

## **JOB DESCRIPTION**

**Post Title:** Community Psychiatric Nurse/care Coordinator –  
Recovery and Support TeamTeam

**Band:** 6

**Hours:** 37.5 hour week

**Accountable to:** Service Manager/Professional Lead

**Responsible to:** Team Manager

**Base:** Wilson Hospital

**Liases with:** Clients and their carers, MDT, Nursing colleagues, Assessment & Treatment Team, Inpatient services, Recovery College, social services, primary care, voluntary sector, educational services, police, prison service, court service, and their relevant external agencies.

### **Our values**

We take pride in providing specialist care to our service users where our Trust values; being consistent, compassionate, collaborative, respectful and open is at the heart of everything we do. Our mission is "making life better together".

When you join us, you'll be part of something special – an innovative and rapidly growing organisation that is helping to redefine the Mental Health, education and social care landscape in the UK..

Our values are in keeping with the NHS Constitution and our [Behaviours Framework](#) set the standards for how we plan and make decisions; deliver quality care; behave with each other and service users and recruit, induct, appraise and develop our staff. We are looking for staff who will help us live these values and help to make SWLSTG a better place for everyone.

As a Trust, we are happy to talk flexible working.

### **JOB SUMMARY:**

- To work within the Trust's CPA/Care Management framework and the standards set out in the Adult Directorates Operational Policy for Community Mental Health Teams.
- The post holder as part of an integrated, multi-professional team will undertake the care co-ordinator role for a defined caseload of clients with severe and enduring mental health problems.
- The post holder will be expected to promote, by example and leadership, a high standard of patient care.
- The post holder will communicate and collaborate effectively with all agencies and agents involved in supporting adults with severe mental health problems.



**Respectful**



**Open**



**Compassionate**



**Collaborative**



**Consistent**

- The Post holder will work collaboratively with other professionals within the Multi-disciplinary Team and to liaise with other agencies both statutory and in the private and voluntary sector

## **KEY RESULT AREAS:**

### **Clinical and Caseload Management**

- To be responsible for the flexible management of a defined caseload designed to meet the individual needs of the client and the carer's.
- To maintain high standard of individualised client care, recognising factors and events that are likely to affect the mental, emotional and physical well-being of clients/carers and provide advice and support when required.
- To act as a care coordinator in assessing clients' needs and strengths through a collaborative approach, ensuring that all clients have care plans and that these are implemented and regularly reviewed/updated.
- To develop and maintain a high standard of practice, based on assessment, through the use of a range of psychosocial approaches, within a health and psycho-social framework.
- To communicate/liaise effectively within relevant agencies to ensure that an integrated programmed of care is provided throughout.
- To implement and/or participate in crisis intervention measures with the client/family or in conjunction with other agencies.
- To supervise and monitor the therapeutic effects and side-effects of prescribed medication providing the client with clear advice and information in accordance with Trust Policy and the NMC Standards for administration of drugs.
- To organise and participate in the admission, discharge and transfer of clients in accordance with the Trust Policies.
- To provide clients and carer's with verbal and written up to date information on the services offered by the Trust, how to express their views, complaints procedure and what they can expect from the service.
- To attend weekly clinical meetings to provide the team with relevant information in relation to caseload, referrals and to feedback on new assessment.
- To develop and maintain effective working relationships with in-patient facilities regarding admission and discharge of clients.
- To facilitate carers' assessments, provide the appropriate care plan to meet identified needs and to monitor efficacy.
- To have knowledge and application of key legislation and policy such as Mental Health Act, Care Programme Approach, Capacity Act, Care Act
- To participate in the running of the clozapine and depot clinics.

## **GENERAL:**

South West London and St. Georges Mental Health Trust is an equal opportunities employer. It is the policy of the Trust to ensure that no user of the service, past, present or future employee, or job applicant, receives less favourable treatment on the grounds of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex, sexual orientation; in line with the Trust's Equality and Diversity Strategy.



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- This is not an exhaustive list of duties and responsibilities, and the postholder 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 postholder.
- The postholder is expected to comply with all relevant Trust policies, procedures and guidelines, including those relating to Equal Opportunities and Confidentiality of Information.
- The postholder is responsible for ensuring that the work that they undertake is conducted in a manner which is safe to themselves and others, and for adhering to the advice and instructions on Health and Safety matters given by Manager(s). If postholders consider that a hazard to Health and Safety exists, it is their responsibility to report this to their manager(s).
- The postholder is expected to comply with the appropriate Code(s) of Conduct associated with this post.
- South West London and St George's Mental Health NHS Trust operates a no smoking policy. The Trust has been smoke free since 01 January 2006.
- Producing reports and in-care reviews. Devising a plan of care and interventions in partnership with service user, carer and MDT
- Coordinating junior staff and the wider care team in providing hands-on care to service users and evaluating processes of care delivered. This will include:
- Undertaking 1-1 engagement with service users in an honest, open and non judgmental way.
- Recognising and valuing service users as individuals, acknowledging the importance of maintaining the service user's respect and dignity at all times and ensure that the care provided respects equality and diversity.
- Developing care plans that reflect service user needs and relevant patient care documentation working in partnership with service users, wider MDT and family/carers.

Ensuring the monitoring and recording service user clinical observations are undertaken, such as physical observations and vital signs and treating or escalating as appropriate any signs or symptoms of deterioration or that does not fulfill the personal parameters to the relevant professional for treatment. Promote healthy lifestyles and give health promotion advice and support.

- Implementing the principles of 'recovery': encouraging and supporting service users to engage with healthy lifestyles, facilitating psychosocial activities and other activities of their interest. Where appropriate contributing to psychological interventions.
- Advocating for service users' needs and rights within Trust policy. Encouraging and empowering service users to have an optimum level of responsibility for their individual programme of care



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## Communication

- Advocating for service users' needs and rights within Trust policy. Encouraging and empowering service users to have an optimum level of responsibility for their individual programme of care
- To use excellent communication skills and to develop and maintain therapeutic relationships with service users and their families, and carers who may at times be in situations of emotional distress, in a spirit of partnership and trust.
- To be aware of how your verbal and non-verbal communication can be interpreted by others and ensure a polite approach is maintained at all times.
- To develop and maintain effective working relationships and networks with colleagues within mental health services, primary care, voluntary agencies and other partner agencies to ensure well co-ordinated care.
- To help promote team cohesiveness, multidisciplinary working and at all times work collaboratively with colleagues in all parts of the Trust to achieve healthy and effective communication.
- To ensure that views of all service users are effectively sought, channelled and acted upon, including the efficient actioning of complaints or untoward incidents in accordance with the Trust policy.
- To maintain accurate and up to date records utilising electronic media as necessary, and ensuring any hand written documentation is legible and in accordance with professional guidelines and best practice.
- To complete agreed audit and evaluation measures and provide and collate information relevant to performance management as requested.

## Training and Development

- To participate actively in clinical supervision, as well as in management supervision and annual appraisal with line manager, and to pursue further professional development and training appropriate to the age range covered by the team, according to a Personal
- To maintain up-to-date knowledge of this specialist area by networking, training and reading, and to comply with professional requirements for the maintenance of professional registration.
- To participate in and contribute to induction and training within the team, act as mentor or supervisor to students, and to support the development of a working environment that is conducive to learning.
- All members of staff are required to play an active role in development and improving services to the benefit of service users
- To contribute and commit to undertaking an annual Development Review/appraisal.
- To undertake personal development as identified in the Personal Development Plan (PDP).



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## Policy and Service Development

- To work within and contribute to the development of service policies and procedures, within the overall operational policy for the Merton Recovery and Support Teams.
- To contribute to the development of this new team by creative discussion and by wide liaison with other teams and community agencies.

## Management of Resources

- To provide line management to more junior staff or support workers, providing regular supervision and annual appraisal.
- To provide clinical supervision to colleagues.
- To participate in and on occasion take responsibility for recruitment of junior staff.
- To deputise for the team leader as needed and co-ordinate daily work of team in his/her absence.
- To participate in any research within the service as agreed by the team manager and service co-ordinator.
- To provide information and reports as required and accurately document all relevant information regarding clients and staff, in keeping with the Trust guidelines and the NMC standard for records and record keeping.
  - To have an awareness of the need to manage resources effectively within determined budgets.
  - To assist in the successful induction of new staff and regular supervision of students and junior staff.
  - To have responsibility for the health, safety and welfare of self and others. To comply at all times with the requirements of the Health and Safety regulations.
  - To participate in the development of junior staff, acting as a mentor for student nurses and a preceptor to newly qualified staff, ensuring appropriate teaching, support and supervision.
  - To participate in clinical meetings, team meetings and organisational activity groups, identifying unmet needs and implementing/promoting actively any improvements.
  - To enter information onto RiO in a timely manner in line with Trust guidelines, and prepare report as appropriate.
  - To implement and contribute to policy and service development as appropriate.
  - To carry out responsibilities to promote the smooth running of the clinical area.
  - To actively promote and support the ongoing review of Mental Health Practice.
  - To participate in the Trust's complaints procedure and critical incident reporting when required and work within the policies and procedures of the Trust.



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**PERSON SPECIFICATION**

(Job Title)

	<b>Essential</b>	<b>Desirable</b>	<b><u>How Tested</u></b>
<b>Experience</b>	<p>Relevant post qualification experience in Acute Mental Health</p> <p>Experience of providing thorough baseline mental health assessments and case formulation based on these</p> <p>Experience of working in a community multidisciplinary team setting and ability to undertake home visits / attend various clinical sites as required</p> <p>Experience of working with service users presenting with a range of mental illnesses including those in crisis.</p>	<p>Experience of managing and supervising other staff</p> <p>Experience of recruitment and selection of staff</p> <p>Experience of managing and monitoring budgets</p>	<p>Assessment Centre</p> <p>Application form</p> <p>Interview</p>
<b>Training &amp; Qualifications</b>	<p>RMN Mentorship for Contemporary Practice</p>	<p>Knowledge of employment legislation</p> <p>Experience of managing and supervising other staff</p> <p>Experience of recruitment and selection of staff</p> <p>Experience of managing and monitoring budgets</p>	<p>Application form</p> <p>Interview</p> <p>Proof of qualifications and professional registration if relevant</p>
<b>Knowledge &amp; Skills</b>	<p>Knowledge and use of the relevant NICE guidelines and of evidence based interventions.</p> <p>Knowledge of counseling skills, group skills, cognitive skills,</p>	<p>Coaching</p> <p>Brief Solution Focused Therapy</p>	<p>Application form</p> <p>Interview</p>



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	<p>behavioral skills.</p> <p>Knowledge of Trust business and how it supports patient care.</p> <p>Knowledge of psycho-social interventions.</p> <p>Knowledge and experience of clinical assessment, assessment, risk assessment, MSE, mental capacity assessment and crisis management.</p> <p>Good understanding of the Children's Act.</p> <p>Good verbal communication, written and report writing skills.</p> <p>Prompt and accurate recording on to electronic notes system and an understanding of the need for this</p> <p>Effective self / time management.</p> <p>Knowledge of current Government Policy and relevant legislation concerning the provision of community mental health care.</p> <p>Understanding of Clinical Governance.</p> <p>Understanding of safeguarding procedures.</p> <p>Understanding of stepped care model.</p> <p>Knowledge of resources for signposting people to</p>		
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	<p>Knowledge and application of Recovery principles.</p> <p>Knowledge and understanding of issues relating to information sharing and confidentiality</p> <p>Ability to work in partnership with service users and carers in the planning and delivery of care.</p> <p>Ability to provide care that is sensitive to the needs of minority ethnic groups.</p> <p>Ability to maintain effective professional relationships with all team members.</p> <p>Ability to reflect and learn from experiences.</p> <p>Able to think analytically.</p>		
<p><b>Behaviours and Values</b></p>	<p>Ability to behave in accordance with our Trust values:</p> <p>Respectful - so you feel appreciated and included</p> <p>Open - so you feel informed and involved</p> <p>Collaborative - we expect teamwork so you feel connected and supported</p> <p>Compassionate and kind so you feel valued and</p>		<p>Application &amp; Interview</p>



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	<p>cared for</p> <p>Consistent - in our quality of care so you feel safe and reassured</p>		
<b>Other</b>	<p>Empathy for individuals who have experienced mental health problems.</p>		<p>Interview</p>



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