

## **JOB DESCRIPTION**

<b>Title:</b>	Community Mental Health Nurse
<b>Band:</b>	6
<b>Directorate:</b>	East North Strategic Business Unit
<b>Responsible to:</b>	Team Manager
<b>Accountable to:</b>	Service Line Leader
<b>Base:</b>	Colne House, 21 Upton Road, Watford, WD18 0JP

### **Hertfordshire Partnerships University Foundation Trust**

- Hertfordshire Partnership University NHS Foundation Trust (HPFT) is an exceptional organisation with big ambitions, our aim is to be the leading provider of mental health and specialist learning disability services in the country.
- With a workforce of around 3,500 people and an annual income of some £330million this year, the Trust provides integrated health and social care services through a network of community and inpatient settings, serving diverse communities across Buckinghamshire, Essex, Hertfordshire and Norfolk. As a university NHS foundation trust, HPFT continues to develop strong links with the University of Hertfordshire, providing excellent learning and development opportunities, as well as strengthening our clinical research capability
- Whilst it is a challenging period for the NHS, there has never been a more exciting time to join HPFT following our CQC rating of Outstanding awarded to us in April 2019. We are on our “Good to Great” journey as we continue to innovate, improve, transform and ultimately deliver the very highest standards of care to the service users and communities that we serve.

### **Our Services**

We provide mental health and social care services - including Adults of Working Age, Older Adults, Children and Adolescents and Specialist Learning Disabilities services.

The Trust works in close partnership with Hertfordshire County Council and also with other NHS organisations to promote and support mental health in the community. We also provide specialist learning disability services in Norfolk and North Essex.

The Trust provides:

- Community Services including local teams for mental health
- Acute and Rehabilitation Services including inpatient services and crisis team

- Specialist Services such as mental health services for older people, eating disorders, and our mother and baby unit
- Learning Disability and Forensic Services

## Our Mission

We help people of all ages live their lives to their full potential by supporting them to keep mentally and physically well.

Everything we do is aimed at providing consistently high quality, joined up care, support and treatment that:

- Empowers individuals to manage their mental and physical wellbeing
- Keeps people safe from avoidable harm
- Is effective and ensures the very best clinical and individual recovery outcomes
- Provides the best possible experience

## Our Vision

Our conversations with service users, carers, staff, commissioners and the wider communities we serve have informed a simple but ambitious vision:

***“Delivering great care, achieving great outcomes - together”***

We will achieve our vision by:

- Putting the people who need our care, support and treatment at the heart of everything we do - always
- Consistently achieving the outcomes that matter to the individuals who use our services, and their families and carers, by working in partnership with them and others who support them
- Providing the very best experience of joined-up care in line with what service users and carers have told us makes ‘Great Care’

## Great Together

Great Together, our Trust strategy for 2023 – 2028, has been developed and co-produced with our service users, carers, staff, partners and local communities and gives us a clear roadmap to achieve our vision of great care and great outcomes.

Great Together places service users and carers at the centre of what we do; commits us to addressing inequalities and achieving equity; focuses on developing our people and creating a vibrant learning organisation whilst working in strong partnerships to deliver high quality care.



## Values and Behaviours

Our values and behaviours have been developed by over 800 service users, carers and members of staff. They describe how we aim to be with service users, carers and each other. By living our values we will deliver our ambition to be a leading provider for everyone we work with.

	<i>we are...</i>	<i>you feel...</i>
<b>Our Values</b>	<b>Welcoming</b>	✔ Valued as an individual
	<b>Kind</b>	✔ Cared for
	<b>Positive</b>	✔ Supported and included
	<b>Respectful</b>	✔ Listened to and heard
	<b>Professional</b>	✔ Safe and confident

### **Our values set the tone for:**

- The way we plan and make decisions.
- The way we behave with service users and each other.
- The kind of colleagues we recruit.
- The way we induct, appraise and develop our staff

### **Job Summary:**

The post holder is required to take responsibility for the assessment of care needs, the development, implementation and evaluation of programmes of care and the setting of standards of care and management of a defined caseload, including liaison with other agencies and, where appropriate, the supervision, development and teaching of staff and/or students. The post holder will act as care co-ordinator to a case load of service users, ensuring the care plan is met at all times. To work as a member of the multi-disciplinary team.

As a staff member you are representatives of Hertfordshire Partnership NHS Foundation Trust (HPFT) and play a vital role in fostering positive relationships and communication between the Mental Health Trust and not only the service users and their carers and relatives, but also other agencies, charities and providers.

All staff should comply with the Trust's Anti-Discriminatory Statement, Employee Charter, Trust Policies and Procedures, Code of Conduct and Equality and Diversity.

### **Job Responsibilities:**

The post holder will:

- Be responsible for the full assessment of care needs and risk assessment of service users presenting with a wide variety of clinical conditions. Following this the post holder will be responsible for the development, implementation and evaluation of programmes of care, without direct supervision (though clinical supervision is implemented as per policy to support you).
- To be named care coordinator, and act accordingly when applying care.
- To manage one self in a professional manner, responding to requests, enquiries etc in a timely fashion.
- To respond to any crisis that a service user may advise of, with the aim of promoting independent living in the community
- Work with the philosophy to support service users to remain in their own home.
- Administer and/ or supervise medications as required. To have a sound knowledge of medications and their desired and undesired effects,

- Be required to provide education, advise and guidance to service users and their carers and families.
- Provide a range of clinical interventions and treatments appropriate to the individuals needs.
- Participate fully in providing quality care in line with local and national guidelines.
- Act as a role model in providing a service for people with mental health problems.
- Participate in audit/research projects associated with the service.
- Be required to challenge practice that compromises or challenges high quality care to older people
- To advise Team Manager of any resource short falls.
- To partake in continuing professional development that will also benefit the development and quality of the service.
- Remain updated with local and national guidelines and policies.
- Partake in home visits with other professionals such as Consultant Psychiatrist, Specialty Doctors, Social Workers etc
- Partake in clinical and management supervision

## **Working Relationships and Communication Requirements of the Job**

### **Working relationships**

- As the post holder will be working within the community most of the time, they will be need to be establishing and maintaining positive relationships with people, agencies, charities and other providers whom also provide services to Older People in that community area. These relationships are vital and team members should bear in mind that they will be representing HPFT
- Close working relationships should be developed with other parts of HPFT notably Crisis teams, Intensive Outreach Team and SMHTOP's; as well as Hertfordshire County Council's Health and Community Services.

### **Communication requirements**

The post holder will

- Have good level of competency to receive and give clinical information verbally and in writing from/ to those receiving care, their families/carers and professional colleagues.
- Demonstrate a good level of interpersonal skills, self-awareness and

empathy in all communications.

- Ensure adherence to all aspects of patient confidentiality, documentation and record keeping according to Trust and national guidelines.
- Will have the ability to communicate clearly and sensitively in complex situations.
- Will have the ability to develop and maintain good working relationships with colleagues within the all agencies whom they encounter to the benefit of the client and the service.

## **Clinical Responsibility**

**In addition to Job Responsibilities above, the post holder will**

- Carry out specialist mental health and social care assessments. Develop, implement, evaluate and document specialist care. This will include frequent requirement for intense concentration.
- Devise care plans that promote patients independent living in the community
- Complete risk assessments that are clear, concise and detail plans to safely manage any risks that are identified.
- Use a variety of clinical skills appropriate to the needs of the individual and the clinical setting in which they are seen.
- To provide ongoing interventions for people where assessment indicates this to be relevant to their needs.
- Where indicated by assessment to discharge with appropriate care provisions and follow-up, with future review dates booked as appropriate.
- Demonstrate a high standard of record keeping and documentation with adherence to Trust policies
- Work with colleagues to develop and promote the service's philosophy, framework of care delivery and strategic objectives.
- Contribute to Mental Health strategy discussions/steering groups when requested by senior management.
- Work with colleagues to develop and demonstrate clinical expertise and good standards of mental health practice.
- Deliver care that is person centred reflecting current best practice, and challenges practice that may be detrimental to older people receiving high quality care.

- Demonstrate a working understanding of the legal and ethical issues in providing mental health care. In particular having a good knowledge of the Mental Health Act (1983) and its use in non-mental health areas.
- Complete PREP as defined by NMC.

## **Leadership and Staff Management Responsibility**

The post holder will:

- Plan and organise their diaries, prioritise duties, and coordinate the care of the service users for whom they are allocated.
- Give due regard to the health and safety, well-being and interests of those who come in to contact with the team professionally.

## **Financial responsibility**

- Report any activity that may be fraudulent
- Be responsible for the completion of own extra duty and expenses claims.

## **Service Development and Improvement**

- Ensure that all policies applicable to SMHTOP are implemented
- To comment upon and propose changes to working practices and procedures relevant to SMHTOP, and where requested by the Team Manager, implement changes.
- To propose ideas for, and if accepted, complete audits relevant to the improvement of the teams clinical practice.

## **Analytical and Judgemental Skills**

The post holder will

- Have good working knowledge of the Mental Health Act, Mental Capacity act, National Dementia Strategy and National Service Frameworks for Older People and Mental Health. The post holder will also have an understanding of the Safeguarding Adults procedures.
- Be required to make judgements involving complex information and/ or situations which require analysis.
- Make judgements where the situation is not straightforward such as those where information is limited or difficult to obtain, following discussion with supervisor and/ or manager.
- Make judgements as to the best course of action where there are a range of

options available, following discussion with supervisor and/ or manager.

- Assess or interpret information to make a judgement.
- Consult supervisor and/ manager where expert opinion may differ or be conflicting.

## **Planning and Organisational Skills**

### **The post holder will**

- Demonstrate the ability to prioritise and organise case/ work load on a day to day basis.
- Ensure that the client is given high quality care at all times.
- Where necessary request assistance from colleagues.
- Represent the SMHTOP at meetings etc as delegated by the Team Manager.
- When staff/students are attached to the team ensure that learning is facilitated to meet their needs.

## **Physical Working Conditions and Environment**

### **The post holder will**

- Need to be able to drive to meetings /training off site and occasionally as required cover for colleagues on other sites.
- Be able to input information using computer keyboard.
- Be able to restrain people as necessary and maintain training for such as per HPFT policies/procedures.
- Be able to work in an environment that is at times extremely busy and demanding.

## **Information Resources**

### **The post holder will**

- Be expected to maintain a record of hours worked and to time owing monthly.
- Maintain up to date electronic records of people that the post holder has had contact with.
- Audit activity as required.

### **Additional Information:**

## **Knowledge and Skills Framework:**

The post holder will be expected to meet the requirements of the NHS Knowledge and Skills Framework (KSF) for the post.

## **Health and Safety**

The post holder has a duty of care to themselves and to others with whom they come into contact in the course of their work as laid down in the Health and Safety at Work Act 1974 and any subsequent amendment or legislation.

## **Infection Control**

All Trust staff will:

Act as a role model and champion for the highest standard of all aspects of infection prevention and control and implementation of all Infection Prevention and Control Trust policies and guidelines.

Demonstrate respect for the roles and endeavours of others, in implementing good standards of hand hygiene.

Value and recognise the ideas and contributions of colleagues in their endeavours to reduce the incidence of healthcare associated infection.

## **Equality and Diversity**

Hertfordshire Partnership Trust is committed to providing an environment where all staff, service users and carers enjoy equality of opportunity.

This includes recognising diversity of staff, service users and carers and not treating anyone less favourably on grounds of age, ethnic origin, religion or belief, gender, gender reassignment, culture, health status, relationship status, disability, sexuality, social background, trade union affiliation or any other unreasonable grounds.

The Trust will strive to eliminate all forms of discrimination. We recognise that this requires not only a commitment to remove discrimination, but also action through positive policies to redress the inequalities produced by past discrimination.

## **Confidentiality**

All staff must be aware of the Data Protection Act 1984, and its subsequent amendments, which is now in force. This means that protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, the Trust and the individual may be prosecuted.

## **Standards of Business Conduct and Conflicts of Interest**

The Trust has adopted a Standards of Conduct Policy, which reflects NHS Management Executive Guidelines. It is the responsibility of staff to ensure that they do not abuse their official position for personal gain or seek to advantage or further private business or other interests in the course of their official duties. Staff should be informing their line manager if they are working for any other organisation to ensure that this Trust complies with the Working Time Regulations.

## **Information and Records Management**

The postholder must be competent in using IT and have the European Computer



Driving Licence (ECDL) qualification or working towards it; or be able to demonstrate equivalent skills.

To comply with the Data Protection Act 1998, Freedom of Information Act 2000 and Department of Health Code of Confidentiality in line with Trust procedures.

To adhere to the Trust's policies on records management including creation, use, storing and retention and disposal of records.

Adhere to the Trust's Corporate Identity (using the standard templates – available on [www.hpt.nhs.uk](http://www.hpt.nhs.uk)).

### **Organisational Change**

As services develop and change, the post holder may be required to undertake other responsibilities within the Trust.

### **Review:**

This job description is an outline, which reflects the present requirements of the post and is not intended to be an inflexible or finite list of duties and responsibilities. As these duties and responsibilities change and develop the job description will be amended from time to time in consultation with the post holder.