

# Central and North West London Mental Health NHS Trust

## Job Description

**Job Title:** Liaison Team Leader

**Grade:** Band 7

**Location:** Northwick Park Hospital  
In order to meet the needs of the Trust's services you may be required from time to time to work outside your normal place of work. The Trust reserves the right to change your normal place of work to any other location within the Trust.

**Responsible To:** Liaison Team Manager.

**Accountable To:** Psychological Medicine Service Manager.

### Key Relationships:

- Service users, carers and their representatives
- Psychiatric Liaison Team and their representatives
- Lead Nurse for Mental Health within the Acute Trusts
- Multi-disciplinary staff with the Acute Trusts, including within the Emergency Department, Outpatients, Inpatients and Specialist Units
- Triage Wards, Home Treatment Teams, Assessment and Brief Treatment Teams, Community Recovery Teams and Primary Mental Health Teams
- Sector, Service and Team Managers within other CNWL Service Lines
- Psychological Medicine Senior Management Team
- Corporate Services – HR, Finance, Estates, etc

### Job Purpose:

The post holder will work as a member of the Psychiatric Liaison Team at Northwick Park Hospital. They will be accountable to the Psychological Medicine Team Manager and will support the team Manager in the day to day operational and clinical management of the Psychiatric Liaison service.

Working closely with the Team Manager and the local Consultant Psychiatrists, the post holder will ensure that all team members are performing at their optimum level and that the team is delivering a responsive, high quality and user-friendly service for service users and the Acute Trust.

The post-holder will work with the Team Manager to deliver a service which is soundly evidence based, has a reputation for quality and ensures that all available resources are utilised efficiently and within budget. The post-holder will be expected to regularly undertake delegated managerial responsibilities and duties, and to deputise for the Team Manager in his/her absence or as required

The post-holder will be expected to work flexibly in a joint managerial and clinical role.

The post-holder would be expected to work shifts including nights to ensure that there is senior leadership out of hours.

The Northwick Park Mental Health Emergency Centre (MHEC) is a linked team to the Liaison team. As part of the Psychiatric Liaison Nurse role you will spend some of your rostered time working as the Nurse in charge of the MHEC. This entails providing assessment and review of patients in the MHEC, undertaking dynamic risk assessments and working towards safe discharge plans.

## **Main Responsibilities:**

### **GENERAL**

- To ensure that the Psychiatric Liaison Team at Northwick Park Hospital delivers a consistent, responsive, high quality and user friendly service 24 hours a day, 365 days a year.
- To provide day-to-day leadership, coordination, management and clinical support to the Psychiatric Liaison Team.
- To provide a visible, accessible and authoritative presence in all areas of responsibility for staff, service users and carers.
- To work closely with the Team Manager, the Consultant Psychiatrists and other senior members of the Team to develop the Psychiatric Liaison Service.
- To regularly undertake delegated managerial responsibilities and duties, and to deputise for the Team Manager in his/her absence or as required.
- Enable the provision of evidence based assessment and treatment that incorporates cultural preferences, health beliefs, behaviours and traditional practices as well as respecting differences in relation to gender, sexuality, ethnicity, religion and disability.
- To enable joint delivery of specialist mental health education to Acute Trust staff to increase awareness, empower and enable, promote the specialist skills of mental health professionals with the ultimate aim of improving the service user experience in an Acute Trust setting.
- To work jointly with the Consultant Psychiatrists and local Lead Psychologists to ensure that the links between Psychiatric Liaison and Clinical Health Psychology are maintained and developed and that the many areas of joint interest are taken forward in an effective joined-up manner
- To work closely with all key stakeholders regarding the enhancement of the interfaces between the Psychological Medicine Service Line, other CNWL Service Lines and the Acute Trusts
- The post holder to have accurate data on the Team performance and will report weekly to the Team Manager.

- To provide leadership in developing and management of the Mental Health assessment lounge and improving patient experience.
- To provide clinical assessment and review of patients transferred to the MHEC.
- To manage the day to day running of the MHEC on certain shifts including medication administration, review of complex cases and liaising with outside services to facilitate safe discharge plans.

## **1. CLINICAL**

- To ensure that clinical practice is based on clinical guidelines and best evidence
- To monitor standards of clinical practice within the Team and ensure that the objectives for Clinical Outcomes are met.
- To ensure high standards of assessment and treatment within the Psychiatric Liaison Team by monitoring and developing standards of service to ensure the consistent delivery of high quality care.
- To maintain a coherent and robust clinical governance structure within the Team and contribute to the acute sector Clinical Governance frameworks.
- To provide reliable , relevant accessible and timely information about the care and treatment provided to patients , and the patient experience
- To support the Team Manager in the identification of innovative approaches to the management of mental health breaches and delayed discharges
- To ensure the safe and effective delivery of high quality health and social care to patients, utilising the knowledge and skills of the staff whilst recognising and helping to manage their stress in this demanding area of work.
- To ensure compliant discharge of the legal responsibilities of the Mental Health Act 2003 and the Mental Capacity Act 2005 by the Team and to advise our Acute colleagues where necessary.
- To recognise and promote the role of advocacy, autonomy and self-empowerment in the care of service users and ensure promotion of the recovery model within the team.
- After receiving appropriate training, the post-holder will act as the safeguarding Lead for the team and will be a source of knowledge and advice for team members providing care to vulnerable adults and children.
- To ensure that the service always involves carer's and families in the treatment, management and the formulation of care and treatment plans.

- To ensure that patients who are transferred to assessment lounge can be safely managed in the lounge and that the physical health needs can also be safely managed in the lounge.
- To ensure that all patients transferred to the lounge have a plan detailing the care the patient will require in the assessment lounge and the reason for the patient transfer to the lounge.
- To ensure that there is support and treatment plans for patients who cannot be transferred from A&E to the lounge must be agreed with the A&E sister.
- To ensure that patients who are seen on Medical wards have an ongoing treatment plan that address safety concerns and works towards answering the referral question.
- To ensure that patients medication for any mental health or physical health condition are prescribed and administered safely in the assessment lounge and A&E.
- To ensure that the initial medical screening and physical health assessment occur as soon as a person arrives in the assessment lounge and there is hourly documentation in patients record.
- To promote safety and care planning for patients in assessment lounge and reduce hospital admissions.
- To ensure safe storage of medications as per trust medicines policy.

## • **MANAGEMENT**

- To provide line management, regular supervision and annual appraisal to clinical staff and other selected team members as delegated by the Team Manager in line with Trust Policy
- To ensure that all team resources are utilised efficiently and that the Psychiatric Liaison Team always provides a 24 hour service to the Acute Trust with appropriate provision to cover leave, sickness and/or other absence
- To develop a collaborative working relationship to ensure a joint vision of the services develop in the future.
- To participate with the Team Manager in the management of the Psychiatric Liaison Team in consultation with the service line and a range of local stakeholders
- To ensure that the services are delivered in line with the contract /service level agreements/ service specifications.
- To provide regular reports on the agreed service standards and the required performance indicators and outcomes.
- To provide a clear direction and vision ensuring that all team members are fully aware of the aims and objectives of the service and of ways to demonstrate the outcomes they achieve.
- To ensure that the post-holder participates in the regular review of the aims and objectives of the Team and that they are kept in line with best practice, the needs of users and partners, and the lessons which have been learnt in doing liaison work in this setting.

- To provide support and advice to team members in the course of their daily work.
- To ensure that all team members including nursing, medical and allied professionals maintain accurate, legible and up to date clinical records at all times.
- Ensure the attendance and training records of all staff are accurately maintained.
- Support the Improving working lives Agenda as an integral part of the team culture and management. This will include equitable implementation of the Trust's policies on sickness and absence, special leave and flexible working arrangements in the Team.
- To support the Team Manager in ensuring that performance issues are identified and effectively managed at the earliest possible stage
- To work within CNWL Trust policies and procedures to resolve complaints, disputes and issues of professional conduct.
- To jointly undertake (after training) complaints and Serious Incident investigations in collaboration with the service line and the Risk Governance Team and to ensure that there are structures in place in the Team to encourage team learning.
- To support the Team Manager in the recruitment and selection of new staff and ensure their comprehensive induction to the service.
- To support the Team Manager in managing the Teams financial budgets, identifying cost pressures and being able to respond proactively to them and find solutions to work efficiently within budget.
- To attend and participate in regular management supervision sessions with the Psychological Medicine Service Manager and represent or act up for him/her as required.

## **2. SERVICE AND POLICY DEVELOPMENT**

- To participate in planning and development events within the Team, the Psychological Medicine Service and with the Acute Trust.
- To work within and contribute to the development of service policies and procedures within the overall operational policy for the Psychiatric Liaison Team in line with changes in legislation, practice or new guidance.
- To ensure that the results of internal or trust-wide auditing, user focussed monitoring, or lessons learned by the service are embedded and implemented in policy and practice and cascaded to all staff in the Psychiatric Liaison Team.
- To work with the Team Manager and the Consultant Psychiatrists on the identification of areas of professional practice within the Team which require work and further development.

### **3. COMMUNICATION AND WORKING RELATIONSHIPS**

- To foster, create and maintain comprehensive and meaningful networks and relationships with the key people, wards and departments in the Acute Trusts ensuring a timely response to the needs of patients with mental health problems in the acute trust setting.
- To meet with the Acute Trust Lead Nurse for Mental Health or equivalent on a regular basis to ensure continuous effective communication, information sharing, problem solving, dispute resolution and to improve referral pathways and prioritisation of work managed by the Psychiatric Liaison Team.
- To develop and maintain effective working relationships and networks with colleagues within mental health services, primary care, voluntary agencies and other partner agencies to ensure well co-ordinated care, in particular at the assessment and discharge stages to facilitate safe and high quality care is provided
- To ensure that information of a confidential nature is not divulged to any unauthorised person and is stored in line with the provisions of the Data Protection Act.
- To maintain accurate and up to date records utilising electronic media as necessary, and ensuring any hand written documentation is legible and in accordance with professional guidelines and best practice.
- To relay complex and sensitive information to a variety of audiences including mental health service users, carers, members of the public and a range of other health and social care professionals.

### **4. EDUCATION AND TRAINING**

- To participate actively in clinical supervision opportunities within the Team as well as in management supervision and annual appraisal with the Service Manager of the Team.
- To pursue further professional development and training appropriate to the services provided by the Team and as set out in a Personal Development Plan
- To devise and ensure delivery of specialist mental health education to Acute Trust staff to increase awareness, empower and enable and promote the specialist skills of mental health professionals with the ultimate aim of improving the service user experience in an Acute Trust setting.
- To provide training for the Psychiatric Liaison Team and other local Mental Health teams on specialist knowledge, new developments, current trends in Psychological Medicine or the presentation of performance and outcome results.
- To maintain professional development in line with Post Registration Education and Practice (PREP).

- To maintain an awareness of professional developments in this specialist area, nursing and allied disciplines as appropriate.
- To participate in and contribute to induction and training within the team and to support the development of a working environment that is conducive to learning for all staff or students in training.

## **5. RESEARCH AND AUDIT**

- Continue to foster the development of the service by participating in its formal evaluation. To ensure jointly that there are mechanisms in place that allow the views of service users, carers, and other stakeholders to shape and influence new developments.
- Using the principles and practice of research to continue to expand the environment where research principles and an analytical approach to service provision are valued by the team.
- To support and manage an effective reporting strategy which is relevant and involves all members of the team.
- Participate in special projects, research, clinical audit and any surveys related to the Service.

## **6. HEALTH AND SAFETY**

- Adhere to the Health and Safety at Work Act, under which it is the responsibility of individual employees at every level to take care of their own health and safety and that of others who may be affected by their acts at work and receive relevant training, communicating to their Line manager any problems that may compromise safety.
- To support the Team Manager in leading on risk management initiatives within all areas particularly focussing on patient/staff incidents/accidents in practice areas.
- To help to identify practices, environmental issues and other factors which may increase risk for individuals with mental health problems in an Acute setting and be able to rapidly address these issues through existing communication and governance structures.

## **Supplementary Information:**

### **Rider Clause**

This is an outline of the post-holder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of the Trust and the Psychological Medicine Team.

### **Job Flexibility**

The post-holder will be required to work flexibly, providing assistance as and when necessary, which may involve them in a developing role.

### **Working Relationships**

The working relationship between all members of staff should be mutually supportive, with staff deputising and covering for each other when appropriate.

### **Health and Safety**

Central and North West London NHS Foundation Trust has a Health and Safety Policy applicable to all employees. Employees must be aware of the responsibility placed on them under the Employment Rights Act 1996, to ensure that agreed safety procedures are carried out, and to maintain a safe environment for employees, patients and visitors.

### **Infection Control**

The prevention and control of infection is the responsibility of everyone who is employed by Central and North West London NHS Foundation Trust. Employees must be aware of infection control policies, procedures and the importance of protecting themselves and their clients in maintaining a clean and healthy environment.

### **Improving Working Lives**

Central and North West London NHS Foundation Trust is committed to the principles of Improving Working Lives and all managers are encouraged to follow Improving Working Lives practices. Consideration will be given to all requests for flexible working in line with Trust policy.

### **Staff Involvement**

Central and North West London NHS Foundation Trust is committed to involve staff at all levels in the development of the organisation.

Managers should ensure that staff are encouraged and involved in organisational and service developments including business planning and they are able to influence discussions, which affect them and their working conditions.

All managers should engender a culture of openness and inclusion so that staff feel free to contribute and voice concerns. They should develop and implement communication systems that ensure staff are well informed and have an opportunity to feedback their views.

### **Smoking**

Central and North West London NHS Foundation Trust acknowledges its responsibility to provide a safe, smoke free environment to its employees, patients and visitors. In expressing its commitment to the prevention of smoking related diseases, the Trust has a 'Non Smoking Policy' and all Trust buildings and vehicles are designated as smoke free areas.

### **Alcohol**

Employees are expected to be aware of and understand that Central and North West London NHS Foundation Trust has a policy on alcohol and the consumption of alcohol. Alcohol is not permitted whilst on duty.

### **Confidentiality**

Employees should be aware that the Trust produces confidential information relating to patients, staff and commercial information. All employees have a responsibility for ensuring the security of information and to comply with the Data Protection Acts, Access to Health Records and Computer Misuse Act. Disclosure of personal, medical, commercial information, systems passwords or other confidential information to any unauthorised person or persons will be considered as gross misconduct and may lead to disciplinary action which may include dismissal.

### **Equal Opportunities**

All employees of Central and North West London NHS Foundation Trust are expected to be aware of, and adhere to, the provision of the Trust's Equal Opportunities Policy, and to carry out their associated duties and responsibilities under this policy. As users of the disability symbol, the Trust guarantees to interview all disabled applicants who meet the minimum essential criteria for a vacant post.

### **Grievances, Disputes, Disciplinary and Other Industrial Relations Procedures**

Central and North West London NHS Foundation Trust has grievance, disputes, disciplinary and other industrial relations procedures. Employees are required to make themselves aware of these procedures, copies of which are available on the Trustnet, from your manager and the Human Resource Directorate.

### **Personal Development**

The post-holder is expected to co-operate in activities which line management believes will contribute to personal and/or to team growth. This includes attending supervisory sessions and training modules, both at their work base and other selected venues of instruction.

### **Conflict of Interest**

Employees are expected to declare any private 'interest or practice', which might conflict with their NHS employment, and be perceived to result in actual or potential financial or personal gain.

### **Working Time Regulations**

The Working Time Regulations 1998 require that you should not work more than an average of 48 hours each week i.e. no more than 816 hours in a 17-week period. To work more than 48 hours you must have management authorisation and you will be required to sign an opt out agreement. The Trust policy has a limit of 60 hours per week and all staff must ensure a 24 hour rest period is taken in every 7 days.

### **Conditions of Employment**

The Trust will screen all staff who will be working with children and police checks will be carried out on all staff appointed to posts which have access to children. This will also apply if role develops to include access to children.

### **Terms and Conditions**

The terms and conditions of service associated with this position are those agreed by the Trust.