

AVON & WILTSHIRE MENTAL HEALTH PARTNERSHIP NHS TRUST

JOB DESCRIPTION

Job Title:	Mental Health Liaison Nurse
Pay Band:	Band 6
Responsible to:	Acute Liaison Team Manager
Base:	Emergency Department, Salisbury District General Hospital
Hours:	22 hours per week.

Job Purpose

The Mental Health Liaison Team provides a comprehensive service to patients/service users, carers and clinical colleagues based within the Salisbury General Hospital. This involves:

- Offering an assessment service to patients presenting with a range of undifferentiated mental health and psychological problems, and psychiatric illnesses
- Providing a mental health consultation liaison and advice service
- Delivering a range of nursing and psychosocial interventions to individual patients and their families, as appropriate
- Assisting and supporting general hospital colleagues in making decisions about treatment and care in complex situations
- Providing formal and informal education and clinical supervision to registered and unregistered staff
- Representing mental health services within the general hospital
- Providing a communication structure between the general hospital, secondary mental health services, primary care and non-statutory services, as a means of ensuring the highest possible standards of patient care

AWP Recovery Statement

We in AWP place recovery and reablement at the heart of our service. Therefore we all demonstrate the recovery principles of:

- Hope
- Partnership
- Maximising opportunities every day, in all that we do.

Patient Experience Statement

In all service user and carer contact, your attitude, actions and ambitions should reflect wholeheartedly the Trust's motto of 'You matter, we care'. Your goal must be to provide

for each individual the quality of care, support and involvement that you would personally expect from a leading mental health trust. 'You matter, we care' should shape your approach to all those who have contact with our Trust.

Living our Values – Shared Statement

In all your contacts with our stakeholders, your behaviours should reflect whole heartedly the Trusts PRIDE values:

Passion: Doing my best all of the time

Everything I do is in the interests of everyone who uses our services

I am positive and enthusiastic in my work

I am receptive to new ideas and service improvements

I actively seek opportunities to learn and develop

Respect: Listening, understanding and valuing what you tell me

I show compassion and kindness at all times

I am a team player and support my colleagues

I listen carefully and communicate clearly

I respond positively to differences of opinion

Integrity: Being open, honest, straightforward and reliable

I encourage and value feedback from others to help me develop

I try to always do what I say I will do

I am open and honest about when things have not gone well

I raise concerns and report incidents that arise

Diversity: Relating to everyone as an individual I

try to listen without judging

I respect other people's culture, beliefs and abilities

I actively take account of the needs and views of others

I understand and support the benefits that diversity brings to my team

Excellence: Striving to provide the highest quality support

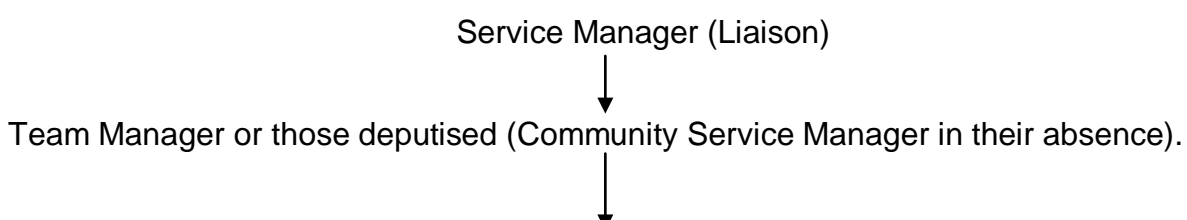
I set high standards for my work and personal conduct

I plan my workload and deliver on my commitments

I make best use of available resources

I put forward ideas to improve the quality of services

Organisational chart:



Mental Health Liaison Nurse

Dimensions:

Budget Managed: £0

Number of staff responsible for: 0, supervision of colleagues

Number of sites working across: 1 although some travel may be required

Key Result Areas 1. Liaison and Consultation

- Be responsible for the full assessment of care needs of patients presenting with a range of undifferentiated mental health and psychological problems. As a result of this assessment, you will be responsible for the development, implementation and evaluation of programmes of care, without direct supervision.
- Provide a comprehensive consultation-liaison service to clinical teams, assisting them to formulate appropriate plans of care and make decisions in cases where patients may be exhibiting complex needs and/or challenging behaviours.
- Initiate and participate in the teaching and educational programmes of all grades of nursing and non-nursing staff. You will also provide teaching and develop learning opportunities for pre and post-registration nursing students.
- When appropriate, maintain a small caseload of patients, providing a broad range of treatments and clinical interventions, as appropriate to the individual's needs.
- Be responsible for participating in specific clinical projects and undertake all the necessary work to complete these, including facilitating meetings, liaising and/or negotiating with other staff.
- Participate fully in appropriate quality assurance initiatives, with the emphasis on developing patient/service user-focused services.
- Promote a positive attitude and encourage a supportive culture in relation to mental health and psychiatric illness across the general hospital.

2. Clinical Practice

- Utilise a range of clinical skills appropriate to the individual patient's needs and the clinical setting in which they are being cared for.
- Undertake specialist psychosocial assessments with patients presenting following an episode of self-harm. ○ Prompt referral on to secondary mental health services, social services and voluntary groups, as appropriate.
- Flexible, needs-based follow-up of individuals who require assessment following an earlier attendance after an episode of self-harm.
- Concise, effective liaison and feedback to clinical staff within the general hospital regarding advice on appropriate management strategies for individuals referred.
- Utilise a range of follow-up options and sources of help and support for patients, as appropriate.
- Effective liaison and communication with patients, relatives, carers, primary health care and secondary mental health services.
- Role model clinical excellence and high standards of nursing practice to other staff.
- Demonstrate and apply a sound understanding of the legal and ethical issues in caring for people with mental health problems. In particular, demonstrate a sound understanding of the application of the Mental Health Act and the Mental Capacity Act and their use within a non-mental health setting.

3. Management

- Following negotiation, take responsibility for agreed clinical and managerial projects associated with the provision of the Mental Health Liaison Service.
- In the absence of the clinical team leader, take responsibility for the overall management of the service, to the agreed local and professional standards. ○ Ensure the promotion of the health and safety, well-being and interests of patients, staff and visitors that come into contact with the service and its environs.
- At all times practice within the boundaries of the NMC The Code: Standards of conduct, performance and ethics for nurses and midwives
- Supervise, monitor and appraise the performance of registered and unregistered staff within sphere of responsibility.
- The post-holder will be designated to regularly take charge of the clinical service in the absence of the person who has continuing responsibility. ○ You may also be required to undertake a range of management duties in the absence of, or at the request of, the designated team leader.

4. Audit and evaluation

- Participate in appropriate audit projects, including data collection, as a means of contributing to the ongoing evaluation and audit of the Mental Health Liaison Service.

5. Education

- Actively participate in the identification of own learning and education needs and demonstrate achievement against personal development plans (PDPs).
- Participate in the mentoring and education of a range of students placed with the team.
- Act as a mentor and preceptor, when appropriate. ○ Participate in the planning, development and delivery of multi-professional education programmes and training sessions for a range of clinical and managerial staff.
- Provide clinical supervision to colleagues and students, as required.

6. Clinical governance ○ Promote and encourage user and carer feedback regarding the service. ○ Participate in and undertake appraisal and clinical supervision.

- Adhere to relevant trust health and safety and clinical policies as appropriate.

This is a needs led service, and as such the pattern of work will be flexible. The successful candidate will be expected to provide a service that includes some weekend and bank holiday working.

Communications and Working Relationships

Service users and carers

Primary care staff

Secondary care staff

Medical staff (general hospital)

Medical staff (mental health)

Social services staff

Nursing staff (general hospital)

Allied health professionals

Patient/service user groups

Most challenging part of this role

The post holder must have the ability to make autonomous clinical decisions, often in crisis situations, and be able to communicate these decisions to patients, carers, relatives and the appropriate clinicians in a clear, prompt and caring manner with full regard for the patient's legal rights, dignity and confidentiality. The post holder must be able to confidently hold a high level of risk regarding discharge decisions of high risk patients.

The Liaison Service has a role in facilitating best practice methods and the development and implementation of clinical guidelines to ensure high quality care of patients with mental health and substance misuse problems. This role requires the ability to influence and educate all grades and disciplines of general healthcare staff in both formal and informal training situations. The general hospital is a very busy clinical environment and such leadership is only effective if carried out in a sensitive and diplomatic manner.

Policies and Procedures

Trust employees are expected to follow Trust policies, procedures and guidance as well as professional standards and guidelines. Copies of Trust policies can be accessed via the staff intranet (Ourspace) or from your manager.

In particular, attention is drawn to the Trust's arrangements in relation to safeguarding children and vulnerable adults as well as infection prevention and control.

All employees are expected to be familiar with the Trust's approach to risk management, take a risk management approach to their own work and take responsibility for the management of the risks they own.

Confidentiality

Much of the work is of a confidential nature. This means that no discussion should take place about the care, needs, or activities of any service user, except in the clear interest of that service user or other members of staff. Staff are reminded that personal information concerning colleagues is also confidential

Equality and Diversity

Avon and Wiltshire Mental Health Partnership NHS Trust is committed to the fair treatment of all people, regardless of their gender, gender re-assignment, race, colour, ethnicity, ethnic or national origin, citizenship, religion, beliefs, disability, mental health needs, age, domestic circumstances, social class, sexual orientation, ex-offender status, political allegiance or trades union membership.

The Trust requires all of its employees to treat all of its stakeholders including colleagues, service users, carers and their visitors with dignity and respect.

Smoking

Smoking by Trust Staff is not permitted whilst on duty whether that be on Trust premises or grounds or out in the community. Staff must also be mindful of public perception and must therefore not smoke whilst travelling in Trust identified vehicles or when in uniform or can otherwise be identified as Avon and Wiltshire Mental Health Partnership NHS Trust staff.

Review

These duties are intended to be a guide to the post and should not be considered exhaustive. It is subject to review, depending on the needs of the department. The post holder will be encouraged to participate in any such review. The Trust is committed to regular performance appraisal (including setting objectives for review annually) and agreement of personal development plans for all staff to enhance their ability to fulfil the requirements of their post.

Person Specification

Mental Health Liaison Nurse

Band 6

Essential knowledge, skills and experience

- Registered Nurse (mental health)(preferred) or Social Worker or Occupational Therapy. Must have current professional registration
- Diploma in Professional Studies (Nursing) - or equivalent experience.
- Evidence of professional updating and development in the nursing care of patients in an acute or community setting.
- Knowledge of the various approaches to mental health assessment.
- Knowledge of key areas of liaison psychiatric nursing practice, including the psychological effects of physical illness.
- Knowledge of nursing patients in an acute phase of mental illness/distress.
- Knowledge of risk assessment and management, particularly in relation to suicide and suicide prevention.
- Knowledge of the clinical and demographic risk factors associated with suicide and self-harm.
- Knowledge of Common Law and issues relating the Mental Health Act and Mental Capacity Act.
- Experience of assessing, planning and evaluating mental health nursing interventions.
- Skills in interacting therapeutically with distressed and/or disturbed individuals.
- Experience of working effectively in a multi-disciplinary team
- Experience of carrying out risk assessment and management, particularly in relation to suicide and suicide prevention.
- Experience of sharing skills and knowledge with others through formal and informal learning opportunities

- Excellent communication skills – both face to face and written
- Experience of working therapeutically in residential and/or community settings.
- Experience of delivering psychiatric interventions to individuals who are acutely unwell
- Experience of working therapeutically with individuals following self-harm.
- Ability to assimilate new concepts and approaches to care.
- Ability to respond positively to constructive criticism.
- Demonstrable ability to communicate clearly and sensitively in situations that may be hostile and/or contentious.
- Ability to remain resilient in challenging situations.
- A questioning attitude.
- A concept of own nursing philosophy.
- Enthusiasm.
- Flexibility.
- Ability to work under pressure and meet deadlines.
- A problem-solving approach to professional practice.

Desirable

- Teaching & Assessing qualification (or equivalent).
- Knowledge of the various therapeutic approaches in the care and treatment of patients with drug and alcohol problems.
- Knowledge of basic research methodology.
- Skills in basic research process.
- Skills in audit and quality assurance programmes.
- Skills in report writing.
- Skills in chairing meetings.
- Skills in motivating and managing change in others.
- Experience delivering mental health care in non-traditional settings. □ Experience of working in a mental health liaison setting.