



**NHS**

**West London  
NHS Trust**

# Candidate Recruitment pack



Promoting hope & wellbeing **together**

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## Welcome

### Dear candidate,

Thank you for your interest in becoming a Senior Clinical Practitioner. This pack provides you with all the information you may need to apply for this vacancy.

West London NHS Trust has grown significantly in the last two years with investment in mental health services and this growth is set to continue over the next five years. In 2019, the Trust expanded its portfolio to include community services in Ealing and beyond, through our-integrated care services. We are incredibly proud that more staff than ever would recommend us a place to work and we have seen a 28% increase in staff engagement in the national staff survey over the last 5 years.

We are on a significant journey of transformation in the quality of services provided, through greater co-production with service users and carers, and addressing long-standing inequalities. Increasingly, we are leading and collaborating closely with integrated care partnerships including working towards giving a stronger voice to some of the most vulnerable people in society.

I am looking for a candidate with the drive, enthusiasm and vision to lead our ongoing expansion and transformation of mental health and community health services.

Thank you for your interest in this role and I wish you every success with your application.

Yours sincerely



Amar Bhoobun

NHS111 Project Manager

# About West London NHS Trust

West London NHS Trust is one of the most diverse healthcare providers in the UK, delivering a range of mental health, physical healthcare and community services commissioned locally and nationally. The Trust runs Broadmoor Hospital, one of only three high secure hospitals in the country with an international reputation.

Our high secure services care for patients from across the South of England and we provide low and medium secure services covering eight London boroughs. The Trust also provides mental and physical healthcare in three London boroughs – Ealing, Hammersmith & Fulham and Hounslow. The Trust employs over 3800 staff, of which 51% are from a Black and Asian Minority Ethnic (BAME) background. Our turnover for 2021-22 is approximately £350m.

In recent years, there has been a step change in staff engagement, culture, performance and ambition of the organisation. The Trust is now rated as ‘Good’ overall by the Care Quality Commission, and the rating for our Forensic services has improved from ‘Requires improvement’ to ‘Outstanding’. Rigorous financial management has been central to our ability to deliver service improvements. The Trust has delivered consistent surpluses since 2009, totalling more than £77m.

The Trust is an established key partner and contributor in the development of the evolving North West London Integrated Care System (ICS). The Chief Executive leads for mental health, equalities and engagement across the sector, mirroring her commitment to these issues.

In direct response to the Covid-19 crisis, and in partnership with Central and North West London NHS Foundation Trust (CNWL), the Trust set up a new psychological support service for NHS staff, residential homes, care facilities and the London Ambulance Service.

Collaboration has been the key to our success in recent years, and the launch of Ealing Community Partners (ECP) exemplifies our ambition. ECP is led by West London NHS Trust but brings together 14 organisations, including NHS, Ealing Council and the voluntary sector to deliver community health and care services to local residents.

## **Staff survey results 2022**

The 2022 survey was completed by 61% of our workforce, achieving our highest response rate and one of the highest response rates in London.

The overall response rate and average scores put us ahead of other Trusts in North West London.

We are average/above average in the following areas of: -

- Safe and healthy
- Always learning
- Working as a team
- Staff engagement and morale

The Trust achieved joint 4th in the HSJ ‘Best Mental Health Trusts in London to work for. The organisation compared favourably against other mental/community providers in London against a range of indicators and also against our partner organisations in North West London.

Areas where we are focussing to improve are: -

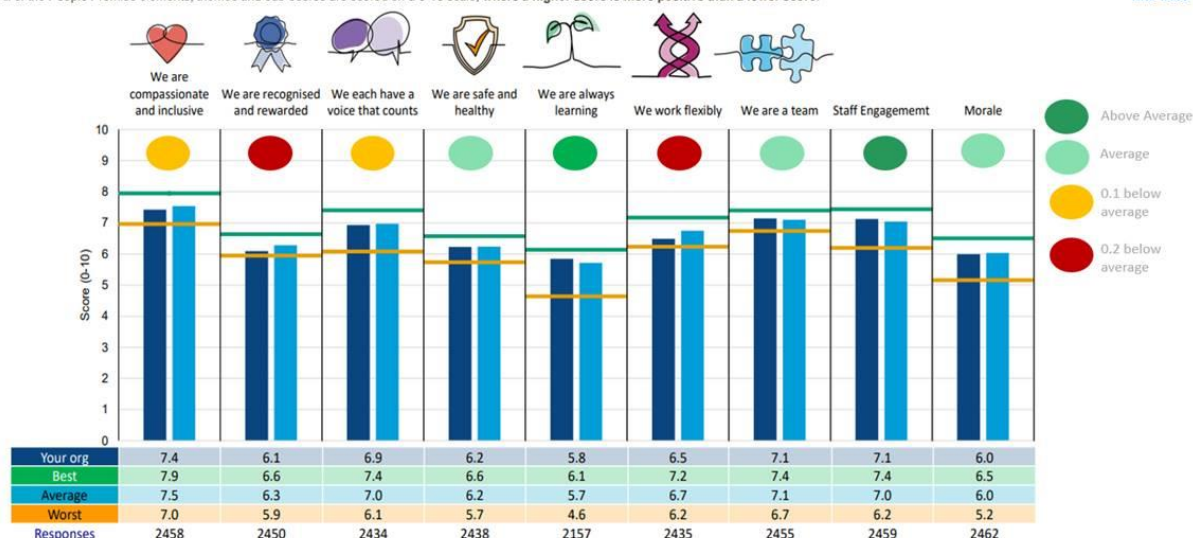
- Greater inclusion
- Recognition and feeling valued

- Flexible working
- Adequate staffing levels

These areas form part of our workforce strategy, aspiring to Excellence, underpins delivery of high quality of patient care. The strategic workforce ambition is to ‘attract, develop and retain talented people, promoting an open, fair and inclusive culture with a commitment to the health, wellbeing and experience of our staff’.

## Our Results

All of the People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



[Click here to see how we promote inclusion](#)

How we are organised

The Single Point of Access and NHS111 Service are growing multidisciplinary services.

The team consists of:

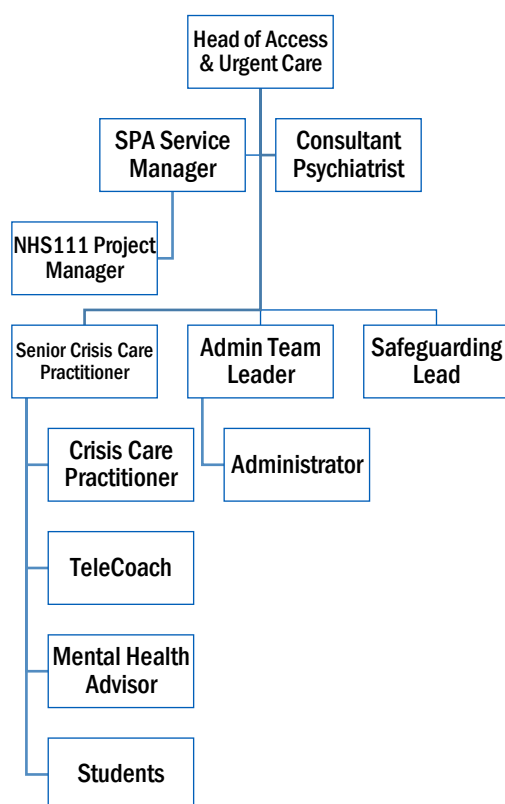
- Service Manager
- NHS111 Project Manager
- Admin Manager
- Consultant Psychiatrist
- Senior Crisis Care Practitioners (i.e., Nurses and Social Workers)
- Crisis Care Practitioners (i.e., Nurses and Social Workers)
- Specialist Crisis Care Practitioners (Social Workers)
- TeleCoaches
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- Administrators

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creative, flexible, dynamic and have confidence in your ability to problem-solve, make decisions and can grow from this opportunity!

## Team structure chart



The Trust's clinical service lines are as follows:

<b>Acute mental health services</b>	<b>Sonya Clinch</b> , Clinical director
<b>Community &amp; recovery mental health services</b>	<b>Dr Julia Renton</b> , Clinical director
<b>Older people's mental health service</b>	<b>Dr Suhana Ahmed</b> , Clinical director
<b>CAMHS &amp; developmental services</b>	<b>Dr Johan Redelinghuys</b> , Clinical director
<b>Psychological medicine services</b>	<b>Dr Vincent Law</b> , Clinical director
<b>Integrated care services</b>	<b>Dr Claire Dillon</b> , Clinical director
<b>West London forensic services</b>	<b>Dr Catherine Penny</b> , Clinical director
<b>High secure services</b>	<b>Dr Robert Bates</b> , Clinical director

## Our trust values

**Togetherness:** Ensure teamwork, mutual respect and trust sit at the heart of everything we do here. Our service users and their carers are an integral part of the team

**Responsibility:** Ensure when we say we are going to do something, we do it. We do not leave it to someone else to do. Our service users are responsible for engaging in their treatment.

**Excellence:** Ensure we strive for excellence in everything we do. 'Good enough' is simply not good enough. Excellent is better. The safety of our service users and our team is our number one priority.

**Caring:** Ensure caring means more than showing compassion to our service users and each other. It is also about having a can-do attitude, stepping up and caring to be the best we can. Because we care, we give praise when it's due.

# Job description

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<b>Post title:</b>	Senior Clinical Practitioner
<b>Grade:</b>	Band 7
<b>Responsible to:</b>	MH Spa Service Manager/ NHS111 Project Manager
<b>Remuneration:</b>	£49,178 to £55,492 inclusive of HCAS
<b>Contract:</b>	Secondment 12 months

## Key relationships

### Internal:

CATT teams, Community Recovery Teams, Psychiatric Liaison Teams, AMHP Teams, CAMHS, Managers and Staff

### External:

Patient & Carer groups, other NHS111 services, statutory and non-statutory agencies (i.e. Police, third sector organisations). The post holder will establish and maintain positive relationships with people, agencies, charities and other providers whom also provide services to people in the community.

## Job summary

The post holder will provide day to day clinical leadership, management and co-ordination focusing on delivering high quality mental health support for those accessing the service.

The post holder will be directly supporting junior members of staff on shift by providing advanced clinical advice, leadership and support ensuring the needs of the service are met by exercising and demonstrating high levels of clinical judgement, critical analysis and advanced decision making skills.

The post holder will be responsible for creating an environment which is safe, supportive and an easily accessible with a no wrong door approach and will also undertake brief crisis assessments, give advice, information, signpost and use their expertise to de-escalate presentations or interface with other services for more appropriate or intensive input/follow-up.

The post holder will also support the Mental Health SPA Team Manager/NHS 111 Manager in regular reviews of the team and performance, and adapting practice or the service in collaboration with other key professionals.

## Key Result Areas & Performance:

### Clinical Duties

- Provide team leadership to the MH SPA Team, coordinate and hold responsibility for the day to day work assigned to the team.
- Undertake comprehensive crisis assessment of patients and carers where needs are highly complex. This will involve planning, implementing and evaluating the care delivery according to changing needs.

- Demonstrate a high level of knowledge in relation to a wide range of mental health disorders and accessible resources which includes patients with serious mental health problems, those with a history of self-harm, and people who are experiencing a crisis, which has adversely affected their mental health.
- Anticipate likely potential physical and psychological problems caused either by the condition or by treatment and are able to assess critically and re-evaluate the clinical situation as the patient's condition changes.
- Advise and communicate as appropriate with other relevant services and third sector agencies to ensure safe and seamless continuity of care for patients between other relevant health and social care settings.
- Act as clinical lead for, supporting junior members of staff in assessment and risk management.
- Provide specialist advice and consultation to other professionals/members of the public in regards to the management of risk. This will require the post holder to make immediate, effective decisions based on telephone information.
- Liaising with emergency services when on scene with a patient to offer specialist assessment/de-escalation to avoid unnecessary conveyance to the Emergency Department.
- Maintain accurate records, to a standard that reflects their level of clinical expertise, to ensure clear timeline of contact and decision making for other professionals accessing the patient record.
- To remain committed to ensuring a clear, timely and optimum outcome and resolution for all calls/referrals.
- To improve and positively develop clinical practice in relation to the assessment and formulation for people in crisis by providing consultation, appropriate training and education across Acute Mental Health Services.
- To ensure safeguarding practices are robustly followed and managed and action taken in relation to Safeguarding policies and procedures, as required.
- Operate effectively in a flexible and demanding environment and proactively engage stakeholders within all sectors, working on a variety of topics.
- Proactively involve stakeholders, respond to and resolve conflict between different stakeholders when this arises through facilitation and or other appropriate mechanisms.
- Demonstrate sound understanding of the legal and ethical issues in caring for people with a mental health condition. In particular, demonstrating sound understanding of the Mental Health Act (1983) and Mental Capacity Act and its use in a non-mental health setting.
- To take responsibility for the monitoring and resolution of any issues impacting on the successful achievement of the patient journey, including ensuring that effective and streamlined business processes are in place in the team.
- To represent the service positively and effectively in Service Line and Trust wide forums and to represent the Trust in the same manner at all times.
- To strive for excellence and the provision of the highest quality, evidence based care and clinical outcomes throughout the service, striving for accreditations where relevant with national standards.

## **Workforce**

- As a line Manager for crisis practitioners and junior members of the team you will support the management of human resources meeting the Trust targets for recruitment, retention, sickness levels, agency usage, supervision and appraisals.
- As a line manager you will lead relevant clinical and administrative staff to ensure that the team meets national and local targets and that quality improvement is a constant feature in the evolution of the team.

- To ensure the team has robust quality governance arrangements in place for all service users on the caseload, with a particular focus on excellent assessments, risk assessments, risk management plans, care plans, and care plan reviews.
- To attend and contribute to relevant meetings within the service, ensuring positive engagement of all members of staff, clinical and operational management.
- To support emerging clinical developments, ensuring an understanding of these and their implications on the patient pathway are developed in the teams.
- The post holder will be expected to engage in their own training as follows;
  - To undertake mandatory and statutory training as required by Trust policy.
  - To undertake other training relevant for working in AMHS.
  - Take an active part in team supervision/reflective practice.
  - To contribute and commit to undertaking an annual Personal Development
  - Review /appraisal, as part of the process of working towards an individualised personal development plan.

### **Financial**

- Supporting the team manager to achieve financial balance in the team, making the best use of financial resources to achieve positive clinical outcomes for service users and carers.

### **Communications and Relationships**

- To work in partnership with colleagues within WLNT, Social care, Emergency Services, Primary care, IAPT and other internal services to ensure joint working and the development of enhanced primary care offer for people with moderate mental health needs.
- To ensure effective communication with colleagues, service users, families and carers.
- Provide and receive highly complex information which may be in a highly pressured and emotive environment including disclosure of sensitive information regarding child protection and safeguarding adults.

### **Governance**

- Report accurately and promptly any untoward incidents or occurrences that you encounter within the service and act as a role model to embed a learning environment.
- Deal with complaints and incidents in accordance with Trust Policies and Procedures.
- Attend strategic and governance meetings across the service and Trust-wide when necessary.
- To participate in the recruitment and selection process for new staff and sit on interview panels when required.
- Be required to gather, analyse and report a range of data and information in regard to service evaluation and development.

### **General**

#### **Physical:**

- Keyboard skills, sitting or standing in one position for long periods.

#### **Mental Effort:**

- Sustain concentration and sometimes intense concentration for long periods of time on information from a number of sources, such as screening multiple referrals, clinical

discussions, meetings, service planning meetings, telephone consultation with staff and other Professionals.

- The use of good time management skills, requirement to change subject focus frequently and without prior notice.
- Workload can be unpredictable e.g. service users or staff may need to be attended to urgently.

Emotional:

- Regularly required to deal with highly distressing, chronic and/ or deteriorating conditions, where service users are acutely unwell with complex and significant mental health problems
- Manage service user and families distress by the effects of severe physical or mental illness
- Required to lead and support other professionals and team members dealing with highly distressing situations
- Risks associated (e.g. verbal aggression)

### **General**

The post holder may be required to work at any of the Trust's sites in line with the service needs. All staff has a responsibility to participate in the Trust's Performance Appraisal Scheme and to contribute to their own development and the development of any staff that they are responsible for appraising.

### **Confidentiality**

The post holder must ensure that personal information for patients, members of staff and all other individuals is accurate, up-to-date, kept secure and confidential at all times in compliance with the Data Protection Act 2018, the Caldecott principles and the common law duty of confidentiality. The post holder must follow the record keeping guidelines to ensure compliance with the Freedom of Information Act 2000.

### **Data Protection Act**

All staff have a responsibility to ensure that their activities comply with the Data Protection Act. Staff should not disclose personal data outside the organisation procedures or use personal data held on others for their own purposes. All staff has an obligation to ensure that care and/or personnel records are maintained efficiently and that confidentiality is protected.

### **Continuous Improvement**

The Trust has adopted a strategy for Continuous Improvement and all members of staff employed by the Trust are expected to play an active role in development and improving services to the benefit of service users.

### **Health & safety**

Staff must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

### **Professional registration**

If you are employed in an area of work that requires membership of a professional body in order to practice, it is a condition of your employment to maintain registration of such a professional body and comply with its code of practice. You are required to advise the Trust if your professional body in any way limits or changes the terms of your registration. Failure to remain registered or to comply with the relevant code of practice may result in temporary

downgrading, suspension from duty and/or disciplinary action, which may result in the termination of your employment. If you are required to have registration with a particular professional body or to have specific qualifications you must notify your manager on appointment of such fact and provide him or her with documentary evidence of them before your employment commences or, at the latest, on your first day of employment.

### **Risk management**

All Trust employees are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required. All managers have a responsibility to ensure that policies and procedures are followed, that staff receives appropriate training that a local risk register is developed and monitored on a quarterly basis and any changes reported to the Clinical Risk Management Group and Strategic Risk Management Committee.

### **Infection Control**

Post holders employed to work in a role where entry to a care home setting, are required to demonstrate they have received the full course of COVID vaccination including any recommended booster doses. This will be a conditional requirement of employment which will need to be satisfied ahead of employment commencing.

In addition, it is an expectation that all staff will voluntarily receive the annual flu jab and other vaccines relevant at the time, to protect staff and patients from infection. All Trust staff are responsible for protecting themselves and others against infection risks and comply with infection control policies and procedures.

### **Financial Regulations**

All staff are responsible for the security of the property of the Trust, avoiding loss or damage of property, and being economical and efficient in the use of resources. The post holder will be required to comply with the Trust's Standing Orders and Standing Financial Instructions and, at all times, deal honestly with the Trust and its stakeholders.

### **Safeguarding & Duty of Candour**

All staff must be familiar with and adhere to the Trust's safeguarding procedures and guidelines. All Trust staff have a Duty of Candour to inform their line manager as soon as practicable, when they believe or suspect that treatment or care it provided has caused death or serious injury to a patient. It is a criminal offence for any registered medical practitioner, or nurse or allied health professional or director of an authorised or registered healthcare organisation to knowingly obstruct another in the performance of these statutory duties, provide information to a patient or nearest relative with the intent to mislead them about such an incident or dishonestly make an untruthful statement to a commissioner or regulator, knowing or believing that they are likely to rely on the statement in the performance of their duties.

### **Standards of Business Conduct**

We expect the highest standards of corporate behaviour and responsibility from our staff. All staff have a responsibility to respect and promote the Trust values and vision. When speaking as member of West London NHS Trust to the media or any other public forum, employees should ensure that they reflect the current policies or views of the organisation. Staff should ensure that they do not engage in any behaviour that can cause reputational damage to the Trust.

### **Valuing Diversity & Human Rights**

It is the aim of the Trust to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, sexual orientation, marital/partnership status, race, religion, age, creed, colour, ethnic origin, disability and part time working status.

### Agile/Flexible working

The Trust recognises that Agile Working brings a number of benefits to the organisation. Not only does it support more cost effective workplace utilisation but it also enables us to attract and retain the best talent whilst increasing productivity and efficiency. The Trust is committed to supporting Agile working and empowering our staff to work in a manner that provides maximum flexibility and minimum constraints.

The Trust also continues to support staff via its flexible working arrangement options. These options enable staff to work in a way that suits their personal needs whilst also meeting the needs of the service.

### No smoking policy

There is a smoke free policy in operation in the Trust. In accordance with this policy smoking is positively discouraged and is not permitted anywhere within the buildings, on the premises or grounds. Designated smoking areas or smoking rooms are not permitted. Support is provided for staff members who wish to stop smoking.

### Trust Policies

All staff are required to familiarise themselves with Trust policies and comply with them at all times. Policies are reviewed regularly and may be revised from time to time.

## Person specification

	Criteria	Essential	Desirable	Assessment Method
<b>Qualifications</b>	Registered Professional (Mental Health Nurse RMN, Social Worker or OT).	X		AF
	Evidence of ongoing professional development	X		AF
	Mentorship/Teaching & assessing qualification	X		AF
	First or higher degree in appropriate subject area.		X	AF
	ENB 998, 812 or equivalent		X	AF
	Nurse prescriber or willingness to become a nurse prescriber		X	AF

Experience	Experience in a variety of MH settings as a qualified practitioner.	X		AF
	Significant experience at band 6 or equivalent within CRHTT, Liaison nursing, intake service or equivalent.	X		AF
	Delivering Clinical supervision/ reflective practice to nursing as well as other professionals.	X		AF/ I
	Multi-disciplinary team working.	X		AF/ I
	Previous experience of working within a Single Point of Access services.		X	AF/ I
	Previous experience of telephone based assessments.		X	AF/ I

Knowledge	Understand a range of models of mental disorder, including the contribution of social, physical and development factors.	X		
	Understand the social perspective on mental disorder and mental health needs.	X		I
	Ability to build relationships across organisational and professional boundaries	X		I
	Ability to analyse and interpret complex data required to deliver the service.	X		I
	Ability to deal with complex issues arising from managing a diverse multidisciplinary service	X		I
	Excellent verbal and written communication skills			
	Good risk assessment and management skills	X		AF/ I
	Understanding of social care resources and provision available beyond statutory agencies	X		I
	Experience of supervision or practice teaching.	X		I
	Ability to demonstrate leadership under pressure, including good communication, prioritisation, and influencing.	X		I
	Extensive experience of applying assessment skills within a statutory social work setting.	X		AF/ I
	Demonstrate the ability to assess, develop, implement and evaluate programmes of care for individuals experiencing acute mental distress.	X		AF/ I
	The ability to use a range of therapeutic interventions with individuals in acute mental health crisis.			
	An understanding of the Care Programme Approach and its application	X		I

	Knowledge of the national agenda and vision for mental health services within the NHS.	X		
	Interpersonal Skills; Works effectively with individuals, teams, clients and staff. Supporting others and showing clear personal values in line with those of the organisation.	X		I
	Adapting and Coping; Adapts and responds well to change. Manages pressure effectively and copes well with setbacks.	X		I
	Analysing Interpreting and Judging; Thinks analytically, ability to solve complex problems and issues, makes rational, realistic and sound judgements.	X		I
	Planning and Performing; Plans ahead and works in a systematic and organised way. Follows direction and procedures.	X		I
	Organisational Awareness and Strategic Thinking; Thinks broadly and strategically, supports and drives organisational change.	X		I
	Understands functions and needs of the organisation.	X		I
		X		AF/ I

	Demonstrate knowledge of audit and research.		X	AF/I
	Demonstrate the ability to co-ordinate a team and its day-to-day work.		X	I
	I.T. and Database skills with knowledge of word processing and spreadsheet management.		X	AF/ I
	Received additional training in areas such as AMHP, BIA, Court of Protection, Practice Educator and talking therapies		X	AF/ I
<b>Skills</b>	Warm, friendly, approachable	X		I
	Flexible approach	X		I
	Ability to cope with change	X		I
	Able to work seamlessly with other professional groups	X		I
	Ability to work under pressure	X		I
	Flexible and positive attitude to work.	X		I
	Ability to be empathetic	X		I
	Keen to learn new skills and to share learning with others	X		I
<b>Other Requirements</b>	Ability to work as part of a multi-disciplinary team providing a service to clients 24 hours a day, 7 days a week may include some on-call work.	X		I
	Fit and able to undertake patient facing work as and when required.	X		I
	Possession of a valid UK driving license.		X	AF

### Assessment Key

AF - Application Form

I - Interview

T - Test

P - Presentation

### Assessment Key

A Application

I Interview

R Reference

## Entry Requirements

English & Maths

Apprentices without level 2 English and maths will need to achieve this level prior to taking the End-Point Assessment. For those with an education, health and care plan or a legacy statement, the apprenticeship's English and maths minimum requirement is Entry Level 3. A British Sign Language (BSL) qualification is an alternative to the English qualification for those whose primary language is BSL.

## How to Apply

Applications should be submitted made via NHS Jobs.

The recruitment schedule is as shown below:

Event	Timescale
Closing date for advert	5 <sup>th</sup> September 2023
Shortlisting	6 <sup>th</sup> September 2023
Stakeholder event	N/A
Interview date	18 <sup>th</sup> September 2023

### Visiting arrangement

For more information or an informal discussion please contact Amar Bhoobun, NHS111 Project Manager, by emailing [amar.bhoobun@westlondon.nhs.uk](mailto:amar.bhoobun@westlondon.nhs.uk) or phone 07738 102 306.