



Job Description

Job Title: Specialist Paramedic Mental Health (Paramedic Mental Health)
Reference No: YAS 1455
Department: Emergency Operations
Base: Trust Wide
Band: Band 7

Organisational Relationships

Responsible to: **Operational:** Area Operations Manager/ Team Leader
Clinical: Advanced Paramedic Mental Health

Accountable to: **Operational:** Head of Operations
Clinical: Area Consultant Practitioner

Responsible for: The provision of clinical practice and clinical leadership in emergency care, in the pre-hospital setting and clinical leadership, supervision and support within the EOC.

Organisational Chart



Organisational Values

You will share a commitment to our values:

Kindness
Respect
Teamwork
Improvement



Job Role Summary

Specialist Paramedic Mental Health (SPMH) are level 7 practitioners and can work to the full scope of practice. Paramedic Mental Health (PMH) is the title used during development and training as the clinician transitions to specialist practice. Paramedic Mental Health is a non-substantive role and clinicians are required to successfully complete the specialist practice pathway.

Paramedics operate at the Specialist Paramedic level, providing enhanced clinical support and supervision of staff across a range of incidents within the pre-hospital environment. The SPMH will work on the Mental Health Response Vehicles (MHRVs), rotate into the Emergency Operations Centre (EOC) to provide support to patients over the phone and to crews on scene where necessary, and undertake rotation into partner organisations including primary care, crisis teams and third sector providers to continue their own development and support with closer working relationships.

Working with a greater autonomy, the post holder will provide enhanced clinical management and coordinate the care of patients with complex and challenging healthcare needs, responding to patients with acute or critical illness, serious injury or major trauma in emotive and demanding situations or environments. The Specialist Paramedic Mental Health will support patients experiencing mental health crisis when they need a response (either telephone or face to face from the ambulance service).

Utilising their clinical skills and knowledge required of the role, the post holder is responsible for the competent assessment, diagnosis, care, treatment and referral and/or transport of patients and their carers/relatives in emergency or life-threatening situations.

SPMHs will respond to emergency calls as directed by EOC using a range of appropriate transport platforms, responding as a primary response, co-responder or additional resource.

The post holder will be clinically responsible for ensuring their own safe and effective clinical performance, and demonstrate excellence in clinical leadership through role modelling values and professional standards and mentorship in practice.

In order to carry out these duties, the post holder will work in a reliable, safe and professional manner, in accordance with the policies, procedures and standards of Yorkshire Ambulance Service NHS Trust.

The post holder will

- undertake responsibilities as a specialist paramedic mental health in the community in the 999 setting, MHRV, emergency care settings, and within MH partner organisations.
- work flexibly undertaking in agreement with the Line Manager, other work as required which is commensurate with the grade of the post and the skills of the post holder.
- attend HM courts and Coroner's court when required.

Training requirements

The PMH/SPMHs will be required to complete a PGDip qualification for the role. This will be delivered through an Emergency Care Practitioner Apprenticeship programme for Mental Health at Sheffield Hallam University and the qualification will result in a PGDip in Specialist Practice.



The post title will be 'Paramedic Mental Health' during training, and then 'Specialist Paramedic Mental Health' once training is completed and the individual has passed the CASP process as a level 7 specialist practitioner.

Core Responsibilities

Communication and Relationship Responsibilities

- Develop working relationships with colleagues, peers and operational/clinical managers across all directorates and divisions within the Trust as appropriate to undertake the role.
- Develop working relationships with external organisations in order to access support for patients and to positively promote the Trust and the role of Paramedics.
- Required to communicate effectively with a wide range of people on a day-to-day basis in highly complex, sensitive and difficult matters utilising persuasive, motivational, negotiating, and empathetic and reassurance skills on a frequent basis.

The post holder will be required on a regular basis to communicate with people who may be experiencing significant distress and in situations which are complex, and highly charged.

Analytical and Judgemental Responsibilities

- Required to work as a coPMH/SPMH attending emergency incidents and must undertake dynamic risk assessment to ensure the safety of self and others.
- Utilise enhanced clinical skills and knowledge in the assessment and management of patients in mental health crisis, or with serious/life-threatening illness, major trauma or requiring resuscitation, supported by Trust Standard Operating Procedures (SOPs), Patient Group Directions (PGDs) and Clinical Guidelines.
- Be able to exercise your own professional judgement whilst acting within the Trust's clinical guidelines.

Planning and Organisational Responsibilities

- Manage the care requirements of the situation; assessing and triaging patients and advising and directing the public accordingly.
- Acting as a point of contact for the MHRV whilst on shift.
- Working in EOC, acting as a central point of clinical support, providing remote clinical advice and decision-support to clinicians across the Trust, in relation to urgent and emergency care; working to defined SOPs and guidelines.
- **Whilst working on placement in MH trusts to at all times act with in accordance with YAS values and via any honorary contacts in place with the values of partner organisations.**

Policy and Service Development Responsibilities



- Promoting a positive safety culture through contribution to the development of policies, procedures, guidelines and checklists that promote safe systems of work and mitigate risk.
- Contribute to the development of evidence-based standard operating procedures, clinical guidelines and care pathways, to improve patient care and patient experience.

Financial, Physical and Information Resource Responsibilities

- Undertake vehicle checks to ensure roadworthiness, reporting any defects or damage accordingly.
- Drive Trust vehicles in accordance with Trust policy, the standards for emergency ambulance driving guidelines and current legislation.
- Ensure vehicles are checked and restocked with equipment according to vehicle inventory, completing relevant documentation.
- Correctly manage medicines (including controlled drugs) in line with Trust policies, procedures and guidelines.
- Maintain security of all Trust vehicles and premises at all times.
- Use all Trust equipment, facilities and premises in a careful and appropriate manner, with due regard for the security of such items and the safety of self and others.
- Comply with Health and Safety at Work legislation and the Trust's policies and procedures to maintain a safe working environment, including use of the personal protective equipment where supplied.

Research and Audit Responsibilities

- Participate in relevant service evaluation and improvement processes, including clinical audit, as directed.
- Positively promoting the service, through reporting and collecting evidence, that highlights the impact of the service on patient outcomes and experience.
- Provide support and information to other roles and services about specialist paramedic contribution to patient care.
- Undertake project related tasks as directed.
- Contributing to development and maintenance of an organisational culture in accordance with YAS values and behaviour framework.

Leadership, Management, Training and Supervision Responsibilities

The post holder will support the development of self and others by;

- Providing mentorship and support to any clinician or non clinician as required.
- Supporting the delivery of training and development activities across the organisation within their area of expertise and capability.
- Proactively taking responsibility for driving personal continuous professional development, including active participation in personal development reviews.
- Participating in self-appraisal and contribute to the development of others through clinical supervision, mentorship, peer support and reflective practice.



- Demonstrating clinical leadership through role modelling professional behaviours that influence the provision of high clinical standards and promote exemplary behaviours in others.
- Providing clinical leadership in the absence of more senior clinicians (Advanced or Consultant Paramedics) on scene, assuming clinical primacy and providing support and direction to other clinicians who are working to provide care to the patient.
- Undertaking all mandatory training required for the role.
- Undertaking any statutory training, recertification and patient care training as required by their Trust scope of practice and the discrete professional and statutory regulatory bodies.
- Developing and maintaining a personal professional portfolio to underpin, and evidence their professional scope of practice and continuing professional development, as required by the Trust and professional regulatory body.
- Maintaining fitness to practice in line with the requirements of the professional regulatory body.
- Undertaking at least one personal development review per annum.

Patient Care

The post holder will safely and effectively manage patient care, ensuring they;

- Provide a Trust-wide specialist source of experience and knowledge around mental health issues and crisis.
- Undertake an enhanced assessment of patients with complex health needs, ensuring that care is planned to best meet these needs in the pre-hospital setting.
- Consider the assessment and examination findings of other clinicians in order to ensure that the proposed care pathway and / or interventions meet the needs of the patient.
- Constructively influence and where necessary, direct the treatment options selected by staff at scene when there is a need to do so.
- Through clinical leadership and supervision, empower others to lead the care of patients where appropriate; supporting and mentoring those still developing their clinical skills, knowledge and experience through clinical practice on frontline duties or working in EOC.
- Communicate care decisions to other clinicians clearly and concisely, with a well-reasoned, clinically-focused rationale.
- Follow a structured process for clinical referral and handover e.g. SBAR / ATMIST, where necessary.
- Exercise your own clinical judgement to assess, diagnose, treat, refer and/or discharge patients with undifferentiated injury and/or illness.
- Apply enhanced knowledge, make balanced and pragmatic decisions relating to end of life care and futility of resuscitation; placing the patient's best interests and wishes at the heart of such decisions.
- Operates with an enhanced scope of clinical practice, following national guidance and Trust Clinical Practice Guidelines (CPGs) and Standard Operating Procedures (SOPs) to deliver care urgent and emergency care patients.
- Administer medications in line with Trust medicines management policy, JRCALC guidance and Trust Patient Group Directions (PGDs).



- Provide specialist clinical advice and decision-support either face-to-face or remotely in EOC, using decision-support tools where relevant and necessary.
- Maintain accurate records in accordance with the Trust's record keeping policy and understand information governance responsibilities that are applicable to you in your role.
- Assist in patient moving and handling in emergency and non-emergency situations, in line with local policy and statutory guidelines, utilising appropriate equipment.
- Deal with patients, relatives and the public in a calm, caring and professional manner, treating them with dignity and respect at all times. This may often be in difficult, hostile or highly emotive situations, whilst considering the patient's best interests and Mental Capacity Act.

Corporate Responsibilities

- It is the responsibility of each member of staff to ensure that they maintain the confidentiality and security of all information in accordance with the requirements of the Data Protection Act 1998 and the principles of Caldicott.
- Managers should also ensure that their staff are aware of their obligations under legislation such as the Freedom of Information Act 2000; Computer Misuse Act 1990, and that staff are updated with any changes or additions relevant to legislation.
- Staff must be aware of and adhere to the provisions of the Health and Safety at Work Act and to ensure their own safety and the safety of colleagues and patients.
- Mandatory training requirements that are relevant to the post must be decided during Personal Development Review and a training plan developed.
- Staff should be aware of their individual responsibilities under the Equal Opportunities Policy and ensure that they adhere to the provisions of the policy.
- Individuals are required to comply with the policies, procedures and protocols in place within the Trust.
- This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the post. It may be subject to change in the light of developing organisational and service needs and wherever possible change will follow consultation with the post holder.

Safeguarding Children

- To recognise and report to the appropriate authorities any concerns regarding Child Protection issues to include possible child abuse.
- Under section 11 of the Children Act 2004 all NHS staff must ensure that their functions are discharged with regard to the need to safeguard and promote the welfare of children [Working Together to Safeguard Children \(workingtogetheronline.co.uk\)](http://workingtogetheronline.co.uk)

Safeguarding Adults



- To recognise and report to the appropriate authorities any concerns regarding Vulnerable Adult issues to include social care and mental health.

All staff must comply with mandatory training requirements and ensure that adult safeguarding is embedded as an essential part of their daily practice.

For Administrative Purposes only:	
Prepared by:	Arfan Ahmed Programme Manager
Sign off by:	Lesley Butterworth
Approval Date:	
Review Date:	17.2.28



Person Specification

Assessment method key: A-Application I-Interview R-Reference C-Clinical Assessment P-Portfolio

Factors	Description	Essential/ Desirable	Assessment Method
Skills / Competencies	<ul style="list-style-type: none"> Excellent communication skills 	Essential	A, I
	<ul style="list-style-type: none"> Ability to apply enhanced patient assessment and clinical reasoning, underpinned by knowledge and experience in order to formulate appropriate plans of care 	Essential	C, I, R
	<ul style="list-style-type: none"> Ability to safely and effectively use a range of near-patient diagnostic tools, interpret the findings and apply these to the development of the diagnosis and management plan 	Essential	C, I, R
	<ul style="list-style-type: none"> Able to undertake enhanced interventions in accordance with the Scope of Practice for Specialist Paramedic Mental Health 	Essential	C, I, R
	<ul style="list-style-type: none"> Ability to complete documentation in a concise and professional manner 	Essential	I, R
	<ul style="list-style-type: none"> Able to adhere to Medicines Management Policy, procedures and patient group directions 	Essential	I, R
	<ul style="list-style-type: none"> Demonstrates attitudes and behaviour which enhances the experience of the patient 	Essential	A, I, R
	<ul style="list-style-type: none"> Ability to assess, minimise and manage risks and to defuse stressful situations and aggressive patients and to have developed personal stress management techniques 	Essential	I, R
	<ul style="list-style-type: none"> Willingness to clinically supervise paramedics and other clinical staff when required 	Essential	A, I
	<ul style="list-style-type: none"> Confident to work jointly and make decisions 	Essential	I, R
	<ul style="list-style-type: none"> Positively contributes to patient safety and understands the importance of openness and reporting of incidents as a driver to organisational learning 	Essential	A, I, R
	<ul style="list-style-type: none"> Willing to support the development of clinical governance, review and develop policies and guidelines 	Essential	A, I
	<ul style="list-style-type: none"> Comply with Duty of Candour laws as outlined in the Francis Report 	Essential	A, I



Qualifications / Knowledge	<ul style="list-style-type: none"> Registered Paramedic that has completed the NQP programme 	Essential	A, I
	<ul style="list-style-type: none"> Holds or willingness to complete a Post Graduate Diploma in Advanced Clinical Practice around Mental Health 	Essential	A, I
	<ul style="list-style-type: none"> Full UK driving licence to include category C1. 	Essential	A, I
	<ul style="list-style-type: none"> Successful completion of advanced emergency driving training (legacy IHCD D1 and D2 or the level 3 certificate in emergency response ambulance driving and specific training for blue light response on RRVs/Cars 	Essential	A, I
	<ul style="list-style-type: none"> Willingness to undertake any statutory training, recertification/revalidation and additional clinical skills courses as required by YAS and the discrete professional and statutory regulatory bodies 	Essential	A, I
	<ul style="list-style-type: none"> Willing or able to meet the competencies defined in the Specialist Paramedic Mental Health Scope of Practice document 	Essential	A, I
	<ul style="list-style-type: none"> Teaching and/or mentoring qualification 	Desirable	A, I
	<ul style="list-style-type: none"> Demonstrates an understanding and application of the principles of Crew Resource Management (CRM) and Human Factors in operational and clinical environments 	Desirable	A,C, I
	<ul style="list-style-type: none"> Specialised knowledge, or desire to acquire such knowledge, in mental health. 	Essential	A,C, I
Experience	<ul style="list-style-type: none"> Significant experience of the emergency care settings 	Essential	A, I
	<ul style="list-style-type: none"> Experience of undertaking clinical supervision and mentorship in practice 	Essential	A, I
	<ul style="list-style-type: none"> Demonstrable portfolio of significant relevant and recent CPD 	Essential	A, I, P
	<ul style="list-style-type: none"> Experience of working as a solo responder 	Desirable	A, I
	<ul style="list-style-type: none"> Experience of working within EOC/Call Centre and/or remote clinical assessment setting 	Desirable	A, I
Values and Behaviours	<p>Kindness</p> <ul style="list-style-type: none"> As a Trust, we believe kindness is shown by caring, as we would care for our loved ones. <p>Respect</p> <ul style="list-style-type: none"> As a Trust, we believe respect is having due regard for the feelings, contribution, and achievements of others, adhering to the highest professional standards, even in the most challenging of circumstances. <p>Teamwork</p> <ul style="list-style-type: none"> As a Trust, we believe teamwork is working collaboratively and openly with colleagues, patients, volunteers, and partners, striving to achieve an exceptional standard in everything we do. 	Essential	A, I



	<p>Improvement</p> <p>As a Trust, we believe improvement is a commitment to learning, developing, and implementing best practice to deliver better care and services.</p>		
Personal / Other	<ul style="list-style-type: none"> • Ability to work within a multidisciplinary team • Ability to empathise with and reassure patients and their family members/ friends in crisis situations • Professional attitude and appearance • Reliable, conscientious, enthusiastic and self-motivating • Able to clinically supervise and mentor staff with a commitment to sharing knowledge and skills • Committed to personal and professional development • Committed to the development of the paramedic profession evidenced by membership of the College of Paramedics • Ability to communicate complex information with other healthcare professionals and Trusts • Understanding and commitment to equal opportunities • Willingness and ability to travel within geographical area of service 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>	<p>I</p> <p>I, R</p> <p>I, R</p> <p>I, R</p> <p>I, R</p> <p>I, R, P</p> <p>A, I</p> <p>I, R</p> <p>I, R</p> <p>I, R</p>



Job Risk Profile: Specialist Paramedic Mental Health

This role involves:	Details of Risk Level					Examples
	Yes	No	Rare	Occasional	Frequent	
Lifting Weights / objects between 6 – 15 kilos	X				X	Lifting patients when moving and transferring
Lifting weights / objects above 15 kilos	X				X	Lifting patients when moving and transferring
Using equipment to lift, push or pull patients / objects	X			X		Use of a patient carrying equipment i.e. stretcher
Lifting heavy containers or equipment	X				X	Lifting some equipment i.e. defibrillator or response bag
Running in an emergency	X				X	From vehicle to patient's side
Driving alone / with passengers / with goods	X				X	In MHRVs, Rapid Response Vehicles (RRVs) or in Double Crewed Ambulances (DCAs)
Invasive surgical procedures	X			X		
Working at height	X			X		During emergency situations
Concentration to assess patients / analyse information	X				X	Analyse complex clinical information during assessment
Response to emergency situations	X				X	Essential element of Specialist Paramedic Mental Health role
To change plans and appointments / meetings depending on the needs of the role	X			X		May be asked to work in different clinical environment depending on the needs of the service, i.e. EOC
Clinical Interventions	X				X	Paramedic interventions such as intravenous access, intubation, defibrillation
Informing patients / family / carers / stakeholders of unwelcome news	X				X	Dealing with unsuccessful cardiac arrests, or managing unwell patient's unrealistic expectations



This role involves:	Details of Risk Level					Examples
	Yes	No	Rare	Occasional	Frequent	
Caring for terminally ill patients	X				X	End of Life Care Patients frequently call 999 for support
Dealing with difficult family situations	X				X	Occasional family situation with hostile or unreasonable expectations
Caring for/ working with patients with severely challenging behaviour	X				X	Some 999 calling patients will have challenging behaviour.
Typing up of minutes / case conferences	X				X	Shift notes/ logs and any handover paperwork. Some occasional preparation of clinical governance case presentations
Clinical / hands on patient / client care	X				X	Essential requirements of patient facing role
Contacts with blood / bodily fluids	X				X	Wound care requiring appropriate closure
Exposure to verbal aggression	X			X		Occasional exposure to verbal aggressive patients, such as substance misuse
Exposure to physical aggression	X			X		Occasional exposure to verbal aggressive patients, such as substance misuse
Exposure to unpleasant working conditions dust / dirt / fleas	X				X	Living conditions of some patients
Exposure to harmful chemicals / radiation	X				X	Paramedic response to road traffic accident
Attending the scene of an emergency	X				X	Essential requirements of role
Food preparation and handling		X				
Working on a computer for majority of work	X			X		When working in the Emergency Operations Centre (EOC)
Use of road transport	X				X	