



# Candidate information pack

# Contents

Welcome.....	2
About West London NHS Trust.....	4
Our Trust Values.....	5
Job Description .....	6
Person Specification .....	16
How to Apply .....	20
General Information.....	21

## Welcome

Thank you for your interest in this exciting new opportunity at West London NHS Trust.

This candidate pack contains all you need to apply for the MHARRS post.

We are incredibly proud of our position as an early implementer site for the Community Mental Health Framework and the development of our Mental Health Integrated Network Teams (MINT) as our response to this policy. We are excited that we have recently been awarded a substantial new investment as one of the 'early implementer' sites for integrated community mental health services by NHSE. Our community mental health offer will become centred around the Primary Care Networks (PCNs) and aspiring to comprehensive engagement with Integrated Care Systems using a whole person, whole population health approach. The model will utilise all the community resources available including health, social care, VCSE organisations and local communities and consider resources to support wellbeing outside of mental health services alone.

An exciting opportunity has arisen as part of this model for registered professionals with a keen interest in providing outstanding support within mental health community settings. This is an exciting new role that builds upon the success of other Additional Roles Reimbursement Scheme posts (ARRS) in physical health to create mental health specific roles that work alongside our GPs and other Primary Care colleagues, while receiving clinical support from our multidisciplinary mental health teams in West London Trust. The role will offer mental health assessments and brief interventions to referred patients and will also work to support the development of mental health expertise within a defined group of GP practices aligned to a specific PCN.

As one of our MHARRS practitioners you will be employed on a permanent NHS contract and will be hosted within a defined PCN. You will work alongside GPs, practice nurses, social prescribers and other primary care based professionals to help deliver an integrated and holistic approach to care. Throughout your employment in this role you will receive regular supervision from a Senior clinician within MINT and will work within an agreed scope of practice, although we expect this to change and develop as the role develops.

Applicants will need to be self-motivated, have significant prior experience of working in mental health settings and to be able to work both autonomously as a mental health professional while still building relationships with GP practice teams. We encourage applicants from a range of diverse backgrounds and would be keen to hear about how you could bring experience of diversity to your clinical practice.

## 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 and one of the highest profile mental healthcare settings in the world.

Our medium-secure and forensic services care for patients from across the South of England. The Trust also provides mental and physical healthcare in three London boroughs – Ealing, Hammersmith & Fulham and Hounslow. The Trust employs 3,770 staff, of which 47% are from Black and Asian Minority Ethnic (BAME) background. Our turnover in 2019/20 was £314m.

In recent years there has been a trust-wide step change in culture, performance and ambition. The Trust is now rated as 'Good' overall by the CQC, 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. In parallel, we have also improved efficiencies by reducing length of stays and improving patient flow, with almost no out of area placements in recent years.

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. [The Keeping Well service](#), received over 800 referrals in its first 9 months, 54% of which are from Black and Asian Minority Ethnic (BAME) staff.

Collaboration has been the key to our success in recent years, and the launch of Ealing Community Providers (ECP) in July 2019 exemplifies our ambition. ECP is led by West London NHS Trust and brings together 14 organisations, including NHS, Ealing Council and the voluntary sector to deliver community health and care services to local residents. The partnership even extends to a GP practice supporting care homes in Ealing. This is the Trust's first foray into providing physical healthcare services on a large scale, alongside our traditional roots in mental healthcare.

Our staff rate us highly and in the 2020 staff survey, the Trust received the top score nationally in two categories: immediate managers and quality of care. The Trust has won national awards for its workforce programmes and link Black and Asian Minority Ethnic (BAME) staff development programmes and a new system for a fairer allocation of shifts. More recently, the Trust received an award for workforce innovation to improve staff recognition and was shortlisted for 'Mental Health Trust of the Year' 2020 by the Health Service Journal.

## 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're going to do something, we do it. We don't 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's 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

---

<b>Job Title:</b>	Mental Health ARRS Practitioner
<b>Department:</b>	Ealing PCN supported by West London NHS Trust (Mental Health Integrated Network Teams or MINT Service). You will be connected with Ealing Acton MINT.
<b>Responsible to:</b>	Primary Care Network Director/ lead GP and MINT Service Manager
<b>Accountable to:</b>	Primary Care Network Director/ lead GP and MINT Service Manager
<b>Key Relationships:</b>	Service users & Carers General Practitioners and other staff in GP surgeries Secondary Care Multi-Disciplinary Mental Health Clinical Teams
<b>Grade:</b>	Band 7

### Values

The post holder will be committed to the following values:

1. **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
2. **Responsibility:** Ensure when we say we're going to do something, we do it. We don't leave it to someone else to do. Our service users are responsible for engaging in their treatment.
3. **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.
4. **Caring:** Ensure caring means more than showing compassion to our service users and each other. It's 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.

### Context:

Ealing Acton MINT Primary Care Networks (PCN), Ealing GP Consortium and West London NHS Trust's Mental Health services are working through an innovative collaborative approach to achieve the best possible outcomes for the people of Acton. Through this work, an exciting opportunity has arisen for Mental Health Practitioners to work in our developing

integrated teams. A total of 4 WTE roles (to be employed by West London NHS Trust) have been created to drive delivery of place-based integrated mental health care and embed specialist mental health skills in the primary care within Ealing.

As a Mental Health Practitioner in these roles, you will be an integral part of a wider team of PCN care professionals working under the mentorship of a GP and receiving clinical support through the Trust's MINT Service. You will work alongside Paramedics, Clinical Pharmacists, Link Workers, Physician Associates as well as the wider Mental Health teams allowing you the flexibility to bring in colleagues as needed to support your caseload.

In these roles, you will :

- work with patients to support shared decision-making about self-management; facilitate onward access to treatment services; and provide brief psychological interventions, where qualified to do so and where appropriate.
- work closely with other PCN-based roles to help address the potential range of biopsychosocial needs of patients with mental health problems. E.g. PCN clinical pharmacists for medication reviews, and social prescribing link workers for access to community-based support.
- work as part of the primary care team thus operating without the need for formal referral from GPs, including accepting some direct bookings.
- be supported through the local MINT teams by robust clinical governance structures to maintain quality and safety, including supervision where appropriate.
- work as part of the wider PCN team, supporting colleagues with home visits where needed.

### **Job Summary:**

These roles will involve several elements which will support the management of people with mental health conditions in primary care, who may be new or known previously to secondary care mental health services. The roles are focused on those who are supported by Primary Care and therefore will include an element of case finding to prevent deterioration in mental health as well as supporting MDT working.

The post holders will provide assessments, formulation and delivery of the psychological intervention/s in primary care, as well as supporting access to MINT or other services such as Early Intervention in Psychosis (EIP), Improved Access to Psychological Therapies (IAPT) where needs can be better met by these services. The post holder would be expected to work closely with experts by experience, local communities and will also be involved in raising the awareness of mental health difficulties in the general population.

The post holders will contribute to the provision of some psychological interventions in the PCN, which will be under the direction of a qualified clinical psychologist from MINT Service who will retain clinical responsibility for clinical work carried out.

The post holders will be part of the Primary Care MDT team assisting case reviews, triage of those presenting with mental health needs, support GPs with referring clients to Mental Health Services as appropriate and ensure the delivery of physical health checks. For those with SMI and where applicable to the skilled professional, the post holder will support antipsychotic medication management. The role will be embedded within a PCN working with several GP surgeries supported by the local MINT Service to enable safe transfers of care. It is crucial that the post holder can:

- Review and support the practice lists of SMI including completion of annual reviews with the GPs.
- Where appropriate; proactively in conjunction with GPs identify and clarify where people would benefit from mental health input (e.g. IAT or other services such as MINT)
- Facilitate people with long term mental health conditions to access mental health services and transfers of care back to their GP from WLT MINT.
- Screen, Triage and deliver short term interventions based on clients' needs and enable access to therapeutic activities working closely with voluntary, Community and third sector organisations.
- Provide an enhanced level of support to PC clinicians through advice and training to improve skills and capacity in responding to the needs of people with mental health conditions discharged back to them
- Work within an agreed process for safe transfer of care from WLT MINT to GPs as well as and rapid re-referral, when appropriate
- Ensure that patients transfer to their GP under this process have good clinical outcomes
- Ensure that patients transferred to their GPs under this process have access to appropriate advice, advocacy, vocational support to access social networks
- Ensure that the Public Sector Equalities Duty is met

As an autonomous practitioner, you will be responsible for their own work and interventions and for the interpretation of agreed guidelines and policies. You will be an integral part of a wider team of PCN care professionals working under the mentorship of a GP and receiving clinical support through the MINT Service. Therefore dedicated time allocated to attending MINT MDTs is essential.

The post holder will be expected to develop PCN policies and procedures once in post as these are new roles.

### **Key Result Areas & Performance:**

The characteristics of the core population are people with enduring mental health needs (psychosis; bi-polar; complex depression; trauma) and complex emotional needs (previously termed as personality disorder) who may find it difficult to:

- make or maintain relationships
- connect with other people, including friends, family or work colleagues
- manage and control their emotions
- cope with life and difficult feelings
- control their behaviours and impulses

MINT is one of many mental health services available, it will be the role of the post holder to ensure that a patient's journey and service appropriateness is considered. A primary aspect of this role is to ensure people are connected with their communities and therefore third sector (charities and voluntary sector services) are considered as part of a person's mental health treatment, care and support. **Many of these providers have been specifically funded to deliver treatment and therefore liaising and referring to these services are key.** It is also important to note, that MINT should not be the first point of call, and services such as IAPT should also be considered in conjunction with the voluntary and third sector.

Service users seen by the post holder will include those who have experienced high levels of distress and common mental health difficulties. Some service users may present with a high level of risk to both themselves and sometimes to other people. Assessments and



interventions will be delivered both in the PCN, through IAPT if appropriate and via MINT where suitable.

All clinical duties will be carried out under the supervision and direction of a qualified professional in the MINT Team. The post-holder has a responsibility to perform all tasks within the values of West London NHS Trust. Under such direction and with these conditions, the duties will be:

## **Clinical**

1. Provide specialist bio-psycho-social and mental state assessment for patients either as part of the transfer of care process or following request by primary care team.
2. Provide advice and support to primary care to help ensure patients are referred to and are able to access the right mental health service for their needs.
3. Carry out robust risk assessments and care planning in primary care environment.
4. Provide access and /or deliver a broad range of psychosocial interventions for individual patients where needed.
5. Complete primary care SMI annual plans with GPs.
6. To be responsible for providing and receiving complex, sensitive, distressing and emotional information in relation to health issues where there are often barriers to acceptance.
7. To spend sustained amounts of time with service users whose behaviour may be aggressive and hostile, who may have poor verbal communication skills and self-care and special physical and/or mental needs.
8. To be mindful of the needs of individuals and families from a wide range of racial, cultural, sexual, religious and social backgrounds and, with service users and colleagues, co-produce innovative ways of communicating and working across language and cultural barriers.
9. Where appropriate, provide expert advice regarding the pharmacological management of mental health patients to non-mental health professionals, seeking clinical guidance from the designated Consultant Psychiatrist/GP in relation to any specific prescribing advice.
10. Be required to work in conjunction with individual members of the primary care team, patients and carers to develop personalised relapse/crisis plans
11. Develop systems of engagement with key 3<sup>rd</sup> sector partners to identify and promote access to mainstream activities.
12. Demonstrate a high standard of record keeping and documentation with adherence to Trust policy and an understanding of professional guidelines and application of confidentiality.
13. Work with colleagues to develop and promote the service philosophy, framework of care delivery and strategic objectives, taking responsibility for specific areas of policy and strategy delivery.

14. Work with colleagues to develop clinical expertise and high standards of professional practice.
15. Deliver care that is evidence based, reflecting current best practice and research, demonstrating clinical excellence and high standards of professional practice to other staff.
16. 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.
17. The post holder, in carrying out the above clinical work will identify the themes/training needs that emerge within the wider primary care team. The post holder will work with others as part of the MINT hub to put together training packages, and support the delivery of training.

### **Workforce**

1. Be required to make clear autonomous decisions, with close support and supervision from more senior clinical staff, based on an analysis of complex presenting problems and judgement about available options. This will include decisions related to the management of care with the primary care setting.
2. The post holder will work with relevant Psychiatrists and GPs and key members of the primary care team to map out the caseload and define the (clinical) needs of each patient. Within this work identify the patients who could be managed in primary care. At this stage, a provisional time period for that management on a case by case basis would be determined.
3. Participate in structured clinical supervision in accordance with Trust policies and procedures. As this integrated offer expands in coming years, you may have direct supervisory responsibility for a Band 5 Primary Care Mental Health Worker whose role is aligned to the network you are based within. You will also be expected to take responsibility for the supervision of others in non-mental health settings working with patients with mental health conditions.
4. Work alongside other members of the primary care teams in the networks and attend/contribute to identified case discussions and team meetings, presenting complex cases for discussion where relevant (including ICP Meetings) and visit patients in their own home as needed.
5. 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 primary care.
  - 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.
6. The post holder will work very closely within the Network they are aligned to within their borough and will liaise with key clinicians from that Network to work at an operational level across the Network.

7. They will identify the necessary protocols that come out of the above work, that go beyond the safe discharge protocols.
8. Further and substantial development of shared care protocols

## **Partnerships**

### **Communications and Relationships**

1. Record all consultations in the GP system
2. There will be a need to develop clear interfaces with a range of services in primary care and the community as well as a range of services within mental health.
3. To provide knowledge of social support available and of the partnership suppliers whether voluntary sector or others
4. To communicate assessment results and care plans to patients, carers, GPs and other staff in Primary Care
5. Demonstrate the ability to develop and maintain good working relationships with colleagues within the team, the wider locality, and both the Mental Health and Acute Trusts.
6. Take an active role in seeking carer and patient feedback.

## **General**

1. Maintain and provide service activity data/statistical information as required inc CIS Audit of Mental Health Patients
2. Demonstrate respect, empathy and understanding of all patients and colleagues within the service, in accordance with the Trust policy for promotion of equal opportunities and cultural awareness.
3. Adhere to all West London Mental Health NHS Trust policies e.g. Human Resources policy, Health and Safety Policy, all Clinical Policies and Procedures
4. There is an expectation to work flexibly across a range of bases throughout the working week, including Trust buildings and GP surgeries

## **General Information**

### **Review of this job description**

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder on a regular basis. You may be required to work at other locations within the Trust as determined by the duties of your post. You may be required to undertake any other duties at the request of the line manager which are commensurate with the role, including project work, internal job rotation and absence cover.

### **General**

- The post holder may be required to work at any of the Primary Care and Trust's sites in line with the service needs.
- The post holder must at all times carry out his/her responsibilities with due regard to the Trust's Equal Opportunities Policy.
- This job description describes responsibilities, as they are currently required. It is anticipated duties will change over time and the job description may need to be reviewed in the future.
- 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. Objectives will be set between the West London and Primary Care teams and the Practitioner.

### **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 1998, the Caldicott principles and the common law duty of confidentiality. The post holder must follow the record keeping guidelines established by the Trust to ensure compliance with the Freedom of Information Act 2000.

### **Data Protection Act**

All staff who contributes to patients' care records are expected to be familiar with, and adhere to, the Trust's Standards of Records Keeping. Staff should be aware that patients' care records throughout the Trust will be subject to regular audit.

All staff who have access to patients' care records have a responsibility to ensure that these are maintained efficiently and that confidentiality is protected in line with the Trust's Code of Confidentiality.

All staff has an obligation to ensure that care records are maintained efficiently and that confidentiality is protected. Staff are also subject to this obligation both on an implied basis and also on the basis that, on accepting their job description, they agree to maintain both patient / client and staff confidentiality.

In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with the Data Protection Act.

### **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.

All employees are required to participate in the annual Personal Development Review activities and any associated training and/or learning opportunities.

### **Systems and IT skills requirements**

All Trust staff needs to have the essential IT skills in order to use the Trust Clinical Information System as well as other required IT related applications in their jobs. Initial and on-going IT applications and IT skills training will be provided to underpin this requirement.

## **Health & safety**

All staff must comply with all Trust Health & Safety Policies and Procedures. 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.

Employees must contribute to a healthy and safe working environment by adhering to health and safety regulations and Trust policies. Employees must act in a responsible manner to ensure the care of their own health and safety and that of others who may be affected by their omissions at work.

Employees must co-operate with the employer insofar as is necessary to enable Health and Safety duties or requirements to be performed and complied with. Employees must not intentionally or recklessly interfere with, or misuse anything that is provided in the interest of the health, safety and welfare of staff, patients and the general public.

## **Professional registration**

- i) If you are employed in an area of work which requires membership of a professional body in order to practice (e.g. Nursing & Midwifery Council for nurses), it is a condition precedent of your employment to maintain membership of such a professional body. It is also your responsibility to comply with the relevant body's code of practice. Your manager will be able to advise you on which, if any, professional body of which you must be a member.
- ii) You are required to advise the Trust if your professional body in any way limits or changes the terms of your registration.
- iii) 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.
- iv) 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. Furthermore throughout your employment with the Trust, you are required on demand by your manager to provide him or her with documentary evidence of your registration with any particular professional body or in respect of any required qualifications.

## **Risk management**

All Trust employees are accountable, through the terms and conditions of their employment, professional regulations, clinical governance and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required.

All staff has a responsibility to manage risk within their sphere of responsibility. It is a statutory duty to take reasonable care of their own safety and the safety of others who may be affected by acts or omissions.



All managers throughout the organisation 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.

Managers are responsible for implementing and monitoring any identified risk management control measures within their designated area/s and scope of responsibility. In situations where significant risks have been identified and where local control measures are considered to be potentially inadequate, managers are responsible for bringing these risks to the attention of the Clinical Risk Management Group and Strategic Risk Management Committee if resolution has not been satisfactorily achieved.

### **Infection Control**

All Trust staff are responsible for protecting themselves and others against infection risks. All staff regardless of whether clinical or not are expected to comply with current infection control policies and procedures and to report any problems with regard to this to their managers. All staff undertaking patient care activities must attend infection control training and updates as required by the Trust.

### **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. Staff should conform to the requirements of the Standing Orders, Standing Financial Instructions or other financial procedures including the Code of Conduct and Accountability and the Fraud and Corruption Policy.

### **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**

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, with colleagues and all those who have dealing with the Trust including patients, relatives and suppliers.

### **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, part time working status and real or suspected HIV/AIDS status and is not placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable.

All employees have responsibility to ensure their practice adheres with both legislation and policies. West London Mental Health Trust and its staff have legal duties under the Human Rights Act 1998. All public authorities have a legal duty to uphold and promote human rights in everything they do. It is unlawful for a public authority to perform any act which constitutes discrimination.

### **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.

### **Waste disposal**

All staff must ensure that waste produced within the Trust is segregated and disposed of in such ways that control risk to health, or safety of staff and the public alike in accordance with relevant legislation and procedures contained within the Trust policy

## Person Specification

	Essential	Desirable
Qualifications and Training	<ul style="list-style-type: none"> <li>Professional qualification in mental health e.g. Occupational Therapy, Social Work or Mental Health Nursing (RMN) with current NMC/HCPC registration or Psychology as accredited by the BPS. Professional registration with the Health and Care Professions Council</li> <li>Doctoral level training in clinical or counselling psychology as accredited by the BPS, and HPC registration as a Practitioner Psychologist under the relevant domain</li> <li>A recorded/registered qualification in one of the following – psychology, nursing, social work, occupational therapy, arts therapy and registration with the appropriate body for that profession</li> </ul>	<ul style="list-style-type: none"> <li>Educated to degree or Diploma level with other courses relevant to primary care mental health services e.g. CBT, Brief Solution Focussed Therapy etc.</li> <li>RGN/physical health qualification</li> <li>Evidence of recent and on-going relevant further professional development</li> <li>Attendance at specialist short courses relevant to the post (e.g. MBT or DBT, Trauma Informed Care, Group Approaches)</li> </ul>
Experience	<ul style="list-style-type: none"> <li>Experience of work in the NHS, PCNs or outreach work, or local engagement work (e.g. youth worker, mentoring, peer support etc.), experience of working in voluntary sector, working in community groups.</li> <li>Experience of working in General Practice</li> <li>Experience of working with Complex Emotional Needs (previously termed Personality Disorders)</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of experience in a Band 6 position or equivalent</li> <li>Experience of case finding</li> <li>Experience of working in GP</li> </ul> <p>Experience of working within a multi-disciplinary team</p> <ul style="list-style-type: none"> <li>Experience of conducting audit, evaluation or research <ul style="list-style-type: none"> <li>Other relevant post registration experience</li> </ul> </li> <li>Work with behaviours that challenge services</li> <li>Experience of teaching/training in a formal or informal setting</li> </ul>

	<ul style="list-style-type: none"> <li>• Work with client groups with serious mental health problems:</li> <li>• mental health care and/or</li> <li>• working with carers and/or</li> <li>• delivering therapeutic group interventions and/or</li> <li>• working in MDTs and/or</li> <li>• Work in multi-cultural settings and work with interpreters</li> <li>• Mental health issues as a service user or carer</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in a primary care setting/ social care/ voluntary sector</li> <li>• Experience of supervising junior staff within own and/or other disciplines</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>• Basic understanding of health care systems and structures: staffing, roles and responsibilities, the role of hospitals, primary care and community care</li> <li>• Team/self-management and organisation skills that enable a number of complex activities and clinical work to be undertaken, revising and adjusting these according to the needs of individual patients and the service</li> <li>• Knowledge of counselling skills/cognitive behavioural skills, psychosocial interventions</li> <li>• Knowledge of recovery approaches as used with those with mental health conditions</li> <li>• Work with people from a wide range of backgrounds</li> <li>• Contain and work with organisational stress and able to hold the stress of others</li> <li>• Manage effectively exposure to distressing/highly emotional circumstances</li> <li>• Manage effectively verbal aggression from service users, families, etc. and the risk of physical aggression</li> <li>• Respectful and collaborative approach to service users, families, carers, colleagues and other professionals</li> <li>• Able to negotiate and ability to handle confrontation effectively and professionally</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to interpret research and apply to practice</li> <li>• Specialist knowledge of mental health conditions as well as their relationship to physical disorders</li> <li>• Understanding of NHS England's plans with regard to Primary Care Networks.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to engage challenging and/or acutely distressed patients in potentially hostile and/or antagonistic situations and use de-escalation techniques effectively</li> <li>• Assessment and treatment of Deliberate Self Harm</li> <li>• Risk assessment/management and crisis intervention skills</li> <li>• Use of psychosocial assessment methods</li> <li>• Higher level communication skills, both written and oral</li> <li>• Sufficient clinical knowledge to be able to make autonomous decisions, based on an analysis of complex presenting problems and judgement about available options, with senior clinical support/supervision</li> </ul>	
Operational	<ul style="list-style-type: none"> <li>• Computer literate</li> <li>• Being able to work flexibly across local environments</li> <li>• Awareness of diversity of cultural norms and being able to respond to this appropriately</li> <li>• Concentrate intensely for a substantial proportion of working time, during client contact, teaching/supervision sessions, team meetings, preparing written work etc.</li> <li>• Use IT packages – word processing, e-mail and internet, Excel and Access</li> <li>• Ability to use or learn NHS clinical systems</li> <li>• Work cross-culturally and/or in different languages</li> <li>• Work to professional guidelines</li> <li>• Accept accountability for own work, and of working towards defined results</li> <li>• Plan, organise and prioritise own workload</li> <li>• Record and report on clinical information as required</li> </ul>	<ul style="list-style-type: none"> <li>• Use IT packages-, SPSS,</li> </ul>



<p>Personal Qualities</p>	<ul style="list-style-type: none"> <li>• Ability to influence without authority</li> <li>• Work as part of a team spread across multiple locations operating with a matrix structure</li> <li>• Ability to work effectively, timely and independently</li> <li>• Ability to frequently work under pressure and maintain intense concentration, particularly in unpredictable situations where there will be exposure to highly distressed and/or disturbed patients, often exhibiting challenging behaviours and the risk of physical violence</li> <li>• Ability to meet deadlines</li> <li>• Commitment to equal opportunities</li> <li>• Ability to accept constructive feedback</li> <li>• Self-motivated, able to work autonomously and independently with confidence when required.</li> <li>• Exercise initiative, flexibility and tact and self-awareness</li> <li>• Willing to use peer and group supervision creatively</li> <li>• Be able to work flexibly if required</li> <li>• Be aware of the limitations in your competencies and seek appropriate senior advice and leadership.</li> </ul>	<ul style="list-style-type: none"> <li>• Personal experience of a mental health condition</li> </ul>
---------------------------	---	--



## General Information

### Review of this job description

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder on a regular basis. You may be required to work at other locations within the Trust as determined by the duties of your post. You may be required to undertake any other duties at the request of the line manager which are commensurate with the role, including project work, internal job rotation and absence cover.

### General

- The post holder may be required to work at any of the Trust's sites in line with the service needs.
- The post holder must at all times carry out his/her responsibilities with due regard to the Trust's Equal Opportunities Policy.
- This job description describes responsibilities, as they are currently required. It is anticipated duties will change over time and the job description may need to be reviewed in the future.
- 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 1998, the Caldicott principles and the common law duty of confidentiality. The post holder must follow the record keeping guidelines established by the Trust to ensure compliance with the Freedom of Information Act 2000.

### Data Protection Act

All staff who contribute to patients' care records are expected to be familiar with, and adhere to, the Trust's Standards of Records Keeping. Staff should be aware that patients' care records throughout the Trust will be subject to regular audit.

All staff who have access to patients' care records have a responsibility to ensure that these are maintained efficiently and that confidentiality is protected in line with the Trust's Code of Confidentiality.

All staff has an obligation to ensure that care records are maintained efficiently and that confidentiality is protected. Staff are also subject to this obligation both on an implied basis and also on the basis that, on accepting their job description, they agree to maintain both patient/client and staff confidentiality.

In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with the Data Protection Act.

### 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.

All employees are required to participate in the annual Personal Development Review activities and any associated training and/or learning opportunities.

### **Systems and IT skills requirements**

All Trust staff needs to have the essential IT skills in order to use the Trust Clinical Information System as well as other required IT related applications in their jobs. Initial and on-going IT applications and IT skills training will be provided to underpin this requirement.

### **Health & safety**

All staff must comply with all Trust Health & Safety Policies and Procedures. 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.

Employees must contribute to a healthy and safe working environment by adhering to health and safety regulations and Trust policies. Employees must act in a responsible manner to ensure the care of their own health and safety and that of others who may be affected by their omissions at work including, where relevant, capability to successfully complete PMVA training.

Employees must co-operate with the employer insofar as is necessary to enable Health and Safety duties or requirements to be performed and complied with. Employees must not intentionally or recklessly interfere with, or misuse anything that is provided in the interest of the health, safety and welfare of staff, patients and the general public.

### **Professional registration**

- i) If you are employed in an area of work which requires membership of a professional body in order to practice (e.g. Nursing & Midwifery Council for nurses), it is a condition precedent of your employment to maintain membership of such a professional body. It is also your responsibility to comply with the relevant body's code of practice. Your manager will be able to advise you on which, if any, professional body of which you must be a member.
- ii) You are required to advise the Trust if your professional body in any way limits or changes the terms of your registration.
- iii) 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.
- iv) 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. Furthermore throughout your employment with the Trust, you are required on demand by your manager to provide him or her with documentary evidence of your registration with any particular professional body or in respect of any required qualifications.

### **Risk management**

All Trust employees are accountable, through the terms and conditions of their employment, professional regulations, clinical governance and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required.

All staff has a responsibility to manage risk within their sphere of responsibility. It is a statutory duty to take reasonable care of their own safety and the safety of others who may be affected by acts or omissions.

All managers throughout the organisation 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.

Managers are responsible for implementing and monitoring any identified risk management control measures within their designated area/s and scope of responsibility. In situations where significant risks have been identified and where local control measures are considered to be potentially inadequate, managers are responsible for bringing these risks to the attention of the Clinical Risk Management Group and Strategic Risk Management Committee if resolution has not been satisfactorily achieved.

### **Infection Control**

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

### **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. Staff should conform to the requirements of the Standing Orders, Standing Financial Instructions or other financial procedures including the Code of Conduct and Accountability and the Fraud and Corruption Policy.

### **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**

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, with colleagues and all those who have dealing with the Trust including patients, relatives and suppliers.

### **Valuing Diversity and 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, part time working status and real or suspected HIV/AIDS status and is not placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable.

All employees have responsibility to ensure their practice adheres with both legislation and policies. West London Mental Health Trust and its staff have legal duties under the Human Rights Act 1998. All public authorities have a legal duty to uphold and promote human rights in everything they do. It is unlawful for a public authority to perform any act which constitutes discrimination.

### **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.

### **Waste disposal**

All staff must ensure that waste produced within the Trust is segregated and disposed of in such ways that control risk to health, or safety of staff and the public alike in accordance with relevant legislation and procedures contained within the Trust policy