

Job Description

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| Post: | Access Team Practitioner |
| Band: | 6 |
| Location/Base: | Access Team |
| Responsible to: | Team Manager |
| Main Contacts: | GPs, Community and Primary Care Services, Multi-Disciplinary Teams |

Job Summary

- To work in a Single Point of Entry / Access team screening all referrals into the service.
- To work as part of the multi-disciplinary team within the Access Team to provide an effective and efficient response to referrals from GP's and other agencies within the primary care setting.
- To assess, risk manage and provide short term support for people experiencing mental health difficulties and appropriately refer on and signpost all patients referred who need assessment and / or follow up from mental health services.
- As part of the team to ensure the development of an effective interface between the team and other mental health services, and contribute to the development of the team's gateway and assessment role.
- To undertake comprehensive assessments of the health and social care needs of individuals who are referred to the service in addition to comprehensive risk assessments. To provide urgent assessment for individuals who present through the urgent care pathway with acute mental health needs. Following assessment to be responsible for identifying appropriate management plans, follow up care, referrals and fast tracking of patients into specialist services.
- To participate in the overall development of the service ensuring that the principles of Clinical Governance underpin all developments.
- It is expected that you will deliver care in accordance with all Pennine Care NHS Foundation Trust policies and procedures, the Mental Health Act and community care legislation.

Main Duties and Responsibilities

Clinical Work

- To triage all referrals that's made to the service as the single point of entry and first level gatekeeper to Mental Health services.

- To make onward referral to the most appropriate service to meet the individual needs of the service user following triage.
- To carry out a thorough assessment of the service users' current mental health problems and individual needs, including a risk assessment.
- To develop individualised packages of care for service users with mental health problems, including signposting where necessary, within the stepped care model (NICE, 2003), Fair Access to Care Services and the Care Programme Approach.
- To identify the need for protection in line with safeguarding children and the Protection of Vulnerable Adult Policy and to comply with statutory obligations.
- To liaise and negotiate with other professions, statutory and independent agencies to ensure the best possible service is provided to service users and carers.
- To evaluate systematically and record, outcomes of mental health assessments, adapting care on the basis of these outcomes.
- To involve family and carers in the assessment and care planning with service users consent.
- To provide education and appropriate self-help resources to patients specific to individual needs.
- To maintain accurate and up to date clinical documentation on all service user contacts, ensuring confidentiality at all times.
- To develop a thorough understanding of deliberate self-harm, suicide and possible management strategies.
- To possess a sound knowledge of issues surrounding violence and aggression and to be able to diffuse potentially difficult and volatile situations.
- To contribute to the establishment and review of policies, procedures and practice guidelines relating to the work of the Access and Crisis Service and the interface between primary, secondary and specialist Mental Health Services.
- To provide advice and information to non-mental health trained medical and nursing staff regarding the management of patients with mental health problems.
- To undertake evidence based practice.
- To observe and practice within the legal requirements of the Mental Health Act 1983.
- To maintain professional awareness by keeping abreast of changing trends in clinical / professional practice.
- To be aware of professional accountability, with due regard your professional Code of Conduct.

Research and Audit

- To ensure that the PARIS records are efficiently maintained.
- To contribute to audits as required, providing relevant data as required in line with performance monitoring targets.
- To record, monitor and inform of any unmet need.
- To participate in research opportunities as and when appropriate.

Education and Training

- To contribute to the ongoing training and development of non-mental health trained medical and nursing staff with regard to mental health issues in the Emergency Department and Acute Hospital wards
- To have effective presentation skills in order to positively promote the Access Team To participate in clinical and managerial supervision in accordance with Pennine Care NHS Foundation Trust policy.
- To provide mentorship, education and training to learners from a range of professional backgrounds.

Service Development

- To participate in monitoring and evaluation of the effectiveness of service delivery and contribute to developments relevant to mental health services.
- To take an active role in Working Groups and Service development initiatives when requested.
- To participate in the rota planning for the Service and ensure that the Team Manager is informed of any gaps in service provision.

Management and Personnel

- To provide clinical and peer supervision, advice and support to team members.
- To provide supervision for junior members of the team and facilitate the completion of their IPDR's
- To deal appropriately with clinical incidents, complaints etc from patients, relatives and members of the public, via line manager, in accordance with Trust policy.

This job description is not exhaustive, but is intended to give an overall picture of the role. Other duties within the general scope of the post may be required from time to time. The duties of the post and job description can be reviewed through the agreed process

General Duties of all post holders

- To undertake any other reasonable duty, which is appropriate to the band, when requested by Senior Staff.
- To be familiar with and comply with all Trust and departmental policies, procedures, protocols and guidelines.
- To be aware of and work towards the Trusts strategic goals.

Standards of Business Conduct

- The post holder will be required to comply with the organisations standing order and standing financial instructions and at all times, deal honestly with

the organisation with colleagues and all those who have dealing with the organisation including patients, relative and suppliers.

- The post holder must ensure that their behaviour and interests inside and outside work do not conflict with their Trust position, duties and/or responsibilities.
- The post holder must comply with and support the development of the performance standards within the service/department to ensure the service is responsive to and meets the needs of its customers.
- The post holder will be required to develop and maintain good working relationships with all patients, service users, staff, contractors and where appropriate, members of the public.
- The Trust aims to maintain the good will and confidence of its own staff, patients, service users, NHS contractors and the general public. To assist in achieving this objective it is essential that at all times, the post holder carries out their duties in a courteous, sympathetic and professional manner.
- All post holders who are members of a professional body must comply with standards of professional practice / conduct. It is the post holders' responsibilities to ensure they are both familiar with and adhere to these requirements and maintain their professional membership to the relevant body.

Equality and Diversity and Equal Opportunities

- The post holder must carry out all duties and responsibilities of the post in accordance with the Trust's Equal Opportunities and Equality and Diversity policies, avoiding unlawful discriminatory behaviour and actions when dealing with colleagues, service users, members of the public and all other stakeholders.
- The post holder must promote awareness of and respect for equality and diversity in accordance with Trust policies and procedures.
- The post holder is responsible for treating all staff, patients, service users, NHS contractors and the general public with dignity and respect at all times.

Safeguarding

- Appointments to regulated and controlled activities require an enhanced DBS disclosure.
- Pennine Care NHS Foundation Trust (PCFT) employees have a statutory duty to promote the welfare of children and young people and to protect adults; enabling them to live free from harm, abuse and neglect.
- Engagement with safeguarding training, in line with responsibilities, is mandatory for all PCFT employees. PCFT employees must familiarise themselves with policies and procedures and adhere to these.
- It is the responsibility of all staff to report safeguarding concerns and familiarise themselves with who to contact in order to do this or seek further guidance.

Professional and Personal Development

- The post holder must ensure that they are aware of their responsibilities by attending the Trust Mandatory Training and Induction Programme.
- The post holder will be involved in a formal appraisal and yearly conversations review with their manager at least every 12 months. Once performance / training objectives have been set, the staff member's progress will be reviewed on a regular basis, so that new objectives can be agreed and set, in order to maintain progress in the service delivery.
- The post holder will be expected to take responsibility for their own professional development and will be supported by the Trust to achieve development opportunities as appropriate.

Confidentiality and Information Governance

- Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to confidential documents and information relating to patients, service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the NHS unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence has been established.
- All information obtained or held during the post-holders period of employment that relates to the business of the Trust and its service users and employees will remain the property of the Trust. Information may be subject to disclosure under legislation at the Trust's discretion and in line with national rules on exemption.
- The post holder must maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately, appropriately and kept up to date. The post holder must only access information, whether paper, electronic or in other media, which is authorised to them as part of their duties.
- The post holder must work to the requirements of data protection laws as applicable to the UK, which includes the General Data Protection Regulations (GDPR).

Health and Safety at Work

- The post holder is required to take reasonable care of the health and safety of themselves and other persons who may be affected by their acts or omissions at work and to co-operate with the Trust in adhering to statutory and departmental safety regulations.
- The post holder is responsible for ensuring that they do not intentionally or recklessly misuse or interfere with anything provided in the interests of health safety or welfare e.g. misuse of equipment.
- The post holder is required to contribute to the control of risk and must report immediately, using the Trust Incident reporting system, any incident, accident or near miss involving patients, service users, carers, staff, contractors or members of the public.

- All Trust sites have been designated a no smoking area. The post holder is therefore advised smoking is not permitted within the hospital premises or grounds or whilst representing the Trust in the course of their duty. While the Trust will not discriminate against employing smokers, all prospective employees should be aware of this policy.

Infection Control

- Infection Prevention and Control is the responsibility of all Trust staff.
- All staff members have a responsibility to protect service users, visitors and employees against the risk of acquiring health care associated infections by consistently observing Trust Infection Prevention and Control Policies and procedures and best practice guidance in order to maintain high standards of Infection Prevention and Control.

Sustainability / Net Zero Carbon

Pennine Care are committed to sustainable development, social value and achieving the NHS Net Zero Carbon reduction targets. All employees must play their part and adhere to the principals in the Green Plan, this will ensure our services are efficient, sustainable and carbon emissions are reduced. As an employee you will be expected to conserve energy / water, minimise wastage in all formats, actively promote biodiversity and use sustainable transport whenever possible.

- **Energy:** Switch off non-essential electrical equipment / lighting when not in use. Report heating issues, building too hot / too cold to the Estates Team.
- **Water:** Do not leave taps running and report all drips, leaks, and condensation issues to the Estates Team.
- **Waste:** Follow the Trust waste policy – Reduce – Reuse – Recycle do not overorder equipment / medicines. Healthcare waste must be disposed of in line with the Trust's waste management policy.
- **Biodiversity:** Enhancing biodiversity has a wealth of positive outcomes for our colleagues, services users and the environment. Think of your site, can an area be improved to have a quality green space, specific planting for habitat improvement or the installation of a couple of bird boxes? Contact the estate team for further details
- **Transport & Travel:** Where possible lift share, cycle, walk or use public transport