

JOB DESCRIPTION

JOB TITLE:	Connection / Street Triage Specialist Practitioner
PAY BAND:	Band 6
LOCATION:	St Ann's Hospital, Poole
ACCOUNTABLE TO:	Open Access Mental Health Services Manager
LINE MANAGER:	Connection Service Team Leader
KEY RELATIONSHIPS:	Professionals, patients, and service users, and the wider public
HOURS OF WORK:	Full (37.5) and part time hours available. The post holder may be required to work flexibly to meet the needs of the service.

JOB SUMMARY:

To work as a qualified practitioner in Connection, which provides a 24/7 mental health crisis line to professionals and the public across Dorset.

To provide a high-quality person-centred approach to care delivery which always considers people's safety, privacy and dignity.

To provide specialist screening and assessments via a telephone service, as part of the wider multi-disciplinary care team.

To complete face to face urgent mental health assessments.

To provide specialist advice to others regarding the management and care of patients / service users.

To devise specialist programmes of care for other professionals to deliver and ensure they are delivered appropriately.

To provide Street Triage – proactive screening, information sharing and advice to Dorset police.

Provide supervision, mentorship, training and clinical support to students and trained practitioner

MAIN DUTIES AND RESPONSIBILITIES

1. CLINICAL RESPONSIBILITIES

- 1.1 To assess, plan, implement and evaluate specialist treatment and care to people via a telephone mental health service; promoting independence and autonomy; working within a multi-disciplinary team.**
- 1.2 Advance own clinical knowledge, skill and competence based on current evidence through advanced educational programmes.**
- 1.3 Provide highly specialist advice to others regarding the management and care of patients/service users**
- 1.4 Devise specialist programmes of care for other professionals to deliver and ensure they are delivered appropriately.**
- 1.5 To provide telephone support, advice, and assessment as a qualified practitioner, and on occasion where required, face to face mental health assessment.**
- 1.6 To refer to the appropriate team within DHC community mental health teams for patients requiring ongoing support or follow up.**
- 1.7 To communicate relevant patient or police contact to other services in touch with a person to make them aware of events.**
- 1.8 To work autonomously, with the ability to organise and manage own time according to delegated workload and take accountability for own professional practice.**
- 1.9 To demonstrate clinical effectiveness by use of evidence-based practice and outcome measures.**
- 1.10 Plan, implement and review health improvement programmes in a range of settings.**
- 1.11 Recognise, assess, and manage risk across the immediate and wider working environment and make appropriate decision autonomously ensuring statutory requirements are met.**
- 1.12 To be responsible for patient safety through knowledge of systems, legal requirements and understanding of litigation.**
- 1.13 To communicate effectively in verbal and written form in the exchange of highly complex, sensitive, or contentious information in difficult situations using de-escalation, mediation, resolution and professional Duty of Candour.**
- 1.14 To evaluate care, taking appropriate action leading to improvement in quality standards through clinical audit, root cause analysis and dealing with complaints.**

2. MANAGERIAL RESPONSIBILITIES

- 2.1 To inspire teams and demonstrate leadership qualities through delivery of a specialist service, working with others, demonstrating personal qualities, continuous service improvement, and setting direction.**
- 2.2 Support the management of change through strategic thinking, use of negotiating skills, self-awareness, and communication.**
- 2.3 Act as a role model and promote the Trust Behaviours of being proactive, positive, respectful, supportive, reliable, and trustworthy.**

3. RESPONSIBILITY FOR HUMAN RESOURCES / WORKFORCE

- 3.1** To provide peer support to and receive peer support from other colleagues.
- 3.2** To provide regular advice/guidance/support more junior staff.
- 3.3** To be responsible for teaching and assessing in clinical practice.
- 3.4** To participate in the development and delivery of specialist training.
- 3.5** To provide clinical supervision and mentor junior members of the team.

4. RESPONSIBILITY FOR FINANCE / RESOURCES

- 4.1** The post holder will be an authorised signatory for expenses in accordance with the limits determined within the Scheme of Delegation, namely up to £1,000 per month.
- 4.2** To be responsible for the maintenance and ordering of stock for sphere of activity.

5. RESEARCH & DEVELOPMENT

- 5.1** Participate in surveys, regular audits, and clinical trials relevant to role as required
- 5.2** To take responsibility for keeping abreast of developments and research relevant to specialist clinical work and the profession.

6. POLICY & SERVICE DEVELOPMENT

- 6.1** Responsible for contributing to the development of policies, procedures, and practices applicable to their specialism and for policy implementation.
- 6.2** To be responsible for adhering to all DHC Policies and Procedures.

7. RESPONSIBILITY FOR INFORMATION / DATA

- 7.1** To maintain and ensure the highest quality of recording of patient data into the relevant record system in line with professional guidance and Trust Policy.
- 7.2** Analyse data and provide high quality reports relevant to role using Trust record systems using Microsoft Office components such as Word and Excel.

8. PROFESSIONAL RESPONSIBILITIES

- 8.1** Ensure that personal performance meets job requirements, Professional Codes and standards, Trust, and post competency standards at all times.
- 8.2** Ensure the required level of IT competence required for the role to process, record, evaluate, analyse, and report data.
- 8.3** Demonstrate commitment to the role and to service improvement through developing relationships with Commissioners, innovative thinking and small-scale project management.
- 8.4** Challenge poor practice and take appropriate action making full use of current support systems.

- 8.5 Provide a positive, compassionate role model to junior staff and colleagues to ensure the delivery of people centred care and the key components of compassionate care
- 8.6 Create effective teamwork across professional boundaries using team building skills, creating common goals, and through engagement.
- 8.7 Respect and apply the requirements of equality and diversity, promoting and role modelling these across the multi-disciplinary team.

9. OTHER RESPONSIBILITIES

- 9.1 Street Triage operates between 19:00- 03:00 within Connection. The Street Triage service supports the police and provides a proactive service which, in close collaboration with Dorset Police, aims to reduce the occurrences of Section 136 and provide access to services within the community for individuals in crisis, ensuring their health and social needs are identified and provided for by appropriate treatment services.

A commitment to close partnership working with both statutory and voluntary sector agencies and a commitment to working with a complex and diverse range of individuals with varying needs is vital to achieve the Services' objectives.

- 9.2 To answer Street Triage calls received from the police via Connection.
- 9.3 To undertake proactive screening of the police computer system detailing 999 calls, identifying where mental health input / advice would be beneficial.
- 9.4 To act upon identified calls on the police computer system, making contact with call handlers/police officers to provide mental health advice prior to officers attending an incident.
- 9.5 To use professional judgement as well as information on RiO, IAPTUS or System One to tailor appropriate mental health screening and advice to the Police.
- 9.6 To access and review the police computer system as required by calls received from the police to review relevant information.
- 9.7 To handle incoming calls received from police staff requesting advice on individual's mental health.
- 9.8 To help support the reduction in the use of acute and crisis mental health and physical health services including the Section 136 suite via the provision of mental health advice to police staff. To offer advice that diverts people to more suitable services away from emergency care where possible.
- 9.9 To work as part of the wider Connection Telephone Service team, acting as the dedicated Street Triage worker on shift.
- 9.10 To maintain appropriate confidentiality when working with police computer systems e.g., use of screens etc around workstation. To comply with all confidentiality, training, vetting and policy requirements of Dorset police when using their computer systems.

- 9.11 To refer to the appropriate team within DHC community mental health teams for patients requiring ongoing support or follow up.
- 9.12 To communicate relevant patient or police contact to other services in touch with a person to make them aware of events.
- 9.13 To build a good working knowledge of the mental health act in relation to the police, courts and the criminal justice system.
- 9.14 To be able to communicate clearly with a diverse group of service users.
- 9.15 To accurately record advice provided on the appropriate electronic patient record systems in line with the Connection/Street Triage operational policy.
- 9.16 To work autonomously, with the ability to organise and manage own time according to delegated workload.
- 9.17 Take accountability for own professional practice.
- 9.18 To provide formal and informal clinical supervision to junior staff, students, mental health workers where appropriate/in agreement with the team manager
- 9.19 To facilitate the efficient operation of the team, including the provision of cover for colleagues in their absence as required.

10. ENVIRONMENTAL FACTORS

- 10.1
 - **PHYSICAL EFFORT** -. This role requires working at a desk and use of the telephone for prolonged periods.
 - **MENTAL EFFORT** - This role requires periods of concentration during telephone calls and screening of computer systems.
 - **EMOTIONAL EFFORT** – This role may be subject to the receipt of distressing information during telephone calls when supporting individuals in crisis or police responding to incidents.
 - **WORKING CONDITIONS** – This role requires use of visual display equipment throughout the shift.
 - **FREEDOM TO ACT** – This role requires professional mental health expertise and judgement when providing clinical advice to third parties on how to respond to acute situations.

PERSON SPECIFICATION
SPECIALIST PRACTITIONER / STREET TRIAGE, BAND 6

1.	KNOWLEDGE, SKILLS AND TRAINING	ESSENTIAL	DESIRABLE
1.1	Registered practitioner to degree/diploma level supplemented by post registration diploma level specialist training and/or short courses or demonstrable extensive experience in the relevant specialty	Yes	
1.2	Membership of the relevant Professional Body	Yes	
1.3	Learning and Assessing in Practice Qualification or equivalent practice assessors training	Yes	
1.4	Evidence of recent professional development in an up to date portfolio	Yes	
1.5	Non-Medical Prescriber (if professionally appropriate)		Yes
1.6	Knowledge and understanding of Trust Strategy relevant to role		Yes
2.	JOB SPECIFIC EXPERIENCE		
2.1	Experience at Practitioner Band 5 level	Yes	
2.2	Experience of specialist working	Yes	
2.3	Recent previous experience within a comparable role		Yes
2.4	Experience of managing change	Yes	
2.5	Demonstrable knowledge of assessment and therapeutic interventions in area of specialism	Yes	
2.6	Experience of developing specialist programmes of care for an individual or groups of patients/clients and of providing highly specialist advice	Yes	
2.7	Able to demonstrate specialist clinical reasoning skills to assimilate information in order to make a clinical judgement regarding diagnosis and intervention.	Yes	
2.8	Ability to prioritise and organise workload effectively	Yes	

3.	MANAGERIAL / SUPERVISORY EXPERIENCE		
3.1	Experience of providing clinical supervision and mentoring to junior staff	Yes	
3.2	Experience of devising and delivering training	Yes	
4.	FINANCE / RESOURCES		
4.1	Able to effectively manage available resources in the pursuit of quality service provision ensuring a safe environment	Yes	
5.	INFORMATION TECHNOLOGY / RESOURCES		
5.1	Able to analyse data and produce reports using Microsoft Excel and Word	Yes	
5.2	Experience of using electronic patient / service user record systems	Yes	
6.	PERSONAL QUALITIES / ATTRIBUTES		
6.1	Evidence of demonstrating the Trust's values and behaviours.	Yes	
6.2	Able to communicate effectively at different levels of the organisation and with staff, patient/service users, visitors or external organisations both verbally and in writing in the exchange of highly complex, sensitive or contentious information which may require the use of negotiating and/or persuasive skills.	Yes	
6.3	Able to overcome barriers to understanding where there are physical or mental disabilities.	Yes	
6.4	Able to analyse and assess situations and to interpret potentially conflicting situations and determine appropriate action, where there is a range of options and judgement is required.	Yes	
6.5	Experience of planning and organising complex activities, e.g. organise own time and that of junior staff and learners, planning off duty rotas and undertaking discharge planning involving co-ordination with other agencies.	Yes	
6.6	Ability to use own initiative within sphere of authority	Yes	
6.7	Demonstrable ability of using tact and diplomacy	Yes	
6.8	Demonstrable ability to analyse situations and provide a	Yes	

	resolution		
6.9	Knowledge and understanding of legislation relevant to practice	Yes	
6.10	Ability to evaluate care leading to improvement in quality standards and service improvement	Yes	
6.11	Demonstrable leadership qualities and the ability to perform as a role model	Yes	
6.12	Willingness to advance own clinical knowledge, skill and competence based on current evidence	Yes	
7.	BUSINESS TRAVEL	Yes	
7.1	Subject to the provisions of the Equality Act, able to travel using own vehicle on Trust business.	Level 3	
8.	ADDITIONAL REQUIREMENTS		
8.1	Demonstrable skills in written and spoken English to a standard which enables the post holder to carry out the full range of duties and responsibilities of the role effectively. Employment in this post requires an Enhanced Disclosure and Barring Service (DBS) check.	Yes Yes	

***Essential / desirable car user definitions**

Level 1 – (Essential) post holder is required to:

- travel an average of more than 3,500 miles a year;
- or travel an average of at least 1,250 miles a year; and necessarily use their car an average of 3 days a week; or spend an average of at least 50% of their time on such travel; including duties performed during the visits;
- or travel an average of at least 1,000 miles a year and spend an average of 4 days a week on such travel, including the duties performed during the visits.

Level 2 – (Essential) users who use their own vehicles for official journeys other than in the circumstances described under Level 1 above.

Level 3 (Desirable) non-essential car users who may exceptionally be required to travel on Trust business where such journeys could also be reasonably made by public transport.