

## JOB DESCRIPTION

### CARDIFF AND VALE UNIVERSITY HEALTH BOARD

#### JOB DETAILS

Job Title:	'111 Press 2' Senior Clinician
Pay Band:	Band 6
Department:	111 Press 2
Directorate:	Adult Mental Health
Clinical Board:	Mental Health
Base:	Cardiff Royal Infirmary, CRI

#### ORGANISATIONAL ARRANGEMENTS

Managerially Accountable to:	Operational Manager 111 P2
Reports to:	Operational Manager 111 P2
Professionally Responsible to:	Relevant Professional Head

#### Our Values: 'CARING FOR PEOPLE; KEEPING PEOPLE WELL'

Cardiff and Vale University Health Board has an important job to do. What we do matters because it's our job to care for people and keep them well. We all want to do this to the best of our abilities – but we know that good intentions are not always enough.

At Cardiff and Vale University Health Board our values and example behaviours are:

We care about the people we serve <i>and</i> the people we work with	Treat people as you would like to be treated and always with <b>compassion</b>
We trust and respect one another	Look for <b>feedback</b> from others on how you are doing and strive for <b>better</b> ways of doing things
We take personal responsibility	Be <b>enthusiastic</b> and take responsibility for what you do.

We treat people with kindness	Thank people, celebrate success and when things go wrong ask 'what can I learn'?
We act with integrity	Never let structures get in the way of doing the right thing.

Our values guide the way we work and the way we behave with others. Post holders will be expected at all times to behave in accordance with our values demonstrating commitment to the delivery of high quality services to patients.

## JOB SUMMARY

The post-holder will work within a **24-hour-a-day, seven-days-a-week mental health triage** for those of any age phoning '111 Press 2' whose mental health needs are **deemed urgent and offer advice** to individuals who have low level mental health problems. The post-holder will independently assess and provide high quality care and advice to patients with mental health problems as well as take decisions to signpost individuals onto appropriate community service support.

The post holder will liaise closely with both Primary and Secondary Care Mental Health Services and Third Sector Organisations to ensure cohesive and purposeful pathways of care. There will be an expectation to produce evidence that can be used to inform future service design and commissioning of services. This will include using outcome measures, and promoting the highest possible utilisation of the service.

The post will include some unsocial hours.

## JOB PURPOSE

- To provide expert mental health triage and advice to the people of Cardiff & the Vale.
- Contribute to the continued improvement and development of mental health services.

## DUTIES AND RESPONSIBILITIES

### Communication

- The post holder will work as one of a number of Mental Health Senior Clinicians in 111 P2. They will sit within the 111 P2 team under the management of a Clinical/Operational Lead
- The clinician will be expected to offer assessment, advice and interventions supplemented by onward sign posting or referral to Adult CMHT /Crisis Services or

Primary Mental Health Support Service or any of a range of third sector initiatives in the local community. This information will be complex and mostly condition specific and sensitive information.

- Ensure clear communication channels with the relevant CMHT, third sector agency or relevant service as and when appropriate
- Support stakeholders to understand the ethos of the project.
- Establish effective liaison between primary care, CMHTs, Crisis Services and the inpatient units by improving the transfer of clinical information and by the promotion of good communication.
- Provide telephone consultations with patients who call 111 P2
- Act as a specialist advisor to the MH Practitioner Band 5s.
- Offer practical mental health guidance and support to GPs and other primary care staff in CAV 24/7.
- Develop and enhance communications between patients, Primary Care, Secondary Care and the Third sector services.
- Provide clinical expertise in mental health, advanced practice and specialist knowledge in support of the delivery of access to secondary and primary mental health services.
- Assisting patients to identify the most productive recovery pathway from a knowledge of the most effective and available options and referring or signposting as appropriate.

#### **Responsibility for patient care**

- The post holder will be a resource towards promoting recovery of the patient's well-being and mental health as a more specialist alternative to brief repeated GP appointments or A&E attendances.
- Be responsible for the delivery of timely, formulations of a patient's needs within the scope of their practice on behalf of the 111P2 service.
- Be expected to facilitate a "what matters" conversation with a patient and undertake specialist mental health assessments of urgent self-referrals—liaising with secondary services as necessary.
- Provide expert specialist knowledge.
- Engage in appropriate clinical supervision to support own practice development and offer clinical supervision to others as required.
- Identify, develop and implement changes to clinical practice within the clinical area.
- Complete risk assessments/management plans and escalate any concerns as appropriate.
- Provide advice to CAV 24/7 colleagues in considering risk assessments particularly in respect of urgent or emergency referrals to Secondary Care.

#### **Responsibility for Policy and service development**

- Participate in service development initiatives as required, proposing changes to working practices and be involved in the development and implementation of policies that impact across the multi-disciplinary teams.
- Act in accordance with the legal requirements and statutory rules relating to practice and all Health Board Policies and Procedures.
- Participate in patient/client/family surveys and service evaluation in partnership with service users and carers to inform future service and practice development.

#### **Responsibility for finance and physical resources**

- Demonstrate an understanding of the resource implications of clinical decision making.
- Use available resources effectively ensuring adherence to financial control procedures.

#### **General Duties**

- Work as part of a multi-disciplinary, multi-agency team fostering good communication with colleagues across Acute and Primary care and all disciplines.
- Work autonomously & flexibly within 111P2 to competently screen, prioritise & triage mental health referrals, including risk assessment & signposting to relevant agencies such as CMHT's, voluntary organisations and other statutory support services.
- Liaise with statutory and voluntary sector agencies, in particular CMHTs and Crisis services and the third sector mental health providers.
- Develop culturally appropriate, non-discriminatory triage assessment strategies with & refer or signpost to evidence-based interventions to clients experiencing mental health problems within an appropriate community or primary care setting, using the Colgate Triage model.
- Establish rapport and maintain supportive professional relationships with clients and their carers, recognising the stress associated with caring.
- Communicating sensitive information relating to the patient's condition and providing reassurance.
- Provide specialist clinical support & advice to OOH GPs and primary care staff, with regard to mental health issues & care plan development.
- Ensure record keeping meets the standards required by the relevant professional code of conduct, utilising paper-based or IT systems as directed by the Operational Manager and ensuring information sharing protocols are understood and appropriately explained to clients.
- Establish effective working relationships with partner agencies in the voluntary sector.
- Undertake any specialised training and education required for the 111P2 Clinician role.
- Provides training on the 111P2 service model to others to develop knowledge of the service and to support collaborative working across services and sectors.

- Contribute to the on-going mapping, review & further development of the operational policy for 111P2 & act in accordance with the legal requirements and statutory rules relating to practice and all UHB Policies and Procedures.
- Maintain knowledge of and follow all UHB, Directorate & department policies including those concerning accurate record keeping & required documentation including use of Primary Care recording systems and data collection.
- Access and manage critical/unpredictable situations that arise, either in relation to the individual or within the wider team.
- Manage and maintain a diary of all work activities, making it available for audit of work and travel as necessary.
- Participate in the delivery of care, ensuring consistency and continuity in the quality of care.
- Engage in appropriate clinical supervision to support practice development.
- Set up, organise and maintain a range of clinics as required ensuring effective communication and continuity of care.
- Act in accordance with the legal requirements and statutory rules relating to practice and all Health Board Policies and Procedures.
- Participate in patient/client surveys and service evaluation in partnership with service users and carers to inform future service developments.
- Demonstrate an understanding of the resource implications of clinical decision making.
- Act as a mentor to student placements and provide support and supervision to junior staff.
- Participate in annual Values Based Appraisal (VBA) providing evidence of achievement against agreed objectives and maintaining a professional portfolio.
- Create accurate, contemporaneous clinical records utilising established systems within clinical teams.
- Participate in clinical multi-disciplinary audit ensuring the implementation of evidence-based practice.

## GENERAL

- **Performance Reviews/Performance Obligation:** The post holder will be expected to participate in the UHB individual performance review process, and as part of this process to agree an annual Personal Development Plan with clear objectives and identified organisational support.
- **Competence:** At no time should the post holder work outside their defined level of competence. If the post holder has concerns regarding this, they should immediately discuss them with their manager. All staff have a responsibility to inform those supervising their duties if they are not competent to perform a duty.

- **Confidentiality:** In line with the Data Protection legislation and the Caldicott Principles of Confidentiality, the post holder will be expected to maintain confidentiality in relation to personal and patient information including clinical and non-clinical records, as outlined in the contract of employment. This legal duty of confidentiality continues to apply after an employee has left the UHB. The post holder may access information only on a need to know basis in the direct discharge of duties and divulge information only in the proper course of duties.
- **Records Management:** The post holder has a legal responsibility to create, maintain, store and destroy records and other UHB information handled as part of their work within the UHB in line with operating procedures and training. This includes all records relating to patient health, financial, personal and administrative, whether paper based or on computer. The post holder has a duty to maintain the highest levels of data quality for all records through accurate and comprehensive recording across the entire range of media they might use. All staff have a responsibility to consult their manager if they have any doubts about the correct management of records with which they work.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will, in many cases, include access to personal information relating to service users.
- **Health & Safety:** The post holder is required to co-operate with the UHB to ensure health and safety duties and requirements are complied with. It is the post holder's personal responsibility to conform to procedures, rules and codes of practice; and to use properly and conscientiously all safety equipment, devices, protective clothing and equipment which is fitted or made available, and to attend training courses as required. All staff have a responsibility to access Occupational Health and other support in times of need and advice.
- **Risk Management:** The UHB is committed to protecting its staff, patients, assets and reputation through an effective risk management process. The post holder will be required to comply with the UHB Health and Safety Policy and actively participate in this process, having responsibility for managing risks and reporting exceptions.
- **Safeguarding Children and Adults:** The UHB is committed to safeguarding children and adults therefore all staff must attend the Safeguarding Children and Adults training.
- **Infection Control:** The UHB is committed to meet its obligations to minimise infection. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of and complying with the UHB Infection, Prevention and Control procedures/policies, not to tolerate non-compliance by colleagues, and to attend training in infection control provided by the UHB.

- **Registered Health Professionals:** All employees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** The All Wales Health Care Support Worker (HCSW) Code of Conduct outlines the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed in NHS Wales. Healthcare Support are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Health Improvement:** all staff have a responsibility to promote health and act as an advocate for health promotion and prevention
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all UHB sites including buildings and grounds are smoke-free. Staff are encouraged to promote and actively support our No Smoking Policy. Advice and support on quitting smoking is available for all staff and patients. A hospital based service can be accessed by telephoning 02920 743582 or for a community based service, Stop Smoking Wales can be contacted on 0800 0852219
- **Equality and Diversity:** All staff have a personal responsibility under the Equality Act 2010 to ensure they do not discriminate, harass, or bully or contribute to the discrimination, harassment or bullying of any colleague(s) or visitors or condone discrimination or bullying because of someone's 'protected characteristics'. These protected characteristics are: age, religion, sexual orientation, belief or non-belief, sex, disability, race, gender identity, pregnancy and maternity, marriage and civil partnerships. The line manager and post holder will be responsible for promoting diversity and equity of opportunity across all areas of your work. This applies to service delivery as an employee and for anyone who you may be working with, whether they are patients, family/carer, visitors or colleague. You will be made aware of your responsibilities to uphold organisational policies and principles on the promotion of equality valuing diversity and respecting people's human rights as part of your everyday practice.
- **Dignity at Work:** The UHB condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report and form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the UHB Disciplinary Policy.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of the current UHB Welsh Language Scheme and take

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every opportunity to promote the Welsh language in their dealings with the public. The UHB also encourages employees to use their available Welsh language skills

- **Job Description:** This job description is not inflexible but is an outline and account of the main duties. Any changes will be discussed fully with the post holder in advance. The job description will be reviewed periodically to take into account changes and developments in service requirements.

**Date Prepared:** August 2022

**Prepared By:** Julian Willett

**Date Reviewed:**

**Reviewed By:**



## PERSON SPECIFICATION

### CARDIFF AND VALE UNIVERSITY HEALTH BOARD

<b>Job Title:</b>	111 P2 Senior Clinician	<b>Post Number:</b>	
<b>Grade:</b>	Band 6	<b>Department:</b>	111 P2 Service
<b>Base:</b>	Cardiff Royal Infirmary	<b>Clinical Board:</b>	Mental Health Services

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>QUALIFICATIONS</b>	<p>Professional RNMH, RNLD, Occupational Therapy, Social Work.</p> <p>Degree in mental health related subject or experience gained in the workplace. Evidence of continuing professional development</p> <p>Evidence of post- registration continuing professional development activity, including attendance of appropriate study days, short courses</p>	<p>Motivational Interviewing skills</p> <p>Brief solution focused therapy</p>	<p>Application Form</p> <p>Certificate Check</p>

<p>EXPERIENCE</p>	<p>Ability to demonstrate significant post registration experience of working with patients within a Community Mental Health setting and of the assessment of people presenting with mental health problems</p> <p>Assessment &amp; management of clinical risk</p> <p>Evidence of experience in practice within the area of specialty</p>	<p>Working in a primary care setting</p> <p>Working in a crisis care setting</p> <p>Experience of working within a multi-agency community setting</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>
<p>SKILLS</p>	<p>Clinically competent. Ability to assess and interpret patient's condition and take appropriate action</p> <p>Excellent communication &amp; interpersonal skills, both written &amp; verbal.</p> <p>Organisational and time management skills.</p> <p>Ability to work independently &amp; as part of a team.</p> <p>Excellent oral and written skills</p> <p>Keyboard/word processing skills</p>	<p>Clinical supervision skills</p> <p>Teaching skills</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>

<p><b>SPECIAL KNOWLEDGE</b></p>	<p>Awareness of mental health issues &amp; public health agenda.</p> <p>Mental Health and Social Care legislation.</p> <p>An understanding of resource implications of clinical decision making.</p> <p>Knowledge &amp; understanding of relevant policy guidance.</p> <p>An awareness and commitment to the Recovery ethos in Mental Health</p> <p>Ability to demonstrate sound knowledge and awareness of current evidence base relevant to area of practice</p> <p>Knowledge of safeguarding procedures for children and adults</p>	<p>Experience of teaching within an education setting</p> <p>Experience of brief interventions</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>
<p><b>PERSONAL QUALITIES</b> (Demonstrable)</p>	<p>Flexibility to meet the needs of the service.</p> <p>Ability to work under pressure</p> <p>Ability to use own initiative</p> <p>Personable &amp; amiable</p>	<p>Strong resolve to meet targets in adverse situations</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>

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OTHER (Please Specify)		Ability to speak Welsh	Interview Document Check*
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Date Prepared:

August 2022

Prepared By:

Julian Willett