

JOB DESCRIPTION

JOB TITLE:	Community Mental Health Nurse
BAND:	Band 5
DEPARTMENT:	Central Beds Primary Care Mental Health services
DIRECTORATE:	Bedfordshire & Luton Community Mental Health Services
REPORTING TO:	Senior Primary Care Mental Health Practitioner/ Link Worker (SPCMHP)
ACCOUNTABLE TO:	Operational Manager

JOB SUMMARY

- Allocated professional at the front door. Welcome call to all accepted request from triage.
- Attending MDT triage
- Making Contact with the service user in a timely Manner following from Triage to screen for risk effectively and to complete initial assessment.
- To be responsible for an identified community caseload, ensuring high standard of professional conduct to comply with best practice and professional accountabilities.
- To promote a service user focused service.
- Participate in audits and survey relevant to the team.
- To participate in development of new policies and procedures as required.
- Ensure that clients receive a culturally competent service.
- To co-ordinate the day-to-day activity and manage the workload of the Team.
- To ensure the legal requirements of the Mental Health Act (1983) and subsequent amendments are adhere to.
- To establish and maintain good relationships with service users, carers and voluntary sector colleagues.
- To provide best evidence practice to service users which complies with legislation, policies and procedures and relevant quality, governance and local and national guidelines.
- Liaise with General Practice and Primary Care colleagues to promote partnership working.
- Ensuring that the local demographics are taken into consideration for service provision and improvement

KEY RESPONSIBILITIES

1. Allocated professional at the front door. Welcome call to all accepted request from triage.
2. Attending MDT triage
3. Making Contact with the service user in a timely Manner following from Triage to screen for risk effectively and to complete initial assessment.
4. To be responsible for an identified community caseload, ensuring high standard of professional conduct to comply with best practice and professional accountabilities.
5. Ensuring that Covid-19 pandemic process is followed both staff and service users
6. To promote a service user focused service
7. Participate in audits and survey relevant to the team
8. To participate in development of new policies and procedures as required
9. Ensure that clients receive a culturally competent service
10. To co-ordinate the day-to-day activity and manage the workload of the Team
11. To ensure the legal requirements of the Mental Health Act (1983) and subsequent amendments are adhered to
12. To establish and maintain good relationships with service users, carers and voluntary sector colleagues
13. To provide best evidence practice to service users which complies with legislation, policies and procedures and relevant quality, governance and local and national guidelines.
14. Liaise with General Practice and Primary Care colleagues to promote partnership working
15. Ensuring that the local demographics are taken into consideration for service provision and improvement



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MAIN DUTIES AND RESPONSIBILITIES (DELETE IF NOT APPLICABLE)

Patient Care	<ul style="list-style-type: none"> To participate in the assessments and selection of potential clients ensuring that their physical/psychological and social needs are taken into account at all times. Seek to establish a therapeutic relationship with individual clients and their families To ensure that clients in the community with behavioural problems, e.g. violent or potentially violent clients are identified in caseload and that caution and care is taken when visiting such clients, if necessary organising joint visits and being mindful of the lone worker policy. To develop close links with relatives/carers and ensure that effective communication takes place especially when clients are admitted or being prepared for discharge from hospital and that all appropriate agencies are informed, so that follow-up care can take place.
Administration	<ul style="list-style-type: none"> To adhere to the Trusts policies on Record Keeping and Care Programme Approach. Ensure data is input accurately into the relevant information system
Management	<ul style="list-style-type: none"> To provide supervision to all support staff as required To mentor / supervise trainees as directed by deputy / team manager To coordinate the day-to-day activity and manage the workload of the team in the absence of the deputy/team manager
Performance and Quality	<ul style="list-style-type: none"> To adhere to Health & Safety requirements, including covid-19 pandemic guidelines. To be aware of the Trust Complaints Policy in order to promote excellence of service and consumer satisfaction. Awareness and understanding of effective use of risk management techniques Awareness of service standards/targets and ensure they are being met Knowledge of national and international best practice and innovation and implementation
Financial and Physical Resources	<ul style="list-style-type: none"> Assist in the effective communication and financial reporting to support the Team and Directorate Take responsibility for the safe use of equipment and resources within the workplace

JOB DESCRIPTION AGREEMENT

This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties and base of work may change to meet the needs of the service or because of the introduction of new technology. This job description may be reviewed from time to time and changed, after consultation with the postholder..





We care

We respect

We are inclusive

Statement on Employment Policies	
In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities:-	
Health and Safety	Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.
Equal Opportunities	<p>ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to ensure that all employees, users and providers of its services are treated according to their needs.</p> <p>For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.</p>
Dealing With Harassment/ Bullying In The Workplace	<p>The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying.</p> <p>The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or intimidation based on individual differences.</p> <p>Disciplinary action will be taken against any member of staff found to be transgressing the Dignity at Work Policy.</p>
No Smoking	To refrain from smoking in any of the organisations premises not designated as a smoking area. 'East London Foundation Trust is a Smokefree Trust – this means that staff must be smokefree when on duty or otherwise in uniform, wearing a badge or identifiable as ELFT staff or undertaking trust business.'
Alcohol	To recognise that even small amounts of alcohol can impair work performance and affect ones ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours in not permitted.
Confidentiality	<p>As an employee of the Trust the post-holder may have access to confidential information. The postholder must safeguard at all times, the confidentiality of information relating to patients/clients and staff and under no circumstances should they disclose this information to an unauthorised person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection Act 1998, Caldicott requirements and the Trust's Information and IM&T Security Policy.</p> <p>To safeguard at all times, the confidentiality of information relating to patients/clients and staff.</p>
	To maintain the confidentiality of all personal data processed by the

General Data Protection Regulation (GDPR)	<p>organisation in line with the provisions of the GDPR.</p> <p>As part of your employment with East London Foundation Trust, we will need to maintain your personal information in relation to work on your personal file. You have a right to request access to your personal file via the People & Culture Department.</p>
Safeguarding	<p>All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people and adults and to safeguard and promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.</p>
Service User and Carer Involvement	<p>ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work.</p>
Personal Development	<p>Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews.</p>
Quality Improvement	<p>The Trust encourages staff at all levels to engage in the Trust's approach to quality through quality improvement projects and quality assurance.</p>
Professional Standards	<p>To maintain standards as set by professional regulatory bodies as appropriate.</p>
Conflict of Interests	<p>You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.</p>
Risk Management	<p>Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.</p>
Personal and Professional Development/Investors in People	<p>The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan.</p>
Infection Control	<p>Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities: Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations.</p> <p>Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy. Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.</p>

PERSON SPECIFICATION

JOB TITLE:	Community Mental Health Nurse (RMN/RLDN)
BAND:	6
DEPARTMENT:	Hatters Health PCN
DIRECTORATE:	Luton
REPORTING TO:	Patience Moses (Operational Lead)
ACCOUNTABLE TO:	Izabela Spalding (Assistant Director for Luton)

ATTRIBUTES	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTON METHOD (S/I/T)
Education/ Qualification/ Training	<ul style="list-style-type: none"> Registered Nurse (Mental/ Learning Disability Nurse) 	Desirable	S/I
Experience	<ul style="list-style-type: none"> Working with people with mental health problems/learning disabilities within acute/ forensic setting Managing challenging and aggressive behavior. Working within a multidisciplinary team environment Experience of working in a multi cultural environment and knowledge of methods to develop culturally sensitive practice Experience of setting therapeutic boundaries with patients who exhibit challenging and high risk behaviours, that require advanced interventions to enable effective de-escalation Experience of working with people who have personality disorders Experience of working with people who self harm Experience of using creative and sophisticated interventions with patients in distress who use self harm as a means of communication Experience of working with patients who 	Desirable	S/I

	<p>have been abused</p> <ul style="list-style-type: none"> • Experience of racial awareness/diversity training and the ability to operationalise this. 		
Ability and Skills	<ul style="list-style-type: none"> • Good verbal and written communication skills appropriate to the needs of patients within a learning disabilities service • Ability to assess, plan, implement and evaluate care appropriate to the needs of with learning disabilities patients using evidence based approaches. • Understanding of de-escalation in the context of acute or Forensic nursing • Able to work systematically and objectively in an environment with patients who can present high risk behaviours • Able to manage time so that deadlines are met • Ability to recognize stress • Ability to work as part of a team. • Able to utilize a range of therapeutic interventions and frameworks to improve practice and service delivery • Able to communicate with patients who are distressed, angry and have difficulty in communicating this. • Able to work sensitively and compassionately with patients • Emotional Intelligence: • To understand the antecedents or factors that may have contributed to the patients current presentation • To understand how your own experiences or approach may impact on others • To demonstrate emotional intelligence and the ability to learn from situations or experiences in yours and others lives • To have the ability to 		S/I

	<p>understand your own and others feelings</p> <ul style="list-style-type: none"> To be able to empathise with a genuine awareness of why patients present or behave in a certain way 		
Knowledge	<ul style="list-style-type: none"> Care Programme Approach NMC Code of Conduct Current Developments in nursing Clinical supervision Single Assessment Process Essence of Care Care of Mentally Disordered Offenders Knowledge of risk assessment, ability to operationalize and teach others Knowledge of current learning theories, emotional intelligence framework, transactional analysis and reflective practice. Current professional developments in learning disabilities care. A clear understanding of user involvement initiatives within secure settings 	Desirable	S/I
Other	<ul style="list-style-type: none"> Motivated to providing the highest standards of care in a changing service Able to work on an internal rotation shift basis 	•	•

S: Shortlisting I: Interview T: Test