

## **JOB DESCRIPTION**

### **Oxford Health NHS FT**

Job Title: Crisis Clinician (Crisis Resolution and Home Treatment Team - CRHT) – Registered Mental Health Nurse and Occupational Therapist

Band: 5

Responsible to: Team Manager, Urgent Care

Accountable to: Service Manager, Urgent Care

Place of work: Office based at Littlemore / Warneford Hospitals, Oxford  
To deliver a service covering Oxfordshire County.

Hours: 37.5

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## **JOB PURPOSE**

Oxfordshire's Mental Health Urgent Care pathway is developing to include a Crisis Resolution and Home Treatment Team. The aim of CRHT's is to provide patient-centred intensive care and treatment service to patients at home as an alternative to hospital admission. Crisis care is a highly specialist intervention and involves supporting our most vulnerable patients, and their families and carers, in the least restrictive setting possible, by providing a variety of recovery focused psycho-social interventions that enable the person to regain or maintain independence. Oxfordshire are working towards a CRHT model that has full fidelity to the nationally recognised model. The current phase of implementation is an established Home Treatment Team covering a localised catchment area and is aimed at facilitating early discharge from both Adult and Older Adult inpatient care. We are now looking to expand the service to support service users throughout the county of Oxfordshire, from our office base in Littlemore, Oxford.

This post will evolve to meet the requirements of the NHS Long Term Plan with the post holder's full involvement. As the service will be growing and developing post holders will be expected to actively contribute to the development of interventions. Our clinicians will work alongside Care Coordinators, whilst liaising with other professionals and reviewing the patients care under Care Programme Approach. Clinicians will also support Social Workers in delivering responsibilities under the Care Act 2014 with regard to the assessment and care planning of Social Care needs. We have excellent links with our sister services in both the Adult and Older People services to ensure that patients' individual needs are met with the appropriate knowledge, skill and application of psychosocial interventions. Supporting service users in managing and monitoring physical health co-morbidities and providing assessment of functional ability, both cognitive and physical, are also part of the remit of our service. The team includes Occupational Therapists, Registered Mental Health Nurses, Psychiatry, Psychology input and support workers, including Peer Support. The CRHT clinical model will embody the highest standards of care valuing the contribution of lived experience of mental health for all patients.

A key purpose of the CRHT will be responsiveness (and excellence in customer service) to all aspects of crisis presentation (including self-referral). The values and personal attributes of our Clinicians will be key to the success of this. Our small, dynamic team are friendly and supportive, and are looking forward to welcoming clinicians who are also proactive, creative and passionate about delivering excellent care to patients with a wide variety of needs.

The team currently operate 7 days a week, 52 weeks a year, between the hours of 0700-0000. Candidates must be able to work shifts, including weekends. When fully aligned to the model, the team will function 24 hours per day, 7 days per week and 365 days per year, and will include night shift working. This post will cover the county of Oxfordshire and applicants must have access to a car for use at work.

## **DUTIES AND RESPONSIBILITIES**

### **Main Duties**

1. To be actively interested in, respectful of and responsive to the service user's experience
2. To triage new referrals into the team, together with relevant colleagues as required, and to manage them with an appropriate level of urgency and responsiveness in relation to the presenting risk
3. To carry out the initial assessments of service users and to undertake intensive short-term treatment where appropriate
4. To manage, formulate and implement treatment plans, delivering care and therapeutic activities and interventions under the CRHT clinical model
5. To evaluate effectiveness whilst working within the framework of CPA and Risk Assessment
6. To assess and manage risk of patients and their families during the acute phase of mental disorder and to escalate concerns about unmanaged risk to clinical and operational leaders as required. Take assertive action to prevent harm to self and others, and actively engage with both child and adult Safeguarding processes
7. To report all relevant information to the service users long term care team and keep them informed of the service user's progress
8. To assess, plan, set goals with the service user, carers and families; implement and evaluate care using psycho-social interventions and skills
9. To be responsible for monitoring and evaluating treatment plans, transferring service users to the AMHT / CMHT, other teams within the Trust, or discharging them to Primary Care when appropriate
10. To liaise and establish good working relationships with all referrers, colleagues in Primary Care services, Social Services, Community Mental Health Teams, In-Patient services, Criminal Justice, other urgent care services, Third Sector providers and other agencies as appropriate to ensure effective joined-up working.
11. To work with the multi-disciplinary team in developing plans that offer supportive care in the least restrictive manner
12. To respect the needs of the families and other significant persons of the service user in care planning and management, including identification of carer needs.
13. To maintain effective functioning of the department, prioritisation of work and timely response to referrals.

### **Personal and Professional Development**

1. To develop knowledge of a variety of different local and national resources to enable tailored support to meet the individual needs of each service user
2. To maintain a high level of performance, including the ongoing development of own knowledge, skills and expertise to ensure highest standards of care are delivered
3. To engage in clinical and management supervision and performance reviews, including ongoing development of own knowledge, skills and expertise. To complete all mandatory training in line with the requirements of the role.
4. To act always in accordance with professional standards, to maintain a high level of performance at all times, irrespective of working conditions or pressures.
5. To contribute to improvement and adaptation of services in keeping with changes to services locally and nationally.

### **Management and Leadership**

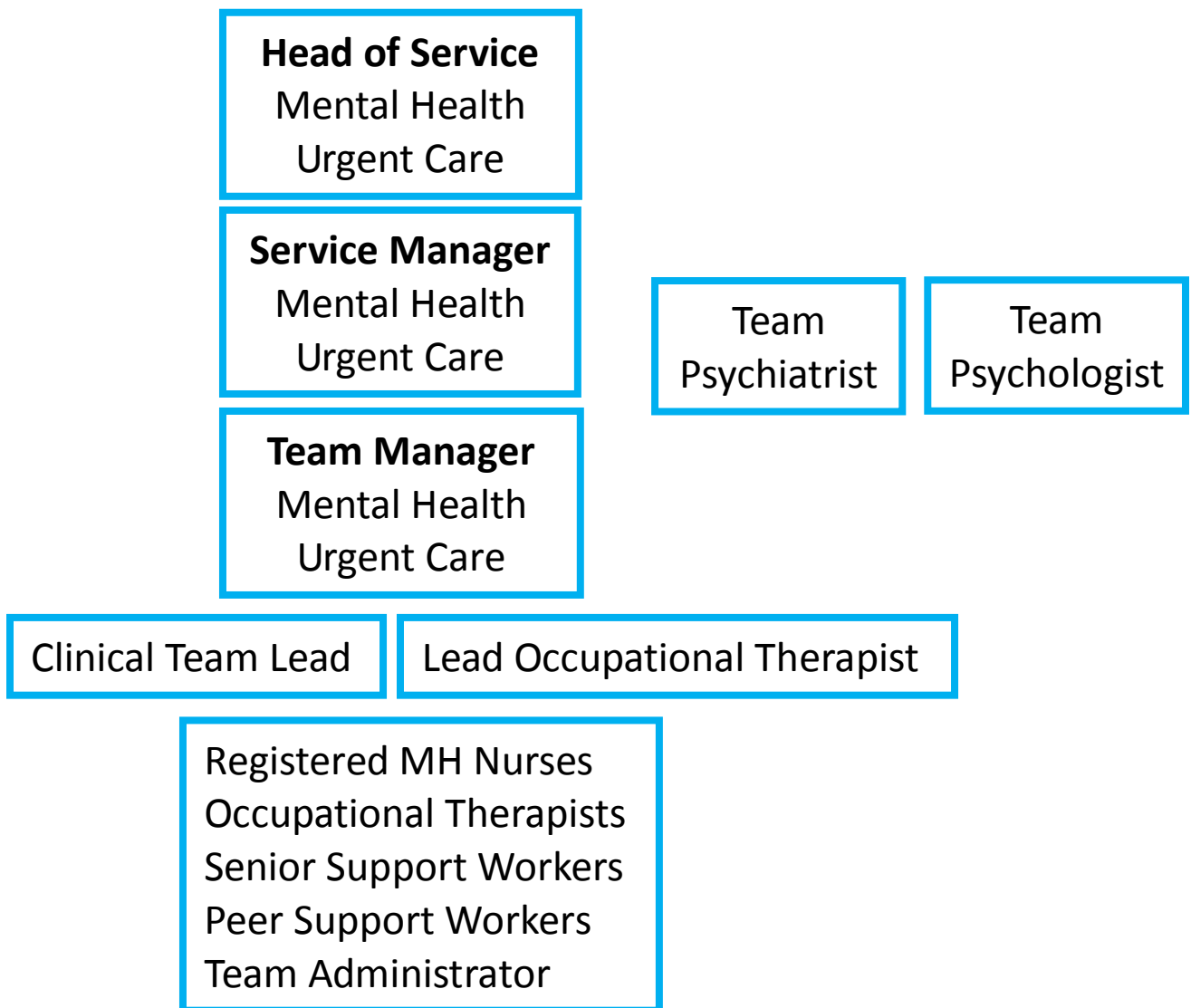
1. To be an active member of the multi-disciplinary team and to participate in clinical and professionals' meetings, and other work led meetings, as required

2. To be a proactive and flexible member of the multi-disciplinary team, enabling high standards of performance and responsiveness of the service
3. To keep the service and line managers for the post informed of matters affecting the safety or provision of the service and patient care
4. To participate in improvement, development or adaptation of projects, teams and services to enhance the excellent, safe and effective delivery of care to service users
5. To contribute to practice development projects within the department.
6. To offer a high level of support and supervision to junior colleagues, including students.
7. To be a positive role model for peers and junior staff.

**Other Responsibilities**

1. To maintain accurate and appropriate clinical documentation within the required timeframes, whilst maintaining service user confidentiality and work within Trust policy and data protection / GDPR law and guidelines
2. To participate in clinical governance, audit activities and other administrative tasks, as required by the Service and the Trust
3. To supply information of activity outcomes as per Trust policies in a timely manner as requested.
4. To have good quality IT skills appropriate to needs of the post.
5. To participate in quality improvement work that enhances the effectiveness of the Crisis and Home Treatment Team.
6. To carry out any other duties as requested by the service management to ensure the quality of service provided by the team.
7. To work at all times in line with the Trusts policies and procedures.
8. To carry out any other tasks as reasonably directed.

## LEADERSHIP STRUCTURE



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## **CODE OF CONDUCT**

All staff are required to work in accordance with their professional group's code of conduct (e.g. NMC, GMC, DoH Code of Conduct for Senior Managers).

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

In addition to undertaking the duties as outlined above, the post-holder will be expected to fully adhere to the following:

### **Personal Development**

- To actively participate in an annual performance review (appraisal) and the development and implementation of a personal development plan.
- To take responsibility for their own professional development ensuring professional standards are maintained and statutory and mandatory training is in date.
- To attend any training as requested.

### **Code of Conduct**

- To adhere to the Professional Code of Conduct relating to your profession (if applicable).
- To uphold the principles and values set out in the NHS Code of Conduct for Managers.
- To support the organisation in developing an effective work/life balance for employees that meets the needs of the organisation.
- To ensure that the health and wellbeing of patients is at the centre of all activities and that all staff engage and communicate with patients as appropriate.
- To always promote quality and safety of patients, visitors and staff thus enabling the Trust to meet its regulation requirements (Care Quality Commission Registration – Regulations and Outcomes) that relate most directly to patients and also strive for continuous quality improvement.

### **Equal Opportunities/Diversity**

- To observe Oxford Health NHS Foundation Trust's Equal Opportunities Policy providing equality of treatment and opportunity to employees, service users and service providers irrespective of sex, sexuality, age, marital status, ethnic origin or disability.

### **Health & Safety**

- To take responsibility for the health & safety of themselves and other persons who may be affected by their omissions or actions at work.
- To promote the Trust's Health and Safety Policy and ensure matters are managed in accordance with it.
- To co-operate with the Trust to ensure that statutory and departmental regulations are adhered to.
- Report accidents, incidents and near misses, implementing corrective action where necessary.

### **Infection Control**

- To comply with Trust policies for infection control and hand hygiene such as hand hygiene, decontamination Policy, uniform and workwear code and standard precautions Policy to reduce the spread of healthcare-associated infections (HCAIs).
- Employees with clinical responsibilities must incorporate into their clinical activities up to

date evidence that supports safe infection control practices and procedures, such as the use of aseptic techniques and the safe disposal of sharps.

### **Confidentiality and Data Security**

- To comply fully with the duties and responsibilities outlined in the Trust's Information Governance Policy.
- To comply with the Data Protection Act 2018 and General Data Protection Regulations (GDPR), National Data Security Standards and any professional code of practice on Confidentiality and Data Protection as accepted by the Trust. Departmental codes of practice and procedures for confidentiality are available from the head of department.
- To ensure that all information collected, stored and used is done so in compliance with the above Act and any relevant Trust Policy.
- To preserve the confidentiality of any information regarding patients, staff records in your area (in connection with their employment) and the Trust business. This obligation shall continue in perpetuity.
- To raise any matters of concern with your Manager/Director

### **Safeguarding**

- To recognise that promoting the welfare and safeguarding children, young people and adults is everyone's business and access training and supervision as appropriate to the role.
- To support the organisation in ensuring service users are protected from abuse or the risk of abuse and their human rights are respected and upheld.
- To ensure concerns are responded to appropriately in line with the Trust's Safeguarding Adults Policy and the Child Protection Policy and interagency safeguarding procedures.
- To comply with recruitment and other checks as requested by the organisation including undertaking an Enhanced Disclosure via the Criminal Records Bureau.

### **Other**

- To be aware of and work in line with all Trust policies and procedures.
- To carry out any other tasks as reasonably directed.

## PERSON SPECIFICATION

<b>Band: 5</b>		
<b>Criteria for Selection</b>	<b>Essential Requirements</b>	<b>Desirable Requirements</b>
Qualifications – Academic/Skills/Professional	Registered Nurse (Mental Health - RMN) or Occupational Therapist (OT)	
Further Training or Job Related Aptitude and Skills	<p>Willingness to engage in continuing professional development and undertake training as required for the role.</p> <p>Experience of using I.T. systems and software and to be IT literate</p> <p>To have excellent English verbal and written communication skills</p> <p>To be able to work collaboratively as part of a team</p>	Evidence of CPD, education and training
Knowledge Requirements	<p>Knowledge of emotional and mental health problems that affect Adult and Older People</p> <p>Knowledge of child and adult Safeguarding</p>	
Experience	<p>Experience of working with Adults and/or Older People with severe and enduring mental illness in acute and community settings</p> <p>Experience of multi-disciplinary team and/or multi-agency working</p>	<p>To have a good knowledge of community services</p> <p>Experience of working collaboratively with carers to meet both the needs of the carer and service user</p>
Personal Qualities	<p>Good communication and interpersonal skills</p> <p>Keen to learn</p> <p>Team player</p> <p>Reliable and flexible</p> <p>Able to challenge and be</p>	



	<p>challenged</p> <p>Able to build working relationships</p>	
Contractual Requirements or other requirements	<p>Own car or access to alternative travel for business use for the ability to travel between patient homes, hospital sites and to regional meetings</p> <p>Applicants must complete mandatory training and comply with Trust policies, eg. Manual Handling</p> <p>Uphold professional standards and follow codes of practice to deliver excellent and safe care</p>	