

# Job Description

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| **Post Title** | **Senior Nurse GMMH All age 24/7 Crisis Helpline** |
| **Band** | **7** |
| **Location/Base** | **Prestwich Old trust HQ** |
| **Responsible to** | **Team Manager** |
| **Accountable to** | **Operational Manager** |
| **Hours of Duty** | The postholder will be required to work 9am – 5pm. Monday to Friday, but flexible working will be required to meet service demand including at times weekends/nights. There is an expectation that the post holder will participate in out-of-hours management on call Rota’s in providing management cover for weekends and statutory holidays. The post holder will Lead on the NHS 111 Dial 2 for mental health as part of the GM Mental Health Urgent Triage Team (MHUTT) and will be expected to agile work between bases if the clinical need arises. |
| **Job Summary/Purpose**  The post holder will:   1. Provide clinical leadership, supervision, support, and consultation to staff within the MHUTT team. 2. Take the lead / offer support and guidance to team members on Safeguarding cases. 3. Work alongside the Clinical Team Managers to provide strong operational and quality focused leadership. 4. Implement quality improvement initiatives within the team with a focus on patient safety. 5. Complete audits to identify gaps in standards of care and devise SMART action plans to ensure improvements are made. 6. To work collaboratively with other services and shareholders to ensure best outcomes for service users. 7. Provide clinical leadership, supervision, support and consultation to the team and in line with relevant clinical pathway as outlined within the operational procedures. 8. Manage and evaluate a clinical documentation in line with relevant clinical pathways as outlined within the operational procedure and will include: -    1. Assessment    2. To support the service with any developmental requirements exhibiting a clear understanding of the NHS forward view.    3. Formulation of risk and safety planning.    4. Therapeutic intervention as required.    5. Signposting.    6. Close working with all colleagues    7. To be responsible for a complex caseload    8. To support junior members of staff with non-judgmental bias 9. Act as a shift co-Ordinator ensuring all staff are fully supported within the MHUTT system. 10. Deputize for the Team Manager in his/her absence and take on any delegated management duties as required. | |

**Main Duties & Responsibilities**

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| **Core Dimensions** | **Duty/Responsibility** | |
| **1) Communication** | 1.1 | To demonstrate high-level of communication skills at all levels. |
|  | 1.2 | To utilize highly developed interpersonal skills to facilitate effective |
|  |  | communication when barriers to understanding or in a |
|  |  | hostile, antagonistic or highly emotive situation. |
|  | 1.3 | To establish and maintain robust communication networks with |
|  |  | Service users, carers, team members, other health care and social care professionals inclusive of shared partnership working with NWAS/GMP and other external services. |
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|  | 1.4 | To promote awareness of the role of Inpatients within local service |
|  |  | area/team, GP practices and the wider community. |
|  | 1.5 | To promote awareness of the role of the Crisis Line across the GMMH footprint including crisis alternatives such as the crisis cafes/listening lounges. |
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|  | 1.6 | To represent the profession at local forums and meetings whilst always exhibiting a high standard of professionalism |
| **2) Clinical** | 2.1 | To demonstrate the application of specialist skills and knowledge in order to maintain professional competence and fitness to practice as a Senior Practitioner for Nursing.  To demonstrate clinical and practice expertise via interventions, supervision and modelling good practice.  To undertake and record comprehensive risk assessment, devise and implement risk assessment plans for service users found to be at risk to themselves or other people.  To provide direct evidence based therapeutic interventions as appropriate.  To take responsibility for managing a ring-fenced caseload of service users, with complex mental health needs. |
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| 3) Clinical & Social Care Governance & Quality | 3.1  3.2  3.4  3.5  3.6  3.7  3.8  3.9  3.10  3.11  3.12 | Ensure that service users and carers receive clear and accurate information on:   * How to access the service around the clock * Confidentiality * Access to Records * Their own Assessments and Care Plans * Mental Health conditions and medication * Service Publicity, including what they can expect from the service. * Crisis care pathway Resources. * Complaints and compliments procedures * How to access Advocacy Services   Establish quality standards relating to the service user and carer experience.  To be responsible, in conjunction with the Team Manager and other Senior Practitioners, for the local implementation of Directorate Action Plans.  Establish quality assurance systems to monitor and audit these standards. Undertake and participate in complaint investigations.  Undertake and participate in Serious Untoward Incident Reviews Utilise activity reports relating to the work of the service to ensure efficient and effective use of resources.  To participate in the local Clinical and Social Care Governance structure as required.  To undertake local audits and reviews in line with national/local standards and service developments as required.  To keep abreast of, apply and advise on national and professional guidelines/legislation relating to health and social care in mental health service provision...  To ensure that standards of nursing practice are maintained in accordance with the NMC Code of Professional Conduct and Trust policy and procedure. |
| 4) Service Management In conjunction with the Team Manager | 4.1  4.2  4.3  4.4  4.5  4.6  4.7  4.8 | Manage the workload of the service ensuring that appropriate systems are in place for:   * Clinical leadership over the MHUTT Service in conjunction with the NHS forward view. * Allocation, transfer, and discharge / closure of case responsibility   Ensure compliance with relevant legislation and statutory guidance within the framework of Care Programme Approach.  Ensure team compliance with relevant policies, procedures, protocols and guidelines.  Chair multidisciplinary clinical and business meetings, case planning meetings and reviews, including adult safeguarding strategy meetings and Best Interest Meetings.  Provide operational support in the Team Managers absence as required.  To lead on Team Management Reviews and take responsibility for implementing action recommendations arising. |
| 5) Policy/Service Improvement & Development | 5.1  5.2 | In conjunction with the Team Manager and other Senior Practitioners undertake responsibility for the continuous improvement of the service provided by recovery services.  In conjunction with the Team Managers identify opportunities for local service development and manage and lead the process of |

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|  | 5.3  5.4  5.5  5.6  5.7  5.8  5.9  5.10  5.11  5.12 | change.  In conjunction with the Team Managers identify unmet needs to support service planning and development.  In conjunction with the Team Managers lead on the drafting and implementation and review of operational policies and local procedures.  In conjunction with the Team Managers lead on the development of effective operational co-ordination with health and social care commissioners and providers and other stakeholder organisations. To comply with own Code of Ethics and Professional Conduct, Professional Standards and National, Trust and local Policies and Procedures.  To ensure the effective implementation of nursing strategy and policy initiatives.  To ensure, in conjunction with other Senior Practitioners that information about policy and strategy initiatives is cascaded within the team.  To ensure that all staff understand and adhere to all Trust policies and procedures.  To be responsible, in conjunction with the Team Manager, for the local implementation of Directorate Action Plans.  To support role in the implementation, development and evaluation of this service. |
| **6) Financial and Other Resources** | 6.1  6.2 | In conjunction with the Team Managers optimize the effective management of resources to support service delivery.  To exercise good personal time management, punctuality and consistent, reliable attendance. |
| **7) Human Resources** | 7.1  7.2  7.3  7.4  7.5  7.6  7.7 | In conjunction with the Team Managers, undertake responsibility for the team recruitment and selection process.  In conjunction with the Team Managers ensure that staff receive management and clinical supervision as per policy.  In conjunction with the Team Managers ensure that staff have an annual Appraisal and Personal Development Plan, in accordance with the Knowledge Skills Framework and identifying their developmental and training needs.  In conjunction with the Team Managers ensure that staff meet statutory training requirements  In conjunction with the Team Managers undertake responsibility for attendance management procedures as per Trust Policy.  In conjunction with the Team Managers undertake responsibility for monitoring the performance of staff, ensuring appropriate accountability and implementing competency and disciplinary procedures as appropriate, using the relevant GMMH policies and procedures. |
| **8)Service User, Carer and Stakeholder Involvement** | 8.1  8.2  8.3 | Promote a service philosophy that is strongly focused on patient centered care.  Ensure, as far as practicable, the full involvement of service users – and where appropriate, relatives and carers – in the assessment of their needs and the formulation and review of their care plans.  Promote service user and carer involvement in the recruitment, induction and training of staff |

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|  | 8.4  8.5  8.6  8.7  8.8 | Establish systems to elicit service user and carer views of the service and monitor user and carer satisfaction.  Promote service user and carer involvement in the evaluation and development of services.  Establish systems for the receipt and recording of complaints and compliments about the service.  Undertake responsibility for the resolution of complaints, implementing the complaints procedure where necessary.  Ensure effective liaison with health and social care commissioners and providers and other stakeholder organisations |
| **9) Learning, Education and Personal Development** | 9.1  9.2  9.3  9.4  9.5  9.6  9.7  9.8  9.9  9.10  9.11  9.12 | To take responsibility for own learning and development by recognizing and taking advantage of all opportunities to learn in line with NHS core competencies, including full participation in appraisal and supervision, and acting as role model for self-development.  To undertake staff appraisals and agree Personal Development Plans, utilizing the Knowledge & Skills Framework, in conjunction with the relevant team managers/professional leads.  To identify and facilitate the meeting of staff training needs, and feed these into the Directorate training data base.  Promote a learning environment and culture within the team which supports the professional development and effectiveness of the team.  Contribute to the delivery of specialist and multidisciplinary training, including the induction of new staff, students, and trainees in the service.  To provide professional leadership for staff within the team of the same professional background as the post holder.  To work closely with other senior practitioners and professional leads for other professions within the team in recruitment, annual appraisals, education and development.  To interpret national, regional and local initiatives, and make recommendations on their implementation.  To undertake staff appraisals and agree Personal Development Plans, utilising the Knowledge & Skills Framework, in conjunction with the Team Manager/Operational Manager.  To identify staff training needs.  To encourage the development of a lifelong learning culture within the team.  To act as the lead for students on clinical placement within the team |
| **10) Safeguarding Children and Vulnerable Adults** | 10.1  10.2 | To adhere to the principles of safeguarding of children and vulnerable adults in line with Trust Policy and reporting local procedures.  To lead on ensuring junior staff compliance with same. |
| **11) Equal Opportunities, Equality and Diversity & Dignity in Care and Work** | 11.1  11.2  11.3 | To carry out all duties and responsibilities of the post in accordance with the Trust’s Equal Opportunities, Equality and Diversity and Dignity in care and work policies  To avoid unlawful discriminatory behavior and actions when dealing with colleagues, service users, members of the public and all other stakeholders.  To promote awareness of and respect for equality and diversity and dignity in care and work in accordance with Trust policies and |

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|  | 11.4  11.5 | procedures.  To treat all staff, patients, service users, NHS contractors and the public with dignity and respect always.  To ensure junior staff compliance with the same. |
| **12) Information** | 12.1 | To access only information, whether paper, electronic or in other |
| **Governance & data** |  | media, which is authorized to you as part of your duties. |
| **Quality** | 12.2 | Not to communicate to anyone outside or inside the NHS, |
|  |  | information relating to patients, service users, staff, contractors or |
|  |  | information of a commercially sensitive nature, unless done in the |
|  |  | normal course of carrying out the duties of the post and with the |
|  |  | appropriate permission |
|  | 12.3 | To maintain high standards of quality in corporate and clinical |
|  |  | record keeping ensuring information is always recorded accurately, |
|  |  | appropriately and kept up to date*.* |
|  | 12.4 | To ensure compliance with the GMMH Information Governance |
|  |  | Policy. |
|  | 12.5 | Ensure compliance with information management. |
|  | 12.6 | To ensure compliance with confidentiality policies and procedures |
|  |  | for self and team members. |
|  | 12.7 | To ensure team data quality for all GMMH performance indicators is |
|  |  | maintained. |
|  |  | Understand and fully utilise the computerised IT systems for health |
|  | 12.8 | and social care services and ensuring staff compliance with same. |
|  |  | Ensure staff training, familiarity and compliance with the |
|  | 12.9 | computerised IT systems as above. |
| **13) Infection Control** | 13.1 | 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. |
| **14) Health, Safety and** | 14.1 | To comply with all the service security requirements within the |
| **Security** |  | context of being a lone practitioner in the community. |
|  | 14.2 | To fulfil Trust mandatory training requirements, including regular |
|  |  | appropriate violence and aggression training... |
|  | 14.3 | To recognise the need to prioritise and respond appropriately to |
|  |  | clinical emergencies/perceived risks. |
|  | 14.4 | To demonstrate a high level of self-management skills for dealing |
|  |  | with frequent crisis management and be aware of own personal |
|  |  | limitations and seek appropriate advice. |
|  | 14.5 | To take reasonable care of the health and safety of yourself and |
|  |  | other persons who may be affected by your acts or omissions at |
|  |  | work and to co-operate with the Trust in adhering to statutory and |
|  |  | departmental safety regulations. |
|  | 14.6 | Not to intentionally or recklessly misuse or interfere with anything |
|  |  | provided in the interests of health safety or welfare e.g., misuse of |
|  |  | equipment. |
|  | 14.7 | To support the team manager in the management of risk in |
|  |  | accordance with Trust SUI Policy and to report immediately any |
|  |  | complaints, incidents, accidents or other untoward occurrences or |
|  | 14.8 | near miss involving patients, service users, carers, staff, contractors |
|  |  | or members of the public using the Trust Incident reporting system- |
|  |  | DATIX. |

**Further Information for Postholder(s)**

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 will be required from time to time. The duties of the post and job description can be reviewed through the agreed process. The post holder will be expected to work between basis covering the Emergency Operational

All information obtained or gathered during the post-holder’s 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.

All Trust sites have been designated a no smoking area. The postholder 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.

**Drawn up by: John Billington**

**Designation: Operational Manager**

**Date:06/11/2023**