

## Job Description

<b>Job title:</b>	Urgent Care Practitioner (primary role Mental Health Liaison)
<b>Directorate:</b>	East Sussex Urgent Care
<b>Department:</b>	Mental Health Liaison Service East Sussex
<b>Responsible to:</b>	Liaison Team Manager
<b>Pay band:</b>	Band 6 subject to Job Evaluation
<b>Location:</b>	Eastbourne DGH
<b>Hours of Work:</b>	37.5
<b>Contract:</b>	Agenda for Change
<b>On call requirement:</b>	No
<b>Disclosure required:</b>	<b>Yes- Enhanced</b>
<b>Professional Registration:</b>	Dependant on experience and expertise

### Job outline:

The Urgent Care Practitioner is required to prioritise and respond to the needs of patients presenting to the Urgent Care Service. The primary role of the Mental Health Liaison Practitioner is to respond within agreed response times to referrals from the General Hospital and to prioritise work according to urgency. To contribute to psychosocial assessment, including risk assessment and to formulate an appropriate onward plan of care, providing specialist mental health advice, support and interventions to staff, carers and patients within general hospital environments and in accordance with own expertise.

### Scope & Authority

- 1) To respond to referrals from A & E and the General Hospital wards and contribute to comprehensive psychosocial assessments including risk assessment within their experience,. To make appropriate decisions based on need.
- 2) To prioritise work according to level of urgency of referral and to be able to work both in a team and unsupervised.
- 3) Signposting to other services and making appropriate onward referrals.

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- 4) Working closely with relatives, non-mental health colleagues in the general hospital and a wide range of community services in order to facilitate a safe and effective plan of care.
- 5) Taking an active role in terms of reducing stigma for those who have mental health problems and promoting a positive view of mental health.
- 6) To provide effective assessment and intervention that is responsive to service priorities and service user (and carer) needs, minimising the need for admission to a mental health unit, and/or prolonged occupation of general hospital beds.
- 7) In conjunction with other team practitioners, provide expert advice and support to the staff of the acute hospitals trust, ensuring that service user and carer needs are met.
- 8) To be responsible for organising and prioritising own workload related to both referrals into the service and the existing caseload, ensuring service users are offered the most appropriate skills and resources available to the team at any given time.
- 9) To ensure that all service users on the caseload have an appropriate care plan and risk management plan, which has taken account of service user and carer views, ensuring the regular review of both.
- 10) To ensure high quality communication and effective relationships within the Urgent Care team, as well as with other mental health services, general hospital colleagues, carers and all other agencies addressed within the role.
- 11) To work, in collaboration with general hospital staff, in facilitating effective and timely assessments and interventions for patients who might otherwise require admission to a mental health inpatient unit, or whose discharge from the acute hospital might be delayed whilst awaiting mental health assessment and allocation of appropriate mental health services.
- 12) To ensure that all discharges from the liaison team's caseload are effective, efficient and all agreed post discharge plans are communicated clearly to all parties involved.
- 13) To provide teaching and education on mental health and the role of the liaison service as relevant to the liaison role. This will include providing a teaching and educational function to staff within the Acute Hospitals Trust, mental health colleagues and patients/carers.
- 14) To contribute as appropriate to the Band 6 position to the induction of new team members assisting in ensuring their thorough induction, support and development.
- 15) To support fully the concept of collaborative and co-operative multi-disciplinary/multi-agency working in the team, supporting the process of partnership working across Sussex Partnership Trust and the general hospitals.
- 16) To work across the East Sussex Locality and a range of care settings provided by the Acute Hospitals Trust. To work flexibly in covering the service within its provision, covering an on call system on a rotational basis.
- 17) To have a working knowledge of the Mental Health Act (1983/2007) and the Mental Capacity Act (2005). To include the practical knowledge of FACE documentation and Best Interests decisions.

18) To support students (within own area of expertise), on placement within the Urgent Care Service.

19) To support and contribute to the work of all Urgent Care services as required.

### Key Result Areas:

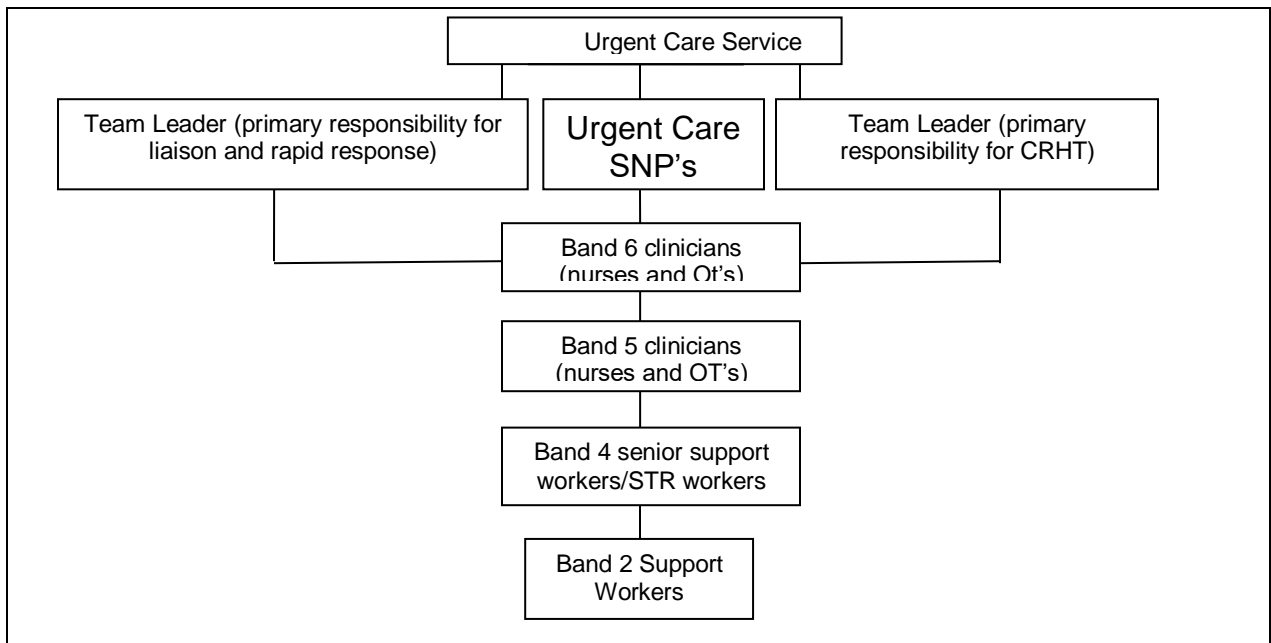
#### Patient/Client Care:

Within area of expertise, carry out comprehensive complex assessment of need. Formulate risk management and contingency plans to minimise risk and ensure that onward referral is carried out to reflect the assessed needs.

Liaise effectively with other colleagues and services to ensure that safe and effective care is arranged.

Ensure that a positive view of mental health is promoted and that stigma is challenged, ensuring that those with mental health needs within the general hospital receive a responsive and high quality service which meets their needs.

### Position in the Organisation & Key relationships



#### All staff are required to:

- Abide by the standards of behaviour expected by their professional body and the standards of behaviour expected of all staff in the Trust disciplinary policy and procedure.

- Adhere to all Trust policies and procedures and are responsible for making themselves aware of these policies and procedures.
- Treat information relating to patient, employees and businesses of the Trust in the strictest confidence. Under no circumstances should such information be discussed with any unauthorised person(s) or organisations. At all times employees are required to comply with the provisions of the Data Protection Act.
- Maintain their own awareness of, and comply with, policies and procedures relating to Health and Safety (whether statutory or Trust), and assist in ensuring the compliance of other staff.
- Support the Trust's visions and values and in particular the promotion of a positive approach to diversity, equality, rights, and treating others with dignity and respect; to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply by adhering to the Trust's Equality and Diversity Policy.
- Demonstrate the core principles of safeguarding and protection Human Rights; treating people with dignity, fairness, equality, respect and autonomy.
- Develop and maintain positive relationships with all colleagues, taking account of their age, religion or belief, ethnicity, sex, marital or civil partnership status, sexual orientation, gender identity, pregnancy or maternity status and any disability. Ensure that they are approachable and that their conduct towards colleagues is open and honest, dealing with differences in opinion, in ways which avoid offence.
- Take responsibility for the safeguarding and protection of children and young people and vulnerable adults very seriously, as does The Trust. The Trust works with adult and children's social care to ensure that the integrated service has systems in place to equip staff with the knowledge and skills to recognise abuse, and take action to safeguard and protect vulnerable adults and children and young people. It is expected that all staff familiarise themselves with the appropriate structures and policies and with the Sussex child protection and safeguarding procedures and the Sussex multi-agency policy and procedures for safeguarding vulnerable adults and undertake the relevant essential training and further training appropriate to their role.
- Regularly attend and participate in management, clinical and professional supervision as well as team meetings and reflective learning opportunities.

## Person Specification

<b>Job title:</b>	<b>Urgent Care Nurse (primary role Mental Health Liaison)</b>
<b>Directorate:</b>	<b>East Sussex Urgent Care</b>
<b>Department:</b>	<b>Urgent Care Service</b>
<b>Pay band:</b>	<b>6</b>
<b>Location:</b>	<b>Department of Psychiatry, Eastbourne DGH</b>

	Essential	Desirable	Evidenced by
<b>A – Qualifications</b>			
▪ Registered Mental Nurse and/or degree level qualification and training in addictions/substance misuse.	✓		A / C
▪ Mentorship, ENB 998 or level 3 module in teaching and assessing in clinical practice		✓	A / C / I / T
<b>B – Knowledge/Experience</b>			
▪ Significant post registration experience in a band 5 (or equivalent) position • Specialist knowledge of practice in the drug and alcohol misuse field	✓	✓	A / C / I / T
▪ Experience of working within an appropriate care setting or an ability to demonstrate that skills and knowledge are transferable across specialities.	✓		A / C / I / T
▪ Knowledge of the MHA (1983/2007)	✓		
▪ Knowledge of the Mental Capacity Act (2005) and DOL’s	✓		
▪ A working knowledge of a range of therapeutic assessment tools and their application to the Liaison service caseload	✓		
▪ Experience of working within Liaison Services			
<b>C – Skills</b>			
▪ <b>Communication/Relationship skills:</b> Excellent verbal and non verbal skills	✓		A / C / I / T
▪ <b>Analytical &amp; Judgement skills:</b> Excellent needs focussed skills in area of expertise	✓		A / C / I / T
▪ <b>Planning &amp; Organisational skills:</b> Ability to prioritise and organise self	✓		A / C / I / T
▪ <b>People Management/Leadership/Resources</b> Ability to demonstrate effective supervisory skills to students/learners. Willingness to develop competencies in mentoring students.	✓		A / C / I / T
Able to demonstrate ability to manage change effectively	✓		

	Essential	Desirable	Evidenced by
<b>▪ Mental Effort:</b> Ability to be able to concentrate on specific activities and for long periods of time Ability to be able to deal with conflicting demands Ability to deal with an unpredictable work pattern Ability to deal with multiple deadlines	✓ ✓ ✓ ✓		A / C / I / T
<b>▪ Emotional Effort:</b> Ability to deal with distressing or emotional circumstances on a regular basis	✓		A / C / I / T
<b>▪ Working Conditions:</b> Ability to work across sites in the East Sussex catchment area? Ability to be able to use a PC?	✓ ✓		A / C / I / T
<b>D – Approach/Values:</b>			
▪ Demonstrate support for the values and beliefs of the Care Group and those of the Trust	✓		I
▪ Demonstrate an understanding of the practices of Human Rights in the delivery of this role	✓		I
▪ Team working	✓		I
▪ Ability to travel across sites in good time	✓		I
▪ Punctual and flexible across hours of work when required	✓		I

To be evidenced by key: A – Application C - Certificate I – Interview T - Test

**Approved by:**

Name

Position

Signature  Date

Manager

Signature  Date