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## JOB DESCRIPTION

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**DATE:** March 2019

**REF NO:**

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### JOB DETAILS

**JOB TITLE:** Liaison and Diversion Practitioner (RMN/LD/SW)

**BAND:** 6

**HOURS:** 37.5 (Full Time)

**DEPARTMENT:** Health & Justice - Liaison and Diversion

**LOCATION:** As per contract of employment

**REPORTS TO:** West Mercia Liaison and Diversion Service Lead

**ACCOUNTABLE TO:** West Mercia Liaison and Diversion Service Lead

**RESPONSIBLE FOR:**

1. Working in a Health & Justice Liaison & Diversion service in Herefordshire, with the flexibility of working across West Mercia (Herefordshire, Worcestershire and Shropshire) Liaison & Diversion Services, dependent on skill and service need.
2. Delivering a high quality clinical service to patients and their families.
3. Managing complex assessment in court, custody suite and Outreach Service. Responsible for clinical and caseload supervision of other team members where identified.
4. The post holder will be responsible for providing the nursing process to Liaison & Diversion.
5. Diverting and Liaising with multiple criminal police and other partners.
6. Identify, assess and refer people of all ages with a wide range of mental health, learning disability, substance misuse and/or social vulnerabilities when they first come into contact with the youth and adult criminal justice systems on suspicion of having committed a crime.
7. When a person is assessed as having single or multiple vulnerabilities, they will be referred to the appropriate treatment or support service and an appropriate package of care and/or support will be instigated.
8. Accurate, timely information on the person will be shared with police and the courts (with an individual's consent where necessary) to ensure that any charging, sentencing or disposal decisions are based upon an authoritative assessment of their mental health, any learning disability and whether they have a substance misuse issue.
9. Liaison and Diversion services support the most appropriate outcome for those individuals. For many this contact with criminal justice agencies will be the first time they will have been assessed and diagnosed.

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### WORKING RELATIONSHIPS

**INTERNAL:** Multi-disciplinary team members, adult mental health pathway team members, forensic community team members.

**EXTERNAL:** Service users, carers, relatives, local authority, police, primary care staff, charitable and voluntary organisations and other healthcare providers, employment and education providers, probation, court and prison staff.

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### **JOB PURPOSE.**

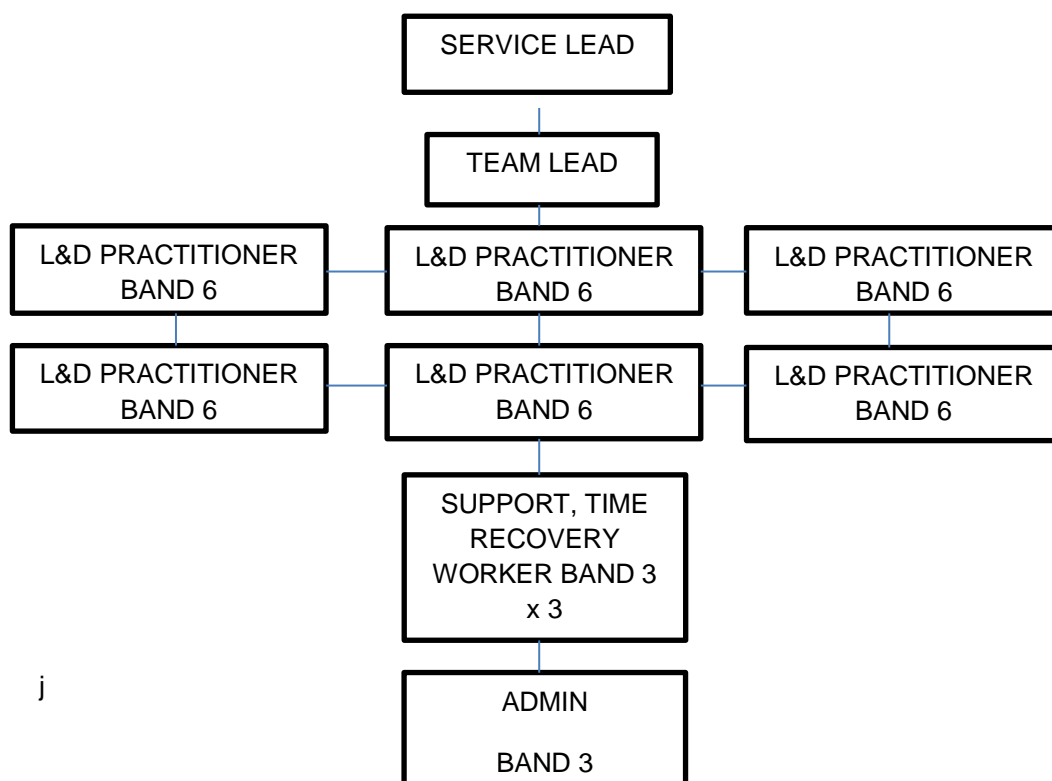
The post holder will be responsible for working in Herefordshire Liaison and Diversion Services, with the flexibility of working across West Mercia, dependent on skill and service need. L&D is not itself a treatment service, but it is an identification, assessment and referral service. It uses assessments to make appropriate referrals for treatment and support, and ensures criminal justice practitioners are notified of specific health requirements and vulnerabilities of an individual which can be taken into account when decisions about charging and sentencing are made.

The post holder will be responsible for specialist assessment and interventions to people with a diverse range of needs coming into contact with the Criminal Justice System via the Liaison and Diversion service.

The role will involve assessing; accessing; and implementing a wide and, at times, complex range of care services for working age adults with acute or increasingly complex needs. The post holder will act as an experienced and largely independent practitioner within the role, assessing, formulating, implementing and agreeing care and support plans with adults and carers.

The post holder will also be expected to be available for consultation, support and clinical supervision to other health and social care professionals and working within Liaison and Diversion Team and other areas of the Trust where identified as appropriate.

### **ORGANISATIONAL STRUCTURE**



## **KEY RESPONSIBILITIES**

### *Main duties and responsibilities*

- Take responsibility for specialist assessment (within service specification) in Liaison and Diversion in conjunction with service user and carer, helping to promote self-determination, choice and autonomy.
- To provide written reports for Crown or Magistrates Courts or to attend and give verbal evidence as required. To offer considered recommendations to these bodies.
- Responsible for participating in the setting of quality standards, including the auditing, monitoring and reviewing of practice in line with current clinical guidance practice and policy.
- Assess patient's individual care needs, agree and refer on to appropriate agency.
- Complete and contribute, where appropriate to robust risk assessments and risk management plans. Deliver and promote positive risk taking, where appropriate, to improve quality of life and maximise occupational performance/independence.
- Maintain an effective reporting system by observing and reporting verbally and in writing on patient conditions.
- Utilise agreed outcome measures to review the effectiveness of process, as part of Liaison and Diversion Service.
- Participate in the development of the service to ensure clinical governance processes are actively implemented at team level.
- Assist in ensuring that the aims and objectives of the service (as set by the Team Leader) are fulfilled and to identify factors which may inhibit these from being achieved.
- The post holder will be required to work within the NMC Code of Practice and professional guidelines.
- Maintain an up-to-date level of professional competence within the specific environment.
- Assist in the implementation of evidence-based nursing practice and participate in research and other projects as required.

### *Research and Service Development*

- Identify and highlight to the Team Leader relevant issues in relation to the needs for people and their carers; assessed using best practice evidence, in order that these are reflected in service planning, development and future provision.
- Actively engage in the organisations clinical governance initiatives, for example to participate and lead in audit, clinical supervision and bringing critically evaluated evidence and research into practice.
- Participate and lead on research within area of clinical expertise where possible to raise understanding and awareness of the benefits of Mental Health Nursing.
- Participate in the development of the service to ensure clinical governance processes are actively implemented at team level.

### *Human Resources and Training*

- As required, supervise junior staff; provide clinical advice/supervision support, leadership and professional supervision, in line with Trust Policies.
- Support in the provision of formal and informal training of pre/post registration students, staff members, carers and service users.
- Participate in staff appraisal and performance reviews as identified.
- To participate, when required, in the recruitment, selection and induction of junior/support staff.
- Provide a learning environment to support students (multidisciplinary) undergoing training and assist new and junior members of staff, peers and other disciplines to develop professional competence.

- Lead on the development and delivery of specialist Mental Health Nursing education and training to: clients, carers, families' staff, students and other relevant organisations.
- Promote mental health education to reduce stigma within the community and support relatives of sufferers of all types of Mental illness.

#### *Systems and equipment*

- Maintain timely data collection and regular inputting of information through the use of data collection systems e.g. daily diaries/RIO, Safeguard, ensuring that confidentiality is maintained at all times in accordance with legislation and Trust policy.
- Return accurate Mental Health Minimum Data Set (MHMDS) data to Planning and Information Department as required. Ensure all key targets are met and entered on the computer system as per Trust policy.
- To work in partnership with other service providers to access and provide equipment and opportunities for service users to maximise functioning where possible.
- Responsible for ensuring actions are carried out where safety alerts are issued regarding equipment.

#### *Decisions and judgements*

- Undertake specialist nursing assessments of patients with complex mental health, physical health and social problems to ensure appropriate treatment support and management.
- Undertake a comprehensive and specialist nursing mental health assessment resulting in an individualised care plan.
- Facilitate the discharge or transfer of the patient to other services where appropriate.
- Ensure that practice is evidence-based paying particular attention to the Trusts guidelines, policies, protocols and pathways.
- Be available for individual supervision with agreed clinical supervisor in line with Trust policies.
- Implement, review and maintain Trust Policies and Procedures and propose changes to working practices within the ward area.

#### *Communication and relationships*

- Communicate sensitive diagnosis and treatment related information with patients, utilising highly developed communication skills to overcome barriers to understanding.
- Establish therapeutic relationships with service users, and implement evidence based therapeutic interventions with appropriate boundaries in accordance with professional code of conduct.
- Ensure that all members of the multi-disciplinary team, their colleagues, service users and appropriate others are informed/updated of changes involving current care plans, progress, mental state and psychosocial factors in line with best practice.
- Liaise with and advise service users and carers, local authority and other statutory bodies and third sector agencies.
- Communicate sensitive information to carers and relatives.
- Use a range of communication styles and channels as appropriate to the task.

#### *General*

- Responsible for the promotion of carer and service user involvement within the service and for its provision.
- Responsible for participation in the Trust appraisal process, identifying own/others mandatory professional, supervisory, personal development and training needs and in supporting the provision of induction, mentorship, appraisal and clinical supervision to colleagues as appropriate.
- Responsible for the effective utilisation of clinical/financial resources to ensure adequate clinical care is provided with a requirement that all incidents, which may compromise care, are reported immediately to a senior manager, and clinicians involved in their care as appropriate.

- Responsible for accessing and participating in clinical, managerial and caseload supervision.
- Responsible for understanding and meeting own professional responsibilities under Child Protection legislation and Adult Safeguarding policies.

#### Physical demands of the job

- The post holder will be expected on a daily basis to implement highly developed physical skills pertinent to the area of specialism.
- Standard keyboard skills required for inputting data onto RiO.

#### Most challenging/difficult parts of the job

- The nature of the client group is such that the post holder will be required to concentrate when assessing / implementing programmes of care.
- The post holder will be frequently exposed to emotional or distressing circumstances.
- The post holder will frequently be exposed to potential incidents of physical and non-physical assault.

### **JOB STATEMENT**

<b>Infection Control</b>
Maintain an up to date awareness of the infection control precautions relevant to your area of work and implement these in practice. As a minimum, this must include hand hygiene, the use of personal protective equipment, the use and disposal of sharps and communicating the importance to patients, prison staff and other health care staff you are working with. Details of the precautions and sources of advice and support to assess and manage infection control risks are provided through mandatory training which all staff must attend at intervals defined in the Trust policy on mandatory training and can be found in the Trust's infection control policies and national guidance, such as that published by NICE.
<b>Learning and Development</b>
As an employee of the Trust, you have a responsibility to participate, promote and support others in undertaking learning and development activities. This includes a proactive approach to ensuring you meet the statutory/mandatory training requirements of your role, and engaging in PDC / appraisal processes in line with Trust policy and guidance.
<b>Health and Safety</b>
As an employee of the trust you have a responsibility to abide by the safety practices and codes authorised by the trust. You have an equal responsibility with management, for maintaining safe working practices for the health and safety of yourself and others.
<b>Constitution, Competence and Capability</b>
As an employee of the Trust you have a responsibility to promote and abide by the rights and responsibilities outlined in the NHS Constitution. You are additionally expected to adhere to Organisational/National/Regulatory Codes of Practice relevant to the role you are employed to undertake. At all times it is expected that you will limit the scope of your practice to your acquired level of competence and capability.
<b>Dignity at Work Statement</b>
Midlands Partnership NHS Foundation Trust is committed to treating all of our staff with dignity and respect. You are responsible for behaving in a way that is consistent with the aims of our Equality and Diversity

Policy. This includes not discriminating unfairly in any area of your work and not harassing or otherwise intimidating other members of staff.

### **Safeguarding Children and Vulnerable Adults**

All Trust employees are required to act in such a way that at all times safeguards (and promotes) the health and well-being of children and vulnerable adults. Familiarisation with and adherence to Trust Safeguarding policies is an essential requirement of all employees as is participation in related mandatory/statutory training.

## PERSON SPECIFICATION

*The purpose of the person specification is to identify the knowledge, training, experience and skills required to do a specific job. This includes specific practical, professional, specialist, technical and non-technical skills and knowledge. In doing this, ask the following questions:*

- *What are the general educational requirements of the post holder?*
- *What professional qualifications does the post holder require?*
- *What knowledge and skills can be gained through job experience where a qualification may not be essential?*
- *What practical experience or skills are required to do the job?*
- *What skills, knowledge or education is essential to do the job and what is desirable?*

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<b>DEPARTMENT:</b>	<b>Health &amp; Justice – Liaison and Diversion Service</b>	<b>BAND:</b>	<b>6</b>

\*Assessed by: A = Application    I = Interview    R = References    T = Testing

ESSENTIAL CRITERIA	*	DESIRABLE CRITERIA	*
<b>QUALIFICATIONS &amp; TRAINING</b>			
Registered Mental Health Nurse / Learning Disability Nurse on NMC Register.	A	Leadership qualification	A
Registered Social Worker.	A	BSc degree in nursing or equivalent level	A
Post-registration experience, evidence of formal courses and training at diploma/degree level.	A	Qualification in providing supervision Qualification in coaching	A
Conforms to NMC requirements		Psychological intervention Qualification including EMDR, CBT, CBTp, Family Interventions, CAT, DBT, Structured Clinical Management	A
Registered Mentor	A/I	Registered Sign off mentor for nurse students	A
<b>EXPERIENCE</b>			

Evidence of extensive post registration experience with working with Clients experiencing mental health related difficulties	A/I/R		
Experience of working with Clients who have difficulty in engaging with services and have complex mental health needs	A/I		
Experience of working in community setting and making decisions autonomously	A/I		
Experience of assessing, planning, co-ordinating and managing people with mental health problems in a community setting.	A/I		
Experience of integrating care delivery across multi-disciplinary /multi agency teams	A/I/R		
Experience of leading/contributing to CPA/SAP process	A/I/R		
Experience of presenting at local/national level	A/I		
Experience and ability to carry out clinical audit	A/I		
<b>SKILLS, KNOWLEDGE &amp; ABILITIES</b>			
Knowledge of the Mental Health NICE Guidelines	A/I	Skilled in utilising specific assessments and outcome measures including; GAD7, PHQ9, CAARMS, PANNS, SWEMWBS, Lunsers, GASS	A/I
Knowledge of NMC Code of Conduct	A/I		
Understanding of the principles of the Care Programme Approach and Community Care Act	A/I/R		
Demonstrate understanding of Equality and Anti-discriminatory practice	A/I/R		
Knowledge of other relevant local and national documents/drivers that affects practice	A/I		
Knowledge of the wide range of statutory independent and third sector service provision for adults with mental ill health	A/I		
Skills of assessing, planning and evaluating care, for people with mental	I		



health related difficulties, utilising the principles of Recovery			
Skilled in the assessment of clinical risk and developing and communicating appropriate risk management plans	A/I		
Knowledge and experience of holistic assessment of someone's mental ill health and other vulnerabilities, strengths and needs and appropriate nursing and multi-disciplinary and agency interventions.	A/I		
Ability to complete and interpret HONOS			
Ability to integrate the assessment, care planning and the review process for service users/carers in a sensitive manner	A/I		
	A/I		
A range of skills and knowledge to deliver evidence based interventions	A/I		
Knowledge of the physical health needs and monitoring requirements for people receiving adult community mental health services	A/I		
Skilled in undertaking and interpreting physical health investigations and providing physical health promotion advice including: weight, BMI, blood pressure, smoking, alcohol, drugs (prescribed and non-prescribed)	A/I		
Knowledge of pharmacological interventions prescribed in mental health	A/I		
Skilled in the administration of pharmacological interventions	A/I		
Skilled in interventions to engage people difficult to engage	A/I		
Skilled in interventions to support concordance with treatment interventions	A/I		
Knowledge of Mental Health Act, the Mental Capacity Act and DOLS	A/I		
Range of Interpersonal skills, (communication, listening, working collaboratively) maintaining good working relationships with service users/carers, other service providers and agencies	A/I		
Ability to manage staff/support workers and to incorporate management/leadership skills into practice including: promoting positivity, supporting innovation, management of	A/I		

performance, delegation and caseload and clinical supervision.			
Supervisory skills and knowledge to be able to provide clinical supervision	A/I		
<b>PERSONAL ATTRIBUTES</b>			
Leadership skills, ability to motivate and influence others	A/I		
Team player, Integrity, Negotiation skills, good time management/organisation skills	A/I		
Ability to deliver difficult messages in a sensitive manner	A/I		
Credibility with others as a clinician and a leader	I/R		
Exemplary personal standards of conduct and behaviour	A/I/R		
Possesses values and beliefs that enables others to deliver services effectively	A/I/R		
Passion for working with adults experiencing mental health difficulties and other vulnerabilities	A/I		
A flexible attitude	A/I		
Access to suitably insured vehicle during working hours	A		

<b>JOB HOLDER</b>	<b>SIGNATURE</b>
	<b>DATE</b>
<b>MANAGER</b>	<b>SIGNATURE</b>
	<b>DATE</b>