

**JOB DESCRIPTION**

CAMHS Crisis and enhanced treatment team (CCETT)  
Mental Health Liaison post

**REVIEWED**

April 2022

# LINCOLNSHIRE PARTNERSHIP NHS FOUNDATION TRUST

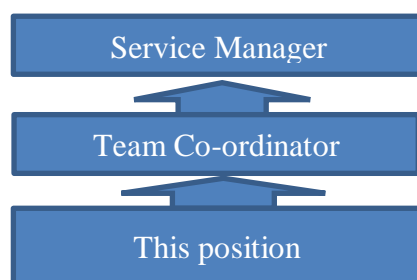
## Job Description

<b>1. Job Details</b>
<p><b>Job Title: CAMHS Crisis and Enhanced Treatment Team (CCETT) Mental Health Liaison Worker</b></p> <p><b>Pay Band: Band 6</b></p> <p><b>Reports to (Title): Team Co-ordinator</b></p> <p><b>Accountable to (Title): Service Manager</b></p> <p><b>Location/Site/Base: County wide service- Lincoln County hospital base at night.</b></p>
<b>2. Job Purpose</b>
<p>The post holder will act as liaison between CAMHS CCETT, Adult Mental health liaison service, Lincoln county hospital (LCH) and Pilgrim Boston hospital (PBH), including acute paediatrics. They will act as the link worker for the paediatric wards and be based within CAMHS CCETTS teams and MH liaison (at night) and provide liaison, signposting, support, robust triage and assessment for CYP accessing A&amp;E departments or acute paediatric care across Lincolnshire. They will work alongside CCETT staff and adult mental health liaison to ensure there is 24 hour cover for CYP accessing acute general hospitals, including those CYP who are admitted for support with their eating and weight issues. The role will include any training or supervision ULHT staff may require when working with CYP presenting with mental health needs.</p> <p>The liaison role, alongside CAMHS CCETT, will cover a 24 hour rota to ensure all children and young people (CYP) presenting or being treated at hospital can access mental health support as required. The post holder will take calls via SPA at night from CYP/families open to CAMHS for support and emergency services who need support, liaison, triage or assessment for a CYP presenting in a mental health crisis. CYP accessing the CAMHS CCETT service will need to meet the urgent or emergency criteria, and this will be determined following a robust triage by the post holder, where they will be signposted on if required. The post holder, alongside CCETT, will also support CYPs being admitted to the S136 suite and act as liaison and support for the CYP whilst detained there.</p> <p>The aim of the MH liaison roles is to support CYPs with a safe and timely discharge from hospital, by utilising the support of CAMHS CCETT and MDT for transfer or discharge. They will respond to referrals from A&amp;E within 1 hour, offering triage/assessment within 4 hours of referral- this may be offered via the phone, teams or face to face depending on where the CYP is, their presentation and available resources.</p> <p>CYP who are classed as looked after children or SEND may access the service up to the age of 25 years if they wish. They will work alongside services collaboratively with CYP and their carers to formulate a care plan to be delivered by the team in the community.</p>
<b>3. Nature of the Service</b>
<p>This is a MH liaison post working between ULHT two main hospital sites. (LCH, PHB) The post holder will work closely with the CAMHS CCETT teams to provide initial assessment of and specialist liaison advice to referred service users and to other colleagues working within the hospitals based on their individually assessed needs, ensuring that an agreed package of care is implemented which reflects the Trust's policy to engage services users and their carers in all aspects of their care and treatment.</p>

The CAMHS Crisis and Enhanced Treatment Team (CCETT) provides crisis interventions to children and young people alongside intensive community treatment to young people experiencing an acute episode of mental health distress. In addition, the CCETT works alongside CAMHS eating disorder service to support CYP who are at risk of admission to hospital. The service aims to prevent admissions to out of area Tier 4 inpatient beds. The provision is available 7 days a week 24 hours a day with support of the MH liaison workers for out of hours support with emergency referrals.

The service is available to children and young people meeting the criteria for moderate to severe CAMHS as a minimum requirement, where mental health needs and emotional disturbance is to a degree that the level of risk the young person poses cannot be contained by Core CAMHS alone, but support by a specialist community service could provide an alternative to admission to Tier 4 services, those whose deterioration in mental state and functioning renders them liable for admission to an inpatient unit, those requiring discharge from an acute inpatient service following an episode of care and those children and young people requiring an intensive acute care pathway. The service will not be a stand-alone service but an extension of CCETT, Core CAMHS and the Eating Disorder Service; where possible ensuring continuity of care for the child, young person and family, and enabling an effective step-up, step-down model. The Service will work to maintain the child or young person in their 'home' setting, and will be closely aligned/work in partnership with local Accident and Emergency services, Crisis Intervention Services and the Duty Team within Children's Services.

#### 4. Organisation Chart



#### 5. Duties

- Operational hours are shifts over 24 hours, 7 days per week.
- Provide rapid response to CYP presenting with urgent and emergency mental health presentations- including mental health and eating disorder/disordered eating presentations.
- Respond to referrals within one hour, triage/assess within 4 hours- Utilise methods available such as phones, Microsoft teams or face to face depending on the location, presentation of CYP and team resources.
- To provide a high standard of clinical care ensuring safe and effective assessment, treatment and comprehensive discharge planning using highly developed clinical reasoning skills and appropriate assessment tools.
- To maintain positive working relationships between CAMHS CCETT, Adult MH liaison and ULHT hospital teams.
- Offer training, support and clinical supervision to paediatric colleagues
- Work with CCETT to complete urgent emergency mental health and risk assessments for CYP presenting at LCH and PHB. Offer a robust triage and assessment service.
- Build effective relationships within the adult MH liaison team to share skills, good practice and enhance team working
- Engage with young people to provide mental health and risk assessment, risk management plans, and taking appropriate therapeutic risk for young people following crisis. Provide full assessment and collaborative care planning for implementation by the multi-disciplinary team, in partnership with young people/carers and other workers involved in care delivery

- Provide full assessment and collaborative care planning for implementation by the multi-disciplinary team, in partnership with young people/carers and other workers involved in care delivery
- Act on behalf of CAMHS CCETT out of hours and take calls and emergency referrals during the night from SPA, A&E, Paediatrics, 111, ambulance service and the police. Also provide support and guidance to CYP/Families and carers open to the service out of hours.
- To work with MDT to support discharge planning and prevent further hospital admission (both acute and Tier 4)
- Work with CCETT to provide rapid triage and assessment across the county when required.
- To be a link person between Rainforest Ward (LCH), Ward 4 (PHB) and CAMHS/CCETT
- To provide Emergency Departments with rapid access to specialist mental health assessment to avoid hospital admission where possible
- To provide effective mental health interventions in Emergency Departments, Medical Emergency Admissions Unit (MEAU), paediatric care and Acute Care Hospital Inpatient Wards to improve the quality of care in these environments and reduce length of stay and improve patient flow
- To assess carers and families' needs and develop, implement and review programmes of support for carers and families.
- Engage families and carers in the triage/assessment and safety planning to get the CYP home.
- Protect people from abuse, neglect and harm. Work in accordance with relevant childcare, health legislation and professional standards in partnership with wider children's services and to engage fully with Safeguarding, Common Assessment Framework and other processes which requires working together with other agencies
- To work collaboratively and promote effective working relationships with members of the multi-disciplinary team, ensuring effective and appropriate clinical decision-making, with other professionals and agencies.
- To adhere to N.M.C. or other professional codes of conduct and ethics, plus associated legislation.
- To demonstrate empowering leadership skills within CAMHS CCETT MDT and seek opportunities in local and national area as to promote and develop the profession,
- To participate in clinical governance activities, including: Induction, supervision, personal development review, health and safety, risk management and audit.
- To support and facilitate onward referral/sign-posting to other primary care and specialist MH services including third sector organisations.
- Proactively involve children/young people and their families/carers in service development including using service questionnaires to obtain structured feedback
- Ensure best practice by incorporating NICE guidance and meeting healthcare standards
- Adhere to Trust Policies in consideration of Children in Need and safeguarding issues and in maintaining accurate and effective written records
- Provide a professional, non-stigmatising service to children/young people and families/carers
- To be able to travel independently and work flexibly across the county to support the service, from a designated base.
- Use outcome measures to evidence effectiveness of treatments provided
- Participate in management and clinical supervision
- Maintain knowledge and standards of medicine management through training and supervision
- Have an awareness of the mental health act, (MHA) deprivation of liberty, (DOLS), mental capacity act (MCA) and children's act and how this affects the management of patients at home and as inpatients.

## **6. Skills Required for the Post**

### **Communication and relationship skills**

- Always act in a dignified and responsible manner with service users, families/carers and colleagues, using appropriate language and communication skills, which acknowledge barriers to understanding, cultural differences and diversity.
- To provide supportive and sensitive communication, written and verbal advice to service users, families/carers and staff, whilst demonstrating an understanding of the nature and effects of

some information and of barriers to effective communication e.g. sensory or cognitive impairment and unrealistic expectations whilst being considerate of client confidentiality.

- Develop and maintain communication (sensitive, complex and contentious) with other teams and/or external agencies, in order to promote good care and deliver initiatives such as Care Programme Approach.
- To confidently convey highly complex written and verbal information on both clinical and non-clinical issues and to support the development of these skills with individuals within the team.
- Acting as an advocate, support service users and their families/carers through their care programme both physically and psychologically to achieve expected outcomes, explaining care, treatment and associated risks (complex information)
- Provide and receive complex information where persuasive, motivational, negotiating, empathic and re-assurance skills are required to support service users through their recovery period.
- Maintain strict confidentiality of complex and sensitive service user information at all times.
- Maintain a supportive relationship with team members and clearly communicate your expectations in their ongoing roles within care planning.

### **Analytical and judgment skills**

- Develop and complete risk assessments whilst working with high risk individuals in crisis whilst considering positive risk taking behaviour.
- Analysing and deciding the most appropriate approach to implementing care plans, agreeing objectives with service users and families/carers.

### **Planning and organisational skills**

- Organise and plan activities within the service so these can be facilitated with service users and families/carers. Considering therapeutic and educational groups, adjusting team workload in response to prevailing circumstances.
- Respond to the ever-changing workload and demands of the service, including the correct skill mix and staffing levels for the clinical demands.

### **Physical skills**

- Some driving between hospitals as required for referrals if technology can't be used to facilitate this
- Normal keyboard use

## **7. Responsibilities of the Post Holder**

### **Responsibilities for direct/indirect patient care**

- Plan, implement, review and improve interventions to meet identified needs and manage their inherent risk.
- Contribute to case conferences and reviews, supporting service users and families/carers to engage with services and contribute to their care.
- Accept ongoing accountability for service users, hold and manage delegated caseload (moderate to severe complex cases) and supervise and/or mentor junior staff and learners as required in the provision of direct/indirect nursing care.
- Assessment and planning and review of complex individuals needing crisis intervention.

### **Responsibilities for policy and service development implementation**

- Comply with and carry out safe practice in accordance with Trust policies and procedures, appropriate Codes of Conduct, the Mental Health Act (1983) and other relevant national and local guidance commenting on policies, procedures and developments as necessary.

### **Responsibilities for financial and physical resources**

- Use safely in accordance with manufacturer's guidance clinical equipment in the performance of their work to appropriate high standards of care.
- Ensure any stock and supplies, clinical equipment or medications are ordered as required

**Responsibilities for human resources (including training)**

- To provide both formal and informal training, health promotion and advice to service users and families/carers regarding their mental health needs.
- To actively participate in the delivery of training opportunities for staff and students, including those from other teams and disciplines.
- To provide high quality practice placement education for students as detailed in departmental guidelines acting as mentor as required.
- To promote a learning environment and culture within the clinical team and wider service
- To identify own training and development needs and those of junior staff, including the development of competencies and to attend key in-service courses and conferences as required
- To maintain own continuing professional development and use reflective practice to evaluate and update current practice.
- To participate in the recruitment and selection of staff.

**Responsibilities for information resources**

- Record all self-generated information within the service user's clinical notes, using the Trust's clinical information system.
- As part of line management responsibilities monitor and audit supervisees clinical noting and documentation.

**Responsibilities for research and development**

- Participate in audit and research as required and contribute to quality improvement initiatives, policy review and practice development.

**8. Freedom to Act**

Organise own time and prioritise service user care in accordance with need

Act as an autonomous practitioner making decisions about service user care as appropriate with the nursing and wider multi-disciplinary team.

Ensure resources are co-ordinated to deliver safe and effective care to service users.

**9. Effort & Environment****Physical effort**

- In order to manage risk in the community individuals will be Breakaway trained.

**Mental effort**

- Intense concentration required for observations and interventions as well as dealing with unpredictable behaviour. Concentration when inputting service user data onto systems

**Emotional effort**

- Dealing with service users, often in crisis, being treated in home and community environments with mental health conditions.
- Able to deal with demanding circumstances in clinical areas.
- Able to deal with the general stresses of working with children and young people and the distressing circumstances that can arise.
- Provide ongoing support for staff, advising them as appropriate, providing supervision both planned and immediate.
- Dealing with complaints or grievances.

### **Working conditions**

- Working in sometimes unpleasant and dirty home conditions, including aggressive and challenging behaviour. This can be on a regular or an occasional basis dependant on the specific caseload at the time.

### **10. Equality and Diversity**

All staff through their behaviours and actions will ensure that our services and employment practices are respectful of individual needs and differences including those characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex and Sexual Orientation).

### **11. General**

You must uphold the Trust's Purpose, Vision and Values:

Our Purpose: is to enable people to live well in their communities.

Our Vision: to make a difference to the lives of people with mental health problems and learning disabilities. To promote recovery and quality of life through delivering effective, innovative, and caring mental health, and social care services.

Our Values: putting people first, respecting people's differences, behaving with compassion and integrity, having pride in our work, working in partnership, developing our staff, being recovery focused and making a positive difference.

In addition you must:

- Highlight concerns in accordance with the Trust's Whistleblowing Policy where it is felt poor practice or general wrong doing has not been dealt with appropriately. Staff may make such disclosures without fear of criticism or retribution.
- Maintain an awareness of information governance and information security related issues and ensure compliance with LPFT Records and Information Policies.
- Participate in performance review, supervision and undertake mandatory training and personal development as required of the post
- Take personal responsibility for your own Health and Safety at work in accordance with Trust Policies and Procedures, in particular Security, Health and Safety and Risk Management
- Be committed to safeguarding and promoting the welfare of children, young people, vulnerable adults and people experiencing domestic abuse, both as service users and visitors to Trust premises. All staff have an absolute responsibility to safeguard and promote the welfare of children and adults. The post holder, in conjunction with their line manager, will be responsible for ensuring they undertake the appropriate level of training relevant to their individual role and responsibilities. They must be aware of their obligation to work within and do nothing to prejudice the safeguarding policies of the Trust.
- This job description is not exhaustive and as a term of employment you may be required to undertake such other duties as may reasonably be required.

## PERSON SPECIFICATION

		<b>JOB REQUIREMENTS</b>	
	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>HOW ASSESSED</b> (e.g. Application Form, Interview Test, Reference etc.)
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Post graduate professional with current registration. (RMN, RLN, SW, OT)</li> <li>Evidence of specialised continued professional training in clinical practice.</li> </ul>	Leadership training Training in Dialectical behavioural therapy (DBT) or Family systemic practices	Application Form Interview
<b>Experience</b>	<ul style="list-style-type: none"> <li>Relevant experience of working with people with mental health needs.</li> <li>Experience of working with individuals in crisis</li> <li>Experience of working with people with severe and enduring mental illnesses</li> <li>Experience of managing and developing staff including supervision.</li> </ul>	Experience of working with children and young people.	Application Form
<b>Skills &amp; Competences</b>	<ul style="list-style-type: none"> <li>Expert knowledge of Child Care legislation, Safeguarding, Mental Health Act, Care Programme Approach and Risk Assessment.</li> <li>Good knowledge of current local and national strategies concerning CAMHS, Children's Services and mental health</li> <li>Good understanding of child and adolescent development, risk assessment and risk management of young people in crisis.</li> <li>Experience of using evidence-based practice.</li> <li>Ability to work both as a member of a team and autonomously and to manage own and other colleagues' anxieties.</li> <li>Sound knowledge of clinical/risk assessment and understanding of Information Governance principles.</li> <li>Highly developed communication skills.</li> </ul>		Application Form Interview



	<ul style="list-style-type: none"> <li>• Ability to delegate whilst maintaining overall responsibility for service users care, where appropriate.</li> <li>• Highly motivated &amp; able to engage with service users &amp; carers to improve outcomes.</li> <li>• Well-developed IT skills</li> <li>• Excellent time management skills, organisational skills, ability to work under pressure and to manage own and other workloads efficiently.</li> </ul>		
<b>Special Requirements</b>	<ul style="list-style-type: none"> <li>• Able to travel around the county independently and in a timely manner</li> </ul>		Application Form Interview