

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Mental Health Practitioner
<b>BAND:</b>	6
<b>DEPARTMENT:</b>	Bedfordshire Mental Health Crisis Line and Bedford Crisis Resolution and Home Treatment Team
<b>DIRECTORATE:</b>	Crisis Pathway
<b>REPORTING TO:</b>	Clinical Lead
<b>ACCOUNTABLE TO:</b>	Assistant Director for the Crisis Pathway

### JOB SUMMARY

The Mental Health Crisis Line and Crisis Resolution Home Treatment Team operates a 24 hour a day, 7 day a week service. This Crisis Line is all ages and CRHT is for people aged 18 years and above who are experiencing a mental health crisis or requiring support to be discharged from the acute wards. The service will maintain focus on identifying, assessing and care planning for service users.

The post holder will be expected to be self-motivating with the ability to demonstrate accurate formulations of mental state, risk and need for people in a mental health crisis and take into account medical, social & cultural factors and referring on to other disciplines in the team or other agencies as appropriate within the given timeframes for the service. In particular you will be expected to assess and update risk on each contact and be fully aware of the safeguarding concerns.

The post holder will provide advice on mental health issues and participate in carrying out training programs for clinical teams on the management of a wide variety of mental health problems.

The post holder will be expected to maintain the highest degree of professionalism and service at all times and will work in collaboration with the teams and organisations that come into contact with the service.

### KEY RESPONSIBILITIES

- To work within a multidisciplinary service, assessing referrals from various sources including GPs, CMHT's and the acute admission wards and providing home treatment for patients accepted on to our caseload.
- To complete telephone triages for people experiencing mental health crisis
- To be a part of the assessment or the home treatment team within the Crisis Team.
- To provide Gatekeeping and feedback based on the CRHTT criteria.
- To provide comprehensive risk assessments incorporating baseline physical assessments.
- Provide expert advice on the management, treatment interventions and diagnosis of patients experiencing a mental health crisis with the aim of minimising risks, ensuring safe care and promote recovery.
- Provide support to acute hospital wards and facilitate early discharge of patients or support them while on leave and reduce length of stay for patients in hospital.
- To use a range of psycho-social interventions to improve mental health outcomes for



patients

- To reduce re-admissions to the acute hospitals by facilitating client education and service user led recovery and independence as well as longer term support.
- To provide seamless care from the GP or ward to community for those patients under our service.
- To act on a regular basis as a shift co-ordinator assigning colleagues work for the day.
- Be aware of and adhere to our lone worker policy.
- When required supervise and facilitate the administration of medication.
- Participate in the multi-disciplinary team meetings as well as team and business meetings.
- To promote social inclusion, community access and participation through the provision of client care.
- Where appropriate and with authorisation, act as an advocate for patients and carers.

#### MAIN DUTIES AND RESPONSIBILITIES

Patient Care	<ul style="list-style-type: none"> <li>• Be responsible for the full mental health assessment of care needs of patients presenting with a wide variety of clinical conditions within the home or ward setting . Following this, the post-holder will be responsible for development, implementation and evaluation of programmes of care.</li> <li>• Have freedom to act, particularly, but not exclusively, around discharge and follow-up in line with the teams performance requirements on discharge. In doing so, they will at all times, work closely with members with both primary and secondary care teams.</li> <li>•</li> </ul>
Clinical	<ul style="list-style-type: none"> <li>• Provide independent judgement and advice on complex facts and situations, for example with regards to gatekeeping, which can be conflicting and multi-dimensional and where expert opinion may differ, or some information may be unavailable.</li> <li>• Be required to teach other nursing and non-nursing staff, work with a variety of professions who may join us on and be involved in mentoring students both in formal and informal settings including pre-registration students.</li> <li>• Assist in maintaining the CRHTT's Team's ward-based assessments facilitating early discharge or support while on leave, providing reviews and up-dates to the ward team and providing a broad range of clinical interventions as appropriate.</li> <li>• Be responsible for specific clinical and managerial projects and undertake all necessary work to complete these, including facilitating meetings, liaising and/or negotiating with other staff.</li> <li>• Act as shift co-ordinator as designated on a regular basis.</li> <li>• Maintain good quality and timely records for all activities completed during shifts.</li> </ul>
Performance and Quality	<ul style="list-style-type: none"> <li>• Take an active role in contributing to meeting the teams key performance indicators as specified in the service specification.</li> <li>• Initiate and participate in audit/research projects associated with the work of the service.</li> <li>• Initiate and participate in audit/research projects associated with the work of the service.</li> <li>• Participate with Quality improvement projects and service development.</li> </ul>


#### JOB DESCRIPTION AGREEMENT

This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties and base of work may change to meet the needs of the service or because of the introduction of new technology. This job description may be reviewed from time to time and changed, after consultation with the postholder..



*We care*

*We respect*

*We are inclusive*

<b>Statement on Employment Policies</b>	
In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities:-	
<b>Health and Safety</b>	Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.
<b>Equal Opportunities</b>	<p>ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to ensure that all employees, users and providers of its services are treated according to their needs.</p> <p>For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.</p>
<b>Dealing With Harassment/ Bullying In The Workplace</b>	<p>The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying.</p> <p>The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or intimidation based on individual differences.</p> <p>Disciplinary action will be taken against any member of staff found to be transgressing the Dignity at Work Policy.</p>
<b>No Smoking</b>	To refrain from smoking in any of the organisations premises not designated as a smoking area. 'East London Foundation Trust is a Smokefree Trust – this means that staff must be smokefree when on duty or otherwise in uniform, wearing a badge or identifiable as ELFT staff or undertaking trust business.'
<b>Alcohol</b>	To recognise that even small amounts of alcohol can impair work performance and affect ones ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours in not permitted.
<b>Confidentiality</b>	<p>As an employee of the Trust the post-holder may have access to confidential information. The postholder must safeguard at all times, the confidentiality of information relating to patients/clients and staff and under no circumstances should they disclose this information to an unauthorised person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection Act 1998, Caldicott requirements and the Trust's Information and IM&amp;T Security Policy.</p> <p>To safeguard at all times, the confidentiality of information relating to patients/clients and staff.</p>
	To maintain the confidentiality of all personal data processed by the

<b>General Data Protection Regulation (GDPR)</b>	<p>organisation in line with the provisions of the GDPR.</p> <p>As part of your employment with East London Foundation Trust, we will need to maintain your personal information in relation to work on your personal file. You have a right to request access to your personal file via the People &amp; Culture Department.</p>
<b>Safeguarding</b>	<p>All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people and adults and to safeguard and promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.</p>
<b>Service User and Carer Involvement</b>	<p>ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work.</p>
<b>Personal Development</b>	<p>Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews.</p>
<b>Quality Improvement</b>	<p>The Trust encourages staff at all levels to engage in the Trust's approach to quality through quality improvement projects and quality assurance.</p>
<b>Professional Standards</b>	<p>To maintain standards as set by professional regulatory bodies as appropriate.</p>
<b>Conflict of Interests</b>	<p>You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.</p>
<b>Risk Management</b>	<p>Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.</p>
<b>Personal and Professional Development/Investors in People</b>	<p>The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan.</p>
<b>Infection Control</b>	<p>Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities: Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations.</p> <p>Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy. Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.</p>

## PERSON SPECIFICATION

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ATTRIBUTES	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTON METHOD (S/I/T)
<b>Education/ Qualification/ Training</b>	<ul style="list-style-type: none"> <li>Registered Mental Health Nurse/ Social Worker/ Occupational Therapist</li> <li>Mentorship sign off desired</li> <li>Evidence of continual professional development</li> <li>Hold a full UK driving license as this post you will be an essential car user</li> </ul>	<ul style="list-style-type: none"> <li>E</li> <li>D</li> <li>D</li> <li>E</li> </ul>	<ul style="list-style-type: none"> <li>S/I</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Post qualification experience in the field of adult and/or older adult</li> <li>Experience of working in a multidisciplinary mental health team</li> <li>Experience of working in a multi-cultural environment and of ensuring that nursing practice is culturally sensitive</li> <li>Experience of supervising staff</li> <li>Extensive and demonstrable experience of assessing, planning, implementing and evaluating programs of care, particularly in an acute care or older adult community setting</li> <li>Essential and demonstrable experience of writing concise and clear clinical reports</li> <li>Experience of teaching and assessing in specialist mental health adult settings</li> <li>Experience of developing or contributing to the development of new services preferably in mental health</li> </ul>	<ul style="list-style-type: none"> <li>All points essential</li> </ul>	<ul style="list-style-type: none"> <li>S/I</li> </ul>



<p><b>Knowledge and Skills</b></p>	<ul style="list-style-type: none"> <li>• Demonstrate an understanding of how to promote the rights, responsibilities and recovery of adults and/or older adults with mental health problems</li> <li>• Demonstrate a full understanding of the key issues and priorities relating to the provision of liaison mental health services in an acute hospital for aged 18 years and over</li> <li>• Demonstrate a clear understanding of current legislation and policy pertaining to the provision of mental health services in all settings including the Mental Health Act 1983, Mental Capacity Act 2005, NHS and Community Care Act 1990, Human Rights Act 1998</li> <li>• Demonstrate a thorough knowledge, expertise and practical experience of a full range of therapeutic nursing skills and approaches to people with mental health problems aged 18 years and above</li> <li>• Demonstrate a thorough knowledge, understanding and practical experience of risk assessment and risk management</li> <li>• Demonstrate an awareness and understanding of child and adult protection issues</li> <li>• Demonstrate a clear understanding of clinical governance and the provision of evidenced based care</li> <li>• Demonstrate a clear understanding and commitment to implementing the Equal Opportunities policy</li> <li>• Demonstrate an understanding of research and audit</li> </ul>	<ul style="list-style-type: none"> <li>• All points essential</li> </ul>	<ul style="list-style-type: none"> <li>• S/I</li> </ul>
<p><b>Other</b></p>	<ul style="list-style-type: none"> <li>• Demonstrate a genuine commitment to mental health practice for ages 18 years and over</li> <li>• Demonstrate a genuine commitment to</li> </ul>	<ul style="list-style-type: none"> <li>• All points essential</li> </ul>	<ul style="list-style-type: none"> <li>• S/I</li> </ul>

	providing person centered/individualised care • Demonstrate a high level of self-awareness		
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S: Shortlisting I: Interview