

JOB DESCRIPTION

POST TITLE: Advanced Mental Health Practitioner Telephone Duty Service.

BASE: Reading

BAND: 7

LINE MANAGER: Daren Bailey, Service Manager.

PROFESSIONAL ACCOUNTABILITY: Appropriate professional lead within BHFT

OUR VISION AND VALUES

Our **vision** is to **be a great place to get care, a great place to give care.**

Our values are:

- **Caring** for and about you is our top priority
- **Committed** to providing good quality, safe services
- working **Together** with you to develop innovative solutions

JOB SUMMARY

1. Clinical

- a. The post holder will triage duty calls into the Hub at Prospect Park Hospital in Reading.
- b. The Post holder will assess 'walk-ins' at Prospect park Hospital and triage/signpost to appropriate services.
- c. The post holder will be responsible for the formulation, execution and evaluation of a care plan, including signposting to other services.
- d. The post holder will ensure that each individual plan is developed in consultation/agreement with the service user and informed by the wider multidisciplinary team.
- e. The post holder will operate within a multidisciplinary team and will be responsible for the delivery of care, risk management and evaluation of care, emphasising individual service user's recovery.
- f. From time to time the post holder will operate within the local Acute Trust as a senior practitioner, providing advice and specialist assessments to formulate appropriate plans of care, including signposting to other services.
- g. The post holder will direct and supervise junior staff and / or students in the delivery of care to the post holders allocated service users or as required by the clinical team lead.

2. Leadership

- a. As an experienced mental health practitioner, the post holder will direct and supervise junior staff and/or students and resources within their area of responsibility and take an active participation in clinical quality assurance and learning programmes.
- b. As an experienced mental health practitioner, the post holder will from time to time act as a shift lead for the Crisis Resolution and Home Team based at the hub in Prospect Park Hospital, whereby they will coordinate and direct the work of team across Hub and spokes. This includes deploying staff across the areas depending on the clinical need.

3. Point of Delivery

- a. The post holder will be a member of the Crisis Resolution and Home Treatment Team and as such will be working in the hub for West of Berkshire, covering duty shifts on shift pattern covering a 24hours service.

1. Care delivery

- a. To communicate complex and sensitive information and advice to service users, carers and professionals, including information about diagnosis and prognosis, to find ways of enabling the information to be understood, providing empathy and reassurance.
- b. To maintain and develop relationships with professionals external to the area of service, service users and their significant others (where appropriate) within area of service/specialism.
- c. To be responsible for the triage and assessment and evaluating of specialist care, including evaluating the work of junior staff. And to be responsible for developing and delivering intensive crisis care, working collaboratively with multi-agencies to ensure service users' needs are met.
- d. To provide effective analysis of a range of facts and inputs to establish and apply an evidenced based formulation and options of care that can be negotiated with the service users and appropriate judgments made that best improve the opportunity of the service users recovery and which mitigates risk to themselves or others.
- e. To formulate and design physical interventions as part of the service users care plan, ensuring that clinical policies and procedures are followed correctly and risks inherent in any procedures are minimised.
- f. To ensure services are delivered in a manner that is appropriate, relevant and respectful to all community members, recognizing the diversity of ethnicity, culture, belief, privilege and capacity of service users and carers
- g. To provide advice to other members of the service and agencies on the particular needs of service users.
- h. The post holder is required to adopt the principles of the Care Programme Approach (CPA) and work within the framework when assessing, planning and co-ordinating the care and medical treatment that a person requires.

2. Record keeping, information collection and communication

- a. Effectively manage complex and sensitive situations and condition related information and situations to service users, other professionals and external agencies, where there may be barriers to understanding or a hostile and antagonistic working environment
- b. To ensure data recorded (by post holder and by those staff and students supervised by post holder) on all electronic systems, in particular RiO, Patient Experience Trackers (PETs) and safeguarding systems, conforms to necessary policies, processes and protocols.

- c. To be responsible for the accurate maintenance of clinical record keeping and the required communication of individual service users care packages for the post holders area of responsibility/specialism
- d. To be responsible for the accurate recording and transferring (to other services) of information relating to service users in receipt of care as determined by the Trusts operational policies or when directed by the team leader.
- e. To promote and encourage staff involvement and engagement, making sure there are effective channels of communication and staff satisfaction in area of service

3. Leadership, Development & Supervision

- a. To apply up to date professional and other knowledge to ensure any options of care for individuals is evidenced based and informed by theoretical and practical learning and experience.
- b. To maintain continuous professional development
- c. To undertake Clinical Audits and research as necessary for own area of specialism
- d. To allocate work and provide the day to day supervision and direction of junior staff and students as allocated by the team leader.
- e. To develop and facilitate, with other members of the service, clinical groups, training sessions and workshops as appropriate
- f. To measure personal goals and ensure they align to the wider Trust goals and strategic objectives
- g. To consistently plan and manage resource requirements within own area of specialism, ensuring the needs of the service and service users are met and levels of clinical and quality standards are achieved.

4. Professional & Trust policies

- a. The post holder must comply with all national, statutory, legislative, professional and local policy
- b. The post holder should proactively contribute to improve local policy and any changes to improve service or protocols

5. Management Responsibility

- a. To ensure services are delivered, in area of specialism, that meets the quality and clinical effectiveness standards; to proactively participate in measuring service user and staff satisfaction in service area
- b. To assist team lead / shift lead in day-to-day management of the service. This includes coordinating the shift and ensuring service continuity.

GENERAL

- 1. This is a varied role where you'll be expected to undertake the range of responsibilities specified above, working together with your line manager and colleagues to ensure that the activities of this post make a real difference to our patients. Your line manager may ask you to undertake other reasonable duties to facilitate the smooth running of your service or team.

2. We are an equal opportunities employer and you'll be expected to role model equality of opportunity, live the values and always operate in accordance with our Equal Opportunities Policy.
3. Health and Safety at work is important to us and we would like you to role model the highest standards of behaviour and go above and beyond by adopting excellent practice where it links to the health and wellbeing of our colleagues. It is important that you cooperate with us to ensure that statutory and departmental safety regulations are adhered to.

BEHAVIOURS

In addition to the responsibilities and requirements outlined in this job description, you should refer to the associated and expected behaviours that are relevant to this role - your line manager will be able to provide you with this detail.

Our values define the behaviours we are all expected to display during the course of our work and they underpin our organisational recruitment, appraisal, reward and development processes.

LOCATION/MOBILITY

We may require you to work at or from a different work base or location from time to time, to meet service demands and deliver an operational service. Given the geographical nature of the Trust, you may be required to travel between Trust premises as part of your role.

We also may need to change your work base on a permanent basis and if this is the case, we will consult with you in line with our policies and procedures.

FLEXIBILITY

We may need to amend your job description and/or your duties from time to time in order that we can continue to provide the best possible service to our patients. It is important that you work with us to deliver our services, by complying with lawful and reasonable instructions, by adapting to new ways of working, and by attending training courses as requested from time to time.

CONTINUING PROFESSIONAL DEVELOPMENT

You'll be expected to attend and contribute to staff meetings and forums, supervision sessions, training courses, seminars and workshops, all of which will contribute to the development and enhancement of our current working practices.

You will also be expected to participate in all personal review meetings and to take responsibility for your own personal and professional development and the professional accountability for your role.

DATA PROTECTION ACT

We are all expected to be aware of the Data Protection Act and to follow the local Codes of Practice to ensure appropriate action is taken to safeguard confidential information.

HEALTH & SAFETY

We all have a responsibility for health and safety, risk assessment and workplace inspections, and you will be expected to take reasonable care for your own health and safety and that of others.

You will also be expected to co-operate with your colleagues to ensure that statutory regulations, policies, codes of practice and departmental safety procedures are adhered to, and to attend any training programmes that we consider to be relevant.

INFECTION CONTROL

The Health and Social Care Act 2008: (code of practice on the prevention and control of infections and related guidance) sets out responsibilities for NHS managers, Heads of departments, Clinical Leads and all staff to ensure patients are cared for in a clean and safe environment. Cleanliness and prudent antimicrobial stewardship (AMS) is essential to ensure that people who use health and social care services receive safe and effective care.

Prevention and appropriate management of infection is of paramount importance in the quality and safety of the care of patients and to the safety of staff and visitors. As a core element of the trust's clinical governance and risk programmes, all staff are required to be aware of their responsibilities and comply with infection prevention and control policies and guidelines.

CONFIDENTIALITY

We all have a responsibility to make sure that we don't disclose any information of a confidential nature relating to the services we provide or in respect of any service user, client or third party. This applies both during and after your employment.

You must not remove or copy any documents or tangible items including software which belong to the Trust or which contain any confidential information unless you have specific permission to do so. When you leave our employment, or if you are asked, you must return all documents and tangible items which are in your possession or are under your control, but which belong to us or contain or refer to any confidential information.

You should be aware that a breach of confidentiality may result in your dismissal and that, regardless of any disciplinary action that we may take, a breach of confidence could result in civil action for damages.

DATA QUALITY

We are all responsible for making sure that our data and electronic records are updated, accurate, relevant, reliable, and completed in line with our record keeping standards and policies.

CLINICAL GOVERNANCE

We aim to provide the highest standards of care. To help us achieve this aim, you are expected to follow acceptable working practices as defined in our policies and guidelines. You also have a personal responsibility to your colleagues and patients to keep yourself up to date with any changes to policies and to report any practice that you consider to be unacceptable through the appropriate channels.

ASYLUM & IMMIGRATION ACT 1996 AND AMENDMENTS

We need to make sure that we comply with the Asylum and Immigration Act 1996. To do this, we check the documentation of all applicants to confirm that they have the right to work in the UK. We won't offer

employment to any applicant who does not have valid leave to remain and work in the UK or whose leave is subject to conditions which prevent them from taking up employment with us.

If your leave to remain and/or right to work status changes during the course of your employment, we will determine what impact this may have on our ability to continue employing you.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a responsibility for safeguarding individuals who come into contact with our services, whether they are a child or young person, a person with Learning Disabilities or an older or vulnerable adult.

We adhere to the Berkshire Local Safeguarding Children Boards Child Protection Procedures, which places a duty of care and responsibility on us all to safeguard and promote the welfare of children.

SMOKE FREE

We operate a smoke free policy which means that smoking is not permitted on any of our sites. This also applies when you are travelling in vehicles (including owned and lease cars) whilst on official business, parked on our premises in privately owned vehicles, or transporting services users or visitors. We will not support taking additional breaks during the working day to smoke off site. Further information can be found in the Staff Smoke Free policy.

PERSON SPECIFICATION

CATEGORY	ASSESSMENT METHOD		
	Application Form Essential or Desirable	Interview Essential or Desirable	Selection Tool
Education/Qualifications/Training Degree in health/social care or equivalent qualification/experience	E	E	
Continuous Professional Development Registered Mental Nurse, Occupational Therapist, Allied Health Professional or Social Worker whereby the person is licensed to assess, plan, implement and evaluate care for patients with mental health problems.	E	E	
Previous Experience Experience of working effectively in a multi-disciplinary team and multi-agency environment Experience of working in a busy mental health crisis triage setting or similar	E E	E E	
Knowledge, Skills & Abilities <ul style="list-style-type: none"> Excellent knowledge and understanding of the health and social care systems and operating frameworks, clinical observations and the Mental Health Act 	E	E	

<ul style="list-style-type: none"> • Previous knowledge and experience of working in a care environment and with service users who have complex mental health needs 	E	E	
<ul style="list-style-type: none"> • Specialist knowledge acquired through training in a specialised discipline 	D	D	
<ul style="list-style-type: none"> • Effective and competent interpersonal, influencing, communication, observation and reporting skills 	E	E	
<ul style="list-style-type: none"> • Strong organisational skills and the ability to analyse situations and be able to make the right decisions 	E	E	
<ul style="list-style-type: none"> • Able to empathise, be supportive and sensitive to the needs of others as well as being able to cope with distressing circumstances 	E	E	
<ul style="list-style-type: none"> • Ability to cope in a pressurised environment and apply practical problem solving skills in everyday situations 	E	E	
<ul style="list-style-type: none"> • Competent IT skills and the ability to navigate around various systems and software packages (such as outlook, databases, MS office and the internet) 	E	E	
<ul style="list-style-type: none"> • Able to work flexibly on a shift pattern as required and the ability to travel independently between locations to fulfil the requirements of the position 	E	E	
<ul style="list-style-type: none"> • Ability to work effectively in a team, work on own initiative, work unsupervised and manage own workload. 	E	E	



Additional Requirements			
Ability to travel to multiple sites	E	E	
Manage difficult situations with service users that have complex mental health conditions and challenging behaviours	E	E	

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