

## Job Description and Person Specification

Job Title: ARRS Mental Health Practitioner- Band 6



*respect ♦ open ♦ accountable ♦ working together ♦ innovative ♦ excellence*

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## Job Description

**JOB TITLE: ARRS Mental Health Practitioner**

**BAND: 6**

**CARE GROUP: Community Recovery**

**DEPARTMENT: Primary Care**

**HOURS OF WORK: Full Time**

**RESPONSIBLE TO: Primary Care Network (PCN)**

**ACCOUNTABLE TO: ARRS Service Manager**

**BASE: Within the Primary Care Network**

### JOB PURPOSE:

- To be clinically fully embedded in primary care
- To actively promote mental health, have a sound understanding of mental health and wellbeing in a Primary Care setting
- To provide a combined consultation, advice, triage and liaison function, supported by the local community mental health provider
- To work with patients to:
  - support shared decision-making about self-management;
  - facilitate onward access to treatment services;
  - provide brief psychological interventions, where qualified to do so and where appropriate

### KEY RESULT AREAS:

- To work closely with other PCN-based roles to help address the potential range of biopsychosocial needs of patients with mental health problems. This will include the PCN's MDT, including, for example, PCN clinical pharmacists for medication reviews, and social prescribing link workers for access to community-based support
- To forge a culture of partnership between Primary Care, Specialist Mental Health Services, Social Care and the third sector to enable a better understanding and links to all services available
- To work closely and collaboratively with secondary care providers, to ensure smooth transitions between services and that all patients are seen by the right professional, at the right time in the right setting
- To potentially operate without the need for formal referral from GPs, including accepting some direct bookings where appropriate, subject to agreement on volumes and the mechanism of booking between the PCN and the provider

- Be responsible for the maintenance and accurate recording of patients' information in the documentation systems and ensure the effective dissemination of service user information throughout the multi-disciplinary team with a clear audit trail.
- To identify and respond to own continuous development needs particularly in relation to assessment and treatment of patients with common mental health issues.
- Operate at all times from an inclusive values base which promotes recovery and recognises and respects diversity.

## RESPONSIBILITY:

### Clinical Responsibilities, Patient Contact

- Promote and maintain safety, privacy and dignity of all patients in the delivery of patient centred care, recognising and respecting differences including spiritual and cultural beliefs.
- Act, wherever applicable, in accordance with the Mental Health Act, Mental Capacity Act and associated policies and procedures
- Responsible for recognising the potential for or signs of patient harm, abuse or neglect, including poor clinical practice reporting all such concerns and taking all reasonable steps to protect the patient. Responsible for identifying and reporting concerns regarding the safeguarding of children who may be at risk.
- Responsible for ensuring the highest professional standards and attitudes towards the care of patients are maintained and that care is delivered in accordance with evidence- based practice at all times. Patients have a range of mental health conditions of mild to moderate severity (including issues relating to child abuse), they may have difficult family situations and may demonstrate behaviours that challenge at initial assessment, or as a result of unexpected changes during programme of therapy.
- Undertake a comprehensive initial assessment of referred patients, including those with complex needs and use clinical judgement and analysis to sign post to appropriate services or to retain within the primary care mental health service for time-limited therapy.
- Undertake annual reviews of patients with SMI and other reviews as part of national programmes.
- Support patients and their families/ carers in the community, providing advice and liaising with other support services to co-ordinate individual support packages.
- Provides clinical advice and consultation on complex issues to other members of the clinical team and staff from other disciplines and agencies.
- To work closely with CAMHS colleagues to ensure that smooth transitions from children and young people into adult care is realised.
- Have responsibility for own caseload of patients and takes responsibility as lead professional as appropriate. Develop, implement and evaluate intervention/ care plans as part of the multi-disciplinary team, statutory and non-statutory agencies and with the involvement of the patient and where appropriate, their carer or family.
- Ensure that intervention/ care plans are based on current risk assessment evidence- based practice, critical thinking and whole system support requirements that take account of relevant physical, social, cultural, psychological, spiritual, generic and environmental factors
- Undertake risk assessments in accordance with the Trust's Clinical Risk Assessment and Management Policy, devising and implementing actions and intervention plans which take the risk formulation fully into account.
- Demonstrate safe breakaway techniques in the management of violence and aggression as required.
- Where appropriate and with authorisation, act as an advocate for patients/ carers.

- Have a good working knowledge of the Learning Disability and Autism pathway and support general practice with the identification of needs and planning of care.
- Responsible for the maintenance of accurate and comprehensive patient records by self and others, using Primary Care patient electronic system and other electronic system approved by the Trust, in accordance with the Trust and professional record keeping standards.
- Use performance measures accurately, as a measurement of the key performance indicator to facilitate clinical reporting, monitoring and improvement activities.

#### **Administrative Responsibilities**

- Undertake administrative tasks in relation to own work
- Use Microsoft applications
- Use Trust approved electronic systems as required. e.g. ESR, Datix and Primary Care patient electronic system

#### **ENVIRONMENT:**

- Supporting patients to function to their optimal ability in their environment. This can involve working in a diverse range of settings with a range of associated demands. For example: challenging behaviours and/or exposure to poor hygiene (personal/environmental).
- Maintaining and promoting a safe environment taking account of infection control and identifying and reporting hazards and risks in a timely manner.
- Working contracted hours as per the requirements of the service.
- Will be required to work at a variety of Trust units and/or sites including within the Primary Care Networks.
- Ability to work across a large geographical area.
- Physically able to carry out all duties required of the clinical setting, including successful completion of physical interventions training as required.
- Emotional effort - exposure to distressing or emotional circumstances and challenging issues.
- Mental effort - frequent requirement for prolonged concentration including attendance at and facilitating meetings, report writing and frequent requirement to respond to competing priorities and pressured work situations.
- Working conditions - exposure to unpleasant working conditions through clinical contact.

#### **JOB SUMMARY:**

Job holders must be able to manage a range of competing demands effectively whilst demonstrating the highest levels of care and service delivery and the Trust's values. They must also be able to work collaboratively with the Primary Care Networks and work alongside GP Practices supporting and promoting the Mental Health agenda.

**COMMUNICATIONS AND WORKING RELATIONSHIPS:**

- Communicate in a way which recognises difference and ensures that people feel included and their individual communication needs are met
- Communication with patients must at all times be safe (appropriate) in content, effective and respectful and made compassionately and positively to minimise anxiety and distress related to their health and wellbeing.
- Ensure that effective communication systems are maintained within the team and strengthens partnership links with GPs, social workers, local authorities, statutory, private and voluntary independent providers of care and other primary care agencies, attending multidisciplinary and other meetings as required.
- Use appropriate communication methods to ensure effective support and therapeutic engagement with patients when discussing complex or sensitive issues which may result in emotional response from patients, where understanding may be limited and there may be barriers to understanding.
- Communicate complex and sensitive information regarding patients' needs and progress accurately and in a timely manner to their cares/ relatives as appropriate having due regard for confidentiality at all times.
- Responsible for ensuring that communication with the public is professional and courteous at all times.
- Resolve informal complaints effectively, avoiding escalation where possible and informs the team manager in a timely manner.
- Participate in professional forums and special interest groups.

The Post holder will also be required to communicate with: -

ARRS Service Manager  
Primary Care Network Leads  
GP Practices  
CCG's  
Managers within KMPT

**STANDARDS OF BUSINESS CONDUCT:**

The post holder will be required to comply with the Trust's Standing Orders and Standing Financial Instructions and at all times, deal honestly with the Trust, with colleagues and all those who have dealings with the Trust including patients, relatives and suppliers.

**HEALTH AND SAFETY:**

The post holder will be required to observe local Health and Safety arrangements and take reasonable care of him/herself and persons that may be affected by his/her work.

**SAFEGUARDING:**

All staff have a duty to identify, report and record incidents of potential or actual abuse. This statement applies whether the victim is an adult or child. All queries will be addressed by the Trust Safeguarding Team.

**PERFORMANCE REVIEW:**

This job description will be used as a basis for individual performance review between the post holder and the Manager.

The job description covers only the key result areas, and as such does not intend to provide a comprehensive list of objectives. Specific objectives will be reviewed each April, and may develop to meet the changing needs of the service.

The post holder will need to take due account, in the way they achieve the key result areas of Trust policies and procedures.

The Trust aims to maintain the goodwill and confidence of its own staff service and users and the general public. To assist in achieving the objective it is essential that at all times, employees carry out their duties in a courteous and sympathetic manner.

The post holder will carry out their duties in accordance with the Trust Equal Opportunities Policy respecting the differing backgrounds of colleagues and clients.

**CONTINUOUS IMPROVEMENT:**

The Kent and Medway NHS and Social Care Partnership Trust has adopted a strategy for Continuous Improvement and all members of staff employed by the Trust are expected to play an active role in development and improving services to the benefit of patients.

**THE TRUST'S MISSION STATEMENT:**

To put patients first by providing community based, high quality and responsive healthcare services, delivered by well trained and supported staff who work with relatives, carers and other agencies in the best interests of patients.

**STATEMENT OF THE TRUST'S AIMS AND VALUES:**

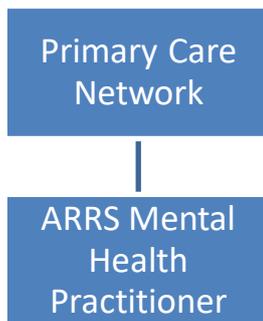
- To remain patient focused at all times by providing high quality and responsive healthcare services in hospitals and the community.
- To work closely with patients, their families, carer groups, local communities and other organisations ensuring care is co-ordinated.
- To respect and develop every member of staff by encouraging and supporting them in their personal and professional development and by valuing their input through recognition and individual reviews.

- To be innovative and proactive by encouraging staff to initiate new ideas in working practices and ensuring a process and continuous improvement in the way services are provided.
- To provide best practice and value-for-money by reviewing and evaluating services and sharing information internally and externally.

**CONFIDENTIALITY:**

The Kent and Medway NHS and Social Care Partnership Trust employees are required to ensure that information about patients is safeguarded to maintain confidentiality and is kept securely in accordance with NHS requirements of 1999. (The Caldicott Committee's Report on the review of patient-identifiable information 1997, & HSC/1999/012). This means that patient information can only be passed to someone else if it contributes to the provision of care or the effective management of health care services within the Trust.

**ORGANISATION CHART:**



**JOB DESCRIPTION AGREEMENT:**

**Job Holder's Signature:**

**Date:**

**Manager's Signature:**

**Date:**

## Person Specification

### Knowledge, Skills, Training and Experience

	Essential	Desirable
<b>Training, Qualifications and Registration</b>	<ul style="list-style-type: none"> <li>• Current professional registration with appropriate body in healthcare or social work</li> <li>• Evidence of Continuing Professional Development</li> <li>• Certificate in teaching and assessing in clinical practice as appropriate to own profession</li> <li>• Clinical Supervisor</li> <li>• Recognised sign-off mentor (or equivalent) for students or must be achieved within agreed timescale</li> <li>• Key skills in literacy</li> </ul>	<ul style="list-style-type: none"> <li>• Leadership or management qualification</li> <li>• Post-graduate qualification in a relevant area</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Significant experience working with people with mental ill health in a community setting</li> <li>• Working collaboratively with service users and their families/ carers</li> <li>• Providing clinical supervision</li> <li>• Mentoring students on practice placement experience</li> <li>• Working in a multidisciplinary team</li> <li>• Quality improvement activities</li> </ul>	<ul style="list-style-type: none"> <li>• Experience working in primary care</li> <li>• Experience working in a multiagency setting</li> <li>• Leadership or management experience</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Demonstrate knowledge to post-graduate level of evidence-based practice in caring for patients in the designated field</li> <li>• Knowledge of Stepped Care Model</li> <li>• Understanding of relevant legislation (e.g. Mental Health Act, Mental Capacity Act)</li> <li>• Care Programmed Approach and its application in practice</li> <li>• Detailed understanding of Safeguarding and its application in practice</li> <li>• Clinical Risk Assessment and Management and its application in practice.</li> <li>• Clinical Governance and its application in practice</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Quality Improvement Programme</li> </ul>

	<ul style="list-style-type: none"><li>• Research and development methodology</li><li>• Understanding of psychological models of care and treatment</li></ul> <p><u>Skills</u></p> <ul style="list-style-type: none"><li>• Communicate complex and sensitive information effectively to patients, cares/ families and all members of the multidisciplinary team</li><li>• Work effectively as part of a multidisciplinary team and undertake lead professional responsibilities</li><li>• Provide effective clinical supervision, teaching, training and assessing in clinical practice</li><li>• Write reports</li><li>• Use multimedia materials for presentations in professional settings</li><li>• Use approved breakaway techniques</li></ul>	
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