (clinical and non-clinical, including locum and agency staff employed by external contractors) have a personal responsibility to ensure the risk of infection to themselves, service users and visitors is minimised by ensuring that they (1) are familiar and adhere to, current Trust policy and guidance on infection prevention and control, (2) participate in the Trusts induction programme and statutory/required training in infection prevention and control and (3) consider infection prevention and control as part of their appraisal and/or personal development plans'.

## **CALDICOTT RESPONSIBILITIES:**

1. **Justify the purpose (s) of every proposed use or transfer** - every proposed use or transfer of patient-identifiable information within an organisation should be clearly defined and scrutinised, with continuing uses regularly reviewed by an appropriate guardian.
2. Don't use it **unless it is absolutely necessary** - Patient-identifiable information should not be used unless there is no alternative, **where this is the case permission should be obtained.**

3. **Use the minimum** necessary - Where use of patient-identifiable information is considered to be essential, each individual item of information should be justified with the aim of reducing identification.
4. Access should be on a strict **need-to-know** basis - Only those individuals who need access to patient-identifiable information should have access to it, and they should only have access to the information items that they need to see.
5. Everyone with access to it should be **aware of their responsibilities** - Action should be taken to ensure that those handling patient-identifiable information are aware of their responsibilities and obligations to respect patient confidentiality.
6. **Understand and comply with the law** - Every use of patient-identifiable information must be lawful. Each department must have someone responsible for ensuring that the organisation complies with legal requirements.

**ACCESS TO CONFIDENTIAL INFORMATION:**

To be aware of the nature of information dealt with within the NHS, and to work in a manner which ensures confidentiality and security of this information.

This job description is not intended to be an exhaustive list of the duties and responsibilities of the post and the post holder may be requested to carry out any other duties appropriate to the grade or post.

The post may change over time to meet organisational requirements and the job description may be changed after consultation with the post holder at any time.

**JOB DESCRIPTION AGREEMENT**

**Post Title:** .....

**Post Holder's Name:** .....

**Post Holder's Signature:** .....**Date:** .....

**Line Manager's Name:** .....

**Line Manager's Signature:** .....**Date:** .....

**PERSON SPECIFICATION**

	<b><u>Essential</u></b>	<b><u>Desirable</u></b>
<b><u>Education and Qualification</u></b>	<p>First Level Nursing Qualification and Registration or equivalent</p> <p>Degree or equivalent qualification or experience in evidence based psychological therapies relevant to Pathway.</p> <p>Post Graduate Degree or equivalent qualification or experience.</p> <p>ENB 998/P126/127</p> <p>Student Nurse Assessor or equivalent</p>	<p>Safeguarding Children and Adults Training</p> <p>“Non-Medical Prescriber”</p>
<b><u>Knowledge and Experience</u></b>	<p>Experience of working within a multi-disciplinary team</p> <p>Participate in Joint Development Reviews</p> <p>Commitment to Partnership working both multi-agency and multi-disciplinary.</p> <p>Coordinating and supporting staff in the day to day provision of clinical services.</p> <p>Knowledge and Understanding of equal opportunities legislation and policies.</p> <p>Experience of collaborative working across agencies and professional disciplines.</p> <p>Proven ability to manage a clinical caseload in a flexible manner as required.</p>	<p>Experience of management and leadership</p> <p>Experience in carrying out research</p>

	<p>Experience of providing clinical supervision to clinical staff.</p> <p>Knowledge of health and safety requirements of the team.</p> <p>Teaching / Training</p> <p>Experience of developing Care Pathways.</p> <p>Experience in managing Complex Cases and Risk.</p> <p>Experience and Application of Audit process and its evaluation.</p> <p>Knowledge and understanding of Recovery and Wellbeing model and its application.</p> <p>Experience of service development/ care pathway development.</p>	
<b><u>Skills and Competencies</u></b>	<p>Excellent communication skills</p> <p>Excellent interpersonal skills including negotiation and conflict management</p> <p>Evidence of effective organisational skills</p> <p>Evidence of Leadership Skills.</p> <p>Expert Clinical Supervision Skills</p> <p>Evidence of maintaining accurate and contemporaneous record keeping.</p> <p>Evidence of excellent Report writing.</p> <p>Evidence based clinical / psychological skills and advanced nursing practice.</p>	
<b><u>Role/Team specific requirements</u></b>		

<p><b><u>Personal Characteristics</u></b></p>	<p>Open and non-judgemental, anti-discriminatory approach to clinical, managerial and leadership roles.</p> <p>Friendly, outgoing, approachable, confident manner</p> <p>Innovative and creative</p> <p>Flexible and adaptive</p> <p>Ability to work under pressure.</p> <p>Reliable</p> <p>Ability to motivate others</p> <p>Motivated and enthusiastic.</p> <p>Proven record of treating people with Dignity and Respect.</p> <p>Caring and Compassionate</p>	
<p><b><u>Additional Requirements</u></b></p>	<p>Ability to meet the mobility and geographical requirements of the post.</p>	