

### Job Description

<b>Post Title</b>	<b>Senior Practitioner (Primary Care Urgent Referrals and Assessment Worker)</b>
<b>Band</b>	<b>7</b>
<b>Network</b>	<b>Manchester</b>
<b>Location Base</b>	<b>Central and South Manchester HBT</b>
<b>Responsible to</b>	<b>HBT Team Manager</b>
<b>Accountable to</b>	<b>Urgent Care Operational Manager</b>
<b>Hours of Duty</b>	The post holder will be required to work 37.5 hours a week including shifts, weekends, bank holidays. This service operates over 24 hour, 7 days a week team, however core hrs for this role would be 8am – 9pm. There is an expectation that the post holder will participate in out-of-hours bronze on call this is subject to approval.
<b>Job Summary/Purpose</b>	
<p>The post holder will:</p> <ol style="list-style-type: none"> <li>1. Lead responsibility for overseeing development of the primary care urgent referrals pathway. Taking and assessing urgent referrals from primary care partners that previously sat with CMHT to determine the most appropriate patient pathway.</li> <li>2. Provide clinical leadership, supervision, support and consultation to staff in the Home-Based Treatment Team in line with clinical pathway as outlined within the operational procedure.</li> <li>3. Manage and evaluate a caseload in line with relevant clinical pathway as outlined within the operational procedure and will include: <ul style="list-style-type: none"> <li>• Overseeing and supporting the referral pathway into the teams</li> <li>• Assessment</li> <li>• Formulation</li> <li>• Therapeutic intervention as required</li> <li>• Signposting</li> <li>• Close working with all colleagues</li> <li>• To be responsible for conducting clinical audits for referrals received from primary care.</li> </ul> </li> <li>4. Act as an assessor undertaking bio-psychosocial assessments.</li> <li>5. Take responsibility for resource allocation and lead the development of the pathway with other community services.</li> </ol>	

6. Deputise for the Team Manager in his/her absence and take on any delegated management duties as required.
7. To participate in the bronze on call rota this is subject to approval.

### **Main Duties & Responsibilities**

<b>Core Dimensions</b>	<b>Duty/Responsibility</b>
<b>1) Communication</b>	1.1 To demonstrate high-level communication skills at all levels. 1.2 To utilise highly developed interpersonal skills to facilitate effective communication when there are barriers to understanding or in a hostile, antagonistic or highly emotive situation. 1.3 To establish and maintain robust communication networks with

	clients, carers, team members, other health care and social care workers, external statutory agencies and third sector organisations. 1.4 To promote awareness of the role of Home Base Treatment within local service area/team, GP practices and the wider community. To promote awareness of the role of Home Base Treatment in the local service area/team, negotiating priorities where appropriate. To represent identified profession at local forums. 1.5 1.6
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<p><b>2) Service Management In conjunction with the Team Manager</b></p>	<p>2.1 Manage the workload of the Home Base Treatment Team ensuring that appropriate systems are in place for:</p> <ul style="list-style-type: none"> <li>• Triage and assessment.</li> <li>• Allocation, transfer and discharge/closure of case responsibility</li> </ul> <p>2.1 • Prioritisation of workload and clients acuity</p> <p>2.3 Ensure compliance with relevant legislation and statutory guidance within the framework of Care Programme Approach.</p> <p>2.4 Ensure team compliance with reliant Trust, Professional and City Councils policies, procedures, protocols and guidelines.</p> <p>2.4 Chair multidisciplinary clinical and business meetings, case planning meetings and reviews, including adult safeguarding strategy meetings and Best Interest Meetings.</p> <p>2.5 Participate in bronze on-call management rotas as required this is subject to approval.</p> <p>2.6 Act up for the Team Manager as required.</p> <p>2.7 To lead on RCAs and take responsibility for implementing action recommendations arising.</p> <p>2.8</p>
<p><b>3) Clinical &amp; Social Care Governance &amp; Quality</b></p>	<p>3.1 3.2 Ensure own and team compliance with all Care Programme. Approach requirements as per Trust Policy.</p> <p>3.3 Ensure that service users and carers receive clear and accurate information on:</p> <ul style="list-style-type: none"> <li>• How to access the service at all times</li> <li>• Confidentiality</li> <li>• Access to Records</li> <li>• Their own Assessments and Care Plans</li> <li>• Mental Health conditions and medication</li> <li>• Service Publicity, including what they can expect from the service</li> <li>• Community Resources</li> <li>• Complaints and compliments procedures</li> <li>• How to access Advocacy Services</li> </ul> <p>3.4</p> <p>3.5 Promote a service philosophy based on a balanced model of care, recovery and personalisation.</p> <p>Establish quality standards relating to the service user and carer experience.</p>

	<p>3.6 To be responsible, in conjunction with the Team Manager and other Senior Practitioners, for the local implementation of Divisional Action Plans.</p> <p>3.7 Establish quality assurance systems to monitor and audit these standards.</p> <p>3.8 Undertake and participate in complaint investigations.</p> <p>3.9 Undertake and participate in Serious Untoward Incident Reviews.</p> <p>3.10 Utilise activity reports relating to the work of Home-Based Treatment to ensure efficient and effective use of resources.</p> <p>3.11 To participate in the local Clinical and Social Care Governance structure as required.</p> <p>3.12 To undertake local audits and reviews in line with national/local standards and service developments as required.</p> <p>3.13 To keep abreast of, apply and advise on national and professional guidelines/legislation relating to health and social care in mental health service provision.</p> <p>3.14 To ensure that standards of practice are maintained in accordance with individual appropriate Code of Professional Conduct and Trust policy and procedure. To lead on integrating care pathways as part of the enhanced community model and embedding these within the service</p> <p>3.15 Carry out specific responsibilities and provide specialist leadership as determined by professional qualification. For example, in relation to</p> <p>3.16 independent prescribing, mental health act, care act, safeguarding.</p> <p>3.17</p>
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<p><b>4) Policy/Service Improvement &amp; Development</b></p>	<p>4.1 In conjunction with the Team Manager undertake responsibility for the continuous improvement of the service provided by the Home-Based Treatment team.</p> <p>4.2 In conjunction with the Team Manager identify opportunities for local service development and manage and lead the process of change.</p> <p>4.3 In conjunction with the Team Manager identify unmet needs to support service planning and development.</p> <p>4.4 In conjunction with the Team Manager lead on the drafting and implementation and review of operational policies and local procedures.</p> <p>4.5 In conjunction with the Team Manager lead on the development of effective operational co-ordination with health and social care commissioners and providers and other stakeholder organisations. To comply with the own Code of Ethics and Professional Conduct, Professional Standards and National, Trust and local Policies and Procedures.</p> <p>4.6 To ensure the effective implementation of professional strategies and policy initiatives.</p> <p>4.7</p>
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	<p>4.8 To ensure, in conjunction with other Senior Practitioners that information about policy and strategy initiatives is cascaded to other team professionals.</p> <p>4.9 To ensure that staff understand and adhere to all Trust policy and procedure.</p> <p>4.10 To be responsible, in conjunction with the Team Manager, for the local implementation of Divisional Action Plans.</p> <p>4.11 To support role in the implementation, development and evaluation of this service.</p>
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<b>5) Financial and Other Resources</b>	<p>5.1 In conjunction with the team manager undertake responsibility for monitoring and control of operational budgets for the Home Treatment ensuring compliance with GMMH Standing Financial Instructions.</p> <p>5.2 To support the Service Manager in the strategic management of budgets within Services.</p> <p>5.3 In conjunction with the Team Manager optimise the effective management of resources to support service delivery.</p> <p>5.4 To exercise good personal time management, punctuality and consistent, reliable attendance.</p> <p>5.5 To ensure the effective use of resources, including the responsible management of petty cash, and ensuring staff compliance with the same.</p>
<b>6) Human Resources</b>	<p>6.1 Support the team manager in undertaking line management for designated staff in the Home-Based Treatment team.</p> <p>6.2 In conjunction with the Team Manager, undertake responsibility for the team recruitment and selection process.</p> <p>6.3 In conjunction with the Team Manager ensure that staff receives management and clinical supervision as per policy.</p> <p>6.4 In conjunction with the Team Manager ensure that staff have an annual IPDR and Personal Development Plan, in accordance with the Knowledge Skills Framework and identifying their developmental and training needs.</p> <p>6.5 In conjunction with the Team Manager ensure that staff meet statutory training requirements.</p> <p>6.6 In conjunction with the Team Manager undertake responsibility for attendance management procedures as per Trust Policy.</p> <p>6.7 In conjunction with the Team Manager undertake responsibility for monitoring the performance of staff, ensuring appropriate accountability and implementing competency and disciplinary procedures as appropriate, using the relevant Trust policies and procedures.</p>
<b>7) Service User, Carer and Stakeholder Involvement</b>	<p>7.1 Promote a service philosophy that is strongly recovery focused for service users and carers.</p> <p>7.2 Ensure the promotion of Personalisation within the service users</p>

	<p>recovery plans.</p> <p>7.3 Ensure, as far as practicable, the full involvement of service users – and, where appropriate, relatives and carers – in the assessment of their needs and the formulation and review of their care plans.</p> <p>7.4 Promote user and carer involvement in the recruitment, induction and training of staff.</p> <p>7.5 Establish systems to elicit user and carer views of the service and monitor user and carer satisfaction.</p> <p>7.6 Promote user and carer involvement in the evaluation and development of services.</p> <p>7.7 Establish systems for the receipt and recording of complaints and compliments about the service.</p> <p>7.8 Undertake responsibility for the resolution of complaints, implementing the complaints procedure where necessary.</p> <p>7.9 Ensure effective liaison with health and social care commissioners and providers and other stakeholder organisations.</p>
<p><b>8) Learning, Education and Personal Development</b></p>	<p>8.1 To take responsibility for own learning and development by recognising and taking advantage of all opportunities to learn in line with NHS core competencies, including full participation in IDPR and supervision, and acting as role model for self-development. To undertake staff IDPR and agree Personal Development Plans, in conjunction with the relevant team managers/professional leads. To identify and facilitate the meeting of staff training needs to inform the Division’s requirements.</p> <p>8.2 Promote a learning environment and culture within the team which supports the professional development and effectiveness of the team as a whole.</p> <p>8.3 Contribute to the delivery of specialist and multidisciplinary training, including the induction of new staff, students and trainees in the service.</p> <p>8.4 To provide professional leadership for staff within the team of the same professional background as the post holder.</p> <p>8.5 To work closely with other senior practitioners and professional leads for other professions within the team in recruitment, annual appraisals, education and development.</p> <p>8.6 To interpret national, regional and local initiatives, and make recommendations on their implementation.</p> <p>8.7 To act as a Practice Educator for students in accordance with professional qualification.</p> <p>8.8</p>

<b>9) Safeguarding Children and Vulnerable Adults</b>	<p>9.1 To adhere to the principles of safeguarding of children and vulnerable adults in line with Trust Policy and reporting local procedures.</p> <p>9.2 To lead on ensuring junior staff compliance with the same. To attend local safeguarding meetings as required.</p> <p>9.3</p>
<b>10) Health and Safety</b>	<p>10.1 To comply with all the service security requirements within the context of being a lone practitioner in the community.</p> <p>10.2 To take a clinical lead to ensure compliance with health and safety Legislation within community services.</p> <p>10.3 Take responsibility to maintain the standards of the community environments using Health and Safety and infection control standards.</p>
<b>11) Diversity and Inclusion</b>	<p>11.1 To carry out all duties and responsibilities of the post in accordance with the Trust's Equal Opportunities, Equality and Diversity and Dignity in care and work policies.</p> <p>11.2 To avoid unlawful discriminatory behaviour and actions when dealing with colleagues, service users, members of the public and all other stakeholders.</p> <p>11.3 To promote awareness of and respect for equality and diversity and dignity in care and work in accordance with Trust policies and procedures.</p> <p>11.4 To treat all staff, patients, service users, NHS contractors and the general public with dignity and respect at all times. To ensure junior staff are compliant with the same.</p> <p>11.5</p>
<b>12) Infection Control</b>	<p>13.1 To protect service users, visitors and employees against the risk of acquiring health care associated infections by consistently observing Trust Infection Prevention and Control Policies and procedures and best practice guidance in order to maintain high standards of Infection Prevention and Control.</p>
<b>13) Confidentiality</b>	<p>13.1 All information relating to service users, carers and staff gained through your employment with the Mental Health and Social Care Services is confidential. Disclosure to any unauthorised person is a serious disciplinary offence.</p>

<p><b>Trust Mandatory Ongoing Requirements</b>  <b>- to be met by the candidate after commencing in post, these will not be assessed at the recruitment stage</b></p>	<ul style="list-style-type: none"> <li>• To undertake any other reasonable duty, when requested to do so by an appropriate Trust manager.</li> <li>• To understand and comply with all Trust policies, procedures, protocols and guidelines.</li> <li>• To understand the Trust’s strategic goals and how you can support them.</li> <li>• To undertake Trust mandatory training as required for role.</li> <li>• To understand the need to safeguarding children and vulnerable adults and adhere to all principles in effective safeguarding.</li> <li>• To carry out all duties and responsibilities of the post in accordance with equal opportunities, equality and diversity and dignity in care/work policies and principles.</li> <li>• To avoid unlawful discriminatory behaviour and actions when dealing with the colleagues, services users, members of the public and all stakeholders.</li> </ul>
	<ul style="list-style-type: none"> <li>• To only access information, in paper, electronic, or in another media, that is authorised to you as part of the duties of your role.</li> <li>• Not to communicate to anyone, inside or outside the NHS, information relating to patients, services users, staff, contractors or any information of a commercially sensitive nature, unless done in the normal course of carrying out the duties of the post and with appropriate permission.</li> <li>• To maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately, appropriately and kept up to date.</li> <li>• To ensure that day to day activities embrace sustainability and reduce the impact upon the environment by minimising waste and maximising recycling; saving energy; minimising water usage and reporting electrical faults, water leakages or other environmental concerns to the facilities department or their line manager.</li> <li>• Take reasonable care of the health and safety of yourself and other persons.</li> <li>• To contribute to the control of risk and report any incident, accident or near miss.</li> <li>• To protect service users, visitors and employees against the risk of acquiring health care associated infections.</li> <li>• To take responsibility for your own learning and development by recognising and taking advantage of all opportunities to learn in line with appraisal and supervision.</li> </ul>

**Further Information for Postholder(s)**

This job description is not exhaustive, but is intended to give an overall picture of the role. Other duties within the general scope of the post may be required from time to time. The duties of the post and job description can be reviewed through the agreed process.

All information obtained or held during the post-holders period of employment that relates to the business of the Trust and its service users and employees will remain the property of the Trust. Information may be subject to disclosure under legislation at the Trust's discretion and in line with national rules on exemption

All Trust sites have been designated a no smoking area. The post holder is therefore advised smoking is not permitted within the hospital premises or grounds or whilst representing the Trust in the course of their duty. While the Trust will not discriminate against employing smokers, all prospective employees should be aware of this policy

**Drawn up by: Victoria Byrne and Andrew Buckley**

**Designation: UC Operational Leads**

**Date: 12.1.23**