

# JOB DESCRIPTION AND PERSON SPECIFICATION



<b>Job Title:</b>	Senior Practitioner- Integrated Access Partnership
<b>Band:</b>	Band 7
<b>Hours:</b>	37.5hrs / week
<b>Base:</b>	SWAST Clinical Hub, Bradley Stoke, Bristol, BS32 4QJ <b>or</b> BrisDoc Healthcare Services, Unit 21 Osprey Court, Hawkfield Business Park, Whitchurch, Bristol, BS14 0BB
<b>Reports to:</b>	Team Manager
<b>Professionally Accountable to:</b>	Team Manager

## Job Summary

The Mental Health Integrated Access Partnership (IAP) is an award-winning and nationally-recognised endeavour, which is transforming urgent and emergency care services for people in mental health crisis.

In an innovative collaboration between BrisDoc Healthcare Services, Avon and Wiltshire Mental Health Partnership Foundation Trust and South Western Ambulance Service NHS Foundation Trust – as well as Avon and Somerset Police, Avon Fire and Rescue, and voluntary sector organisations – the IAP provides a truly integrated front door service for urgent and emergency mental health care for people in crisis, across both 999 and 111.

## What we do

The IAP comprises a multidisciplinary team of registered and non-registered professionals who work in rotation across our services, providing both remote and face-to-face mental health triage, assessment and care for patients, as well as clinical support and advice to emergency service professionals.

We work tirelessly to ensure the patient receives the right care at the right time, providing a seamless, coordinated response that addresses both mental and physical health needs. Working alongside emergency service, urgent care and voluntary sector colleagues, the IAP provides a range of 24/7 services within the South-West, from our sites across Bristol and South Gloucestershire.

This is a rotational post, with opportunities to work across a number of bases, including:

- South West Ambulance Service Foundation Trust (SWASFT) Emergency Operations Centre (999 ambulance control room) in Bradley Stoke
- NHS 111 Mental Health Clinical Assessment Service (MHCAS) at Brisdoc in Whitchurch, Bristol
- Urgent Assessment Centre in Southmead, Bristol
- On our Mental Health Response Vehicle (MHRV) providing face to face assessments in the community across Bristol, North Somerset and South Gloucestershire

As a Senior Practitioner within the IAP, you will provide/coordinate a specialist and timely response for people who may be experiencing a mental health crisis, facilitating improved patient outcomes and experience. You will identify a person's needs, enabling appropriate signposting and onward referrals to services, with the aim of reducing inappropriate access to Accident and Emergency departments and detention under S136 of the Mental Health Act amongst other KPI's. This will be via telephone triage and also via face-to-face assessments in the community, with support and supervision of the wider team, including oversight from the Clinical Coordinator on shift.

As part of the role of senior practitioner within the IAP you will also periodically undertake the role of IAP clinical coordinator. The most senior registered clinical staff member on duty will be rostered as the 'Mental Health Clinical Coordinator' (MHCC). The clinical coordinator will be responsible for the allocation and oversight of all clinical interventions across the IAP. The MHCC will prioritise being available for consultation to colleagues but where necessary will also be clinically active, engaging with the most complex calls directly. The MHCC should only engage patients directly, when necessary, as this will prevent them from maintaining clinical oversight of the IAP workload and carrying out a support role to the wider team. The Core Responsibilities for the MHCC include:

- Remaining available in a 'floorwalking' role supporting staff working across IAP
- Prioritising the MH calls waiting for intervention, this includes allocating calls appropriately and ensuring higher priority calls are made first
- Authorising and processing ambulance stand down or upgrade for non-registered staff
- Decision maker for dispatch and prioritisation of mental health face-to-face response. This includes dispatch decisions for MH ambulances and supporting colleagues in decision making where required
- Supporting decisions for police stand down via the Police Link Officer (PLO) Prompting regular case finding through the main call waiting stack/queue (fishing)
- Appropriate matching of complexity of call to skills and experience of staff available
- Ensuring all areas of IAP service delivery are being resourced adequately. This will include roster change decision making and allocation of shifts as per guidance and escalating to the Team Manager or Service Manager if any service area is at risk of being stood down
- Following up on calls that are not progressing
- Lead daily handover meeting, ensuring that phone lines are diverted and that active calls are adequately supported
- Review activity levels and ensure that staff are released to attend supervision, team meetings, reflective practice as necessary.

**This role will necessitate working rotational shift patterns and unsociable hours across a number of bases. The service runs 24/7 and so this position includes a range of day, night and weekend working.**

## Description of the duties

### 1. Clinical Assessment

Undertake a full range of activities required to deliver a comprehensive mental health assessment in an emergency situation, to those who may be distressed/ in crisis. This will include:

- Advising the person in crisis of short-term coping strategies i.e. anger, anxiety, stress management, distraction, assertiveness or relaxation techniques
- Providing emotional support to the individual, focusing on motivation and encouragement
- Sharing information where relevant and appropriate to fellow professionals in line with trust (and wider Partnership) information governance protocol's
- Providing defined interventions as detailed in existing care plans/ TAC plans/ HIU plan
- Completing relevant documentation that is accurate and factual within the appropriate electronic record systems (RiO, Adastral, CAD etc- varies between services) as per relevant policies
- Communicating and liaising with a wide range of people/ professionals in order to build and sustain effective and positive relationships with individuals and carers, team members and other agencies
- Gathering information from additional sources to make informed decisions/ plans e.g. other record systems (Connecting Care, SOMPAR, IAPTUS etc), from friends/ family/ others on scene etc
- Making referrals to other services/ agencies as appropriate as per their identified process (email, referral form, verbal referral etc)
- Responds to the needs of the individual with sensitivity and dignity, taking into account their age, culture, race, gender, ethnicity, social class or disability, modifying behaviour to optimise the therapeutic relationship
- Promoting the rights of the individual by recognising differences and acting in accordance with the relevant legislation and local policies and procedures, recognising and reporting discriminatory behaviour
- Promoting independence and increasing confidence by providing appropriate self- help materials and information about available resources/services where appropriate
- Contributing to the protection of individuals from abuse and harm in line with local safeguarding policies and procedures
- To participate in developing comprehensive plans for persons with mental health needs who frequently contact emergency services, including strategies to manage risk for service users with complex needs, bringing in other resources as required

### 2. Clinical Support and Leadership

To provide clinical advice/ support to colleagues and to encourage and promote development of others. This will include:

- Active clinical leadership and provide management and clinical supervision, assessment, feedback etc for all staff within the team
- Providing mentoring/ training for others in relevant practice areas, in line with professional requirements, and by taking a collaborative approach to practice development and evidence-

based care

- Monitoring and maintain health, safety and security of self and others, undertaking assessments and taking appropriate action where required
- Consider the individual needs of team members for a healthy work-life balance and think about how their needs can be supported by providing flexible ways of working
- Supporting all team members to keep their mandatory and statutory training up-to-date and identify the learning and development needs of all team members of the team ensuring that everyone has an up-to-date personal development plan (PDP)

### **3. Personal Development**

Takes responsibility of own learning and development in line with professional registration and requirements set by regulatory body, which includes:

- Demonstrating responsibility for developing own practice in line with professional qualifications and for contributing to the development of others, by making use of feedback, supervision, coaching and assessment
- Adhering to professional codes of conduct ensuring required skills and competencies are maintained
- Undertakes lead roles in line with service needs/ own areas of interest as agreed with the management team and engages with relevant teams/ training to feedback or deliver to wider team
- Supports with data collection/ auditing to contribute to service evaluation, delivery and/or improvement
- Works autonomously as a registered clinician within own scope of practice

### **4. MANAGEMENT SKILLS**

Work as senior members of the IAP team, supporting service delivery and efficacy by:

- Working, when allocated, as the Clinical Coordinator for that shift, overseeing and coordinating all parts of the IAP (Specialist MH Desk, MH CAS, UAC and RRV), providing clinical support/ advice, supporting in development of safety plans, taking over complex calls from unregistered staff, ensuring staffing levels are adequate- seeking additional staff where required in line with service needs etc
- Working under the direction of the Team Manager to be responsible for developing and leading an efficient mental health service in accordance with commissioned services
- To develop and support a service that delivers high quality effective health and social care interventions which lead to positive outcomes for service users and carers
- To lead by example, motivating and empowering others and promoting positive attitudes, mutual understanding and collaboration between all services involved in the care process
- To proactively work towards continuous service improvement by positively assisting in the planning and development of services. This could include participating in the design and introduction of a new service, communicating effectively with staff about proposed changes and gaining commitment for change
- To support the team manager to supervise and authorise decision making on issues requiring intervention, including all aspects of initial investigations and necessary follow-up action (including individual/ team learning)

- To be responsible for the effective management of daily workload, delegating where necessary/ appropriate
- To support the team manager to manage the performance of all designated specialist practitioners, senior associate mental health practitioners and mental health workers within the team, in line with the IAP Supervision Structure
- To ensure close working relationships and protocols with other internal and external services, encouraging their involvement in the planning and provision of the care plan, through effective liaison roles between Trust services and the commissioners
- To manage the skill mix within the team to provide effective services which can respond to statutory requirements
- To support the team manager to manage the performance of the team as measured by key performance indicators defined nationally and locally
- To support the team manager to undertake investigations into complaints from service users and carers, untoward incidents and staffing matters, preparing reports as needed and working in partnership with others to meet required deadlines
- Dependent on the team location, to ensure relevant contributions are made by the team to the effective management of Trust estate and facilities
- Provide inclusive, compassionate and effective leadership by setting clear vision and direction
- Develop a culture and environment in which members of staff are encouraged and supported to deliver high- quality services and are supported to innovate and improve services where appropriate
- Encourage team to feel able to raise concerns openly and safely
- Promote equality of opportunity in service delivery and employment, ensuring that no person receives less favourable treatment than another on the grounds of gender, marital status, race, religion, creed, colour nationality ethnic or national origin, sexual orientation or disability
- Ensure that all team members have a very positive introduction to the team and a well-supported induction plan
- Ensure that key messages are cascaded to the team as appropriate and that the team are encouraged to put forward suggestions
- In conjunction with the team manager, seeks support from the HR Team to tackle any worries regarding matters of discipline, including both conduct and capability concerns, supporting a 'just and restorative culture'. Take prompt action regarding serious concerns and ensure clear plans are in place for problems which are less serious in nature but prove difficult to resolve
- Promote effective use of bank and agency nursing staff, providing a safe and effective service, complying with regulatory standards.

## General information for all employees

Below is the section of the Job Description with general information for all employees and the requirements on all employees to behave in accordance with AWP values and to support and comply

with Policy and Legislation. Some policies are highlighted and must be read by all employees – all AWP policies are available on the intranet to employees or you can ask your manager for the policy. Anyone who has any difficulty understanding these requirements please highlight this to your line manager.

## Values and behaviours

AWP has a set of values. Your behaviours should reflect AWP **PRIDE** values:

**Passion:** Doing my best all of the time

Everything I do is in the interests of everyone who uses our services

I am positive and enthusiastic in my work

I am receptive to new ideas and service improvements

I actively seek opportunities to learn and develop

**Respect:** Listening, understanding and valuing what you tell me

I show compassion and kindness at all times

I am a team player and support my colleagues

I listen carefully and communicate clearly

I respond positively to differences of opinion

**Integrity:** Being open, honest, straightforward and reliable

I encourage and value feedback from others to help me develop

I try to always do what I say I will do

I am open and honest about when things have not gone well

I raise concerns and report incidents that arise

**Diversity:** Relating to everyone as an individual

I try to listen without judging

I respect other people's culture, beliefs and abilities

I actively take account of the needs and views of others

I understand and support the benefits that diversity brings to my team

**Excellence:** Striving to provide the highest quality support

I set high standards for my work and personal conduct

I plan my workload and deliver on my commitments

I make best use of available resources

I put forward ideas to improve the quality of services

## AWP Recovery Statement

AWP places recovery and reablement at the heart of our service. Therefore, we all demonstrate the recovery principles of:

- Hope.
- Partnership.
- Maximising opportunities every day, in all that we do.

## Service User Experience Statement

In all service user and carer contact, your attitude, actions and ambitions should reflect wholeheartedly AWP's motto of 'You matter, we care'. Your goal must be to provide for each individual the quality of care, support and involvement that you would personally expect from a leading mental health trust. 'You matter, we care' should shape your approach to all those who have contact with AWP.

## Other Information

### CONFIDENTIALITY

The post holder must ensure that personal information for patients, members of staff and all other individuals is accurate, up-to-date, kept secure and confidential at all times in compliance with relevant legislation, the Caldicott principles and the common law duty of confidentiality. The post holder must follow record-keeping guidelines to ensure compliance with the Freedom of Information Act.

### VALUING DIVERSITY & HUMAN RIGHTS

No person should receive less favourable treatment on the grounds of sex, sexual orientation, marital/partnership status, race, religion, age, creed, colour, ethnic origin, disability, part time working status and real or suspected HIV/AIDS status and must not be placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. AWP has an **Equality Policy** and it is for each employee to contribute to its success.

### INFECTION CONTROL AND HEALTH AND SAFETY

The prevention and control of infection is the responsibility of all employees. Employees must be aware of **Infection Control Policies**, procedures and the importance of protecting themselves and their clients in maintaining a clean and health environment. All staff must comply with all **Health & Safety Policies and Procedures**. Staff must be aware of the responsibilities placed on them under Health and Safety legislation and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

### NO SMOKING

There is a **Smoke Free Policy** in operation. In accordance with this policy smoking is positively discouraged and is not permitted anywhere within the buildings, on the premises or grounds.

### DATA PROTECTION

If you have contact with computerised data systems you are required to obtain, process, and/or use information held on a computer or word processor in a fair and lawful way, to hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed. All staff who contribute to patients' care records are expected to be familiar with, and adhere to the **Information Governance Policy**. Staff should be aware that patients' care records will be subject to regular audit.

## **RISK MANAGEMENT**

All AWP employees are accountable, through the terms and conditions of their employment, professional regulations, clinical governance and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the **Risk Management Policy** and emergency procedures and attendance at training as required.

## **SAFEGUARDING & DUTY OF CANDOUR**

AWP is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All staff are expected to implement the **Safeguarding Policy** and Procedures, act promptly on concern, communicate effectively and share information appropriately. All staff must be familiar with and adhere to AWP's safeguarding procedures and guidelines. All staff have a Duty of Candour to inform their line manager/supervisor as soon as practicable, when they believe or suspect that treatment or care it provided has caused death or serious injury to a patient.

## **STANDARDS OF BUSINESS CONDUCT AND 'BOUNDARIES'**

You are required to adhere to all corporate policies, including AWP **Standing Orders and Standing Financial Instructions**. This includes not accepting gifts or hospitality in the course of your duties, not acting fraudulently and maintaining appropriate behavioural 'boundaries' regarding your interactions with service users, staff and stakeholders.

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder on a regular basis. You may be required to work at other locations within AWP as determined by the duties of your post. You may be required to undertake any other duties at the request of the line manager, which are commensurate with the role, including project work, internal job rotation and absence cover. This job description describes responsibilities, as they are currently required. It is anticipated duties will change over time and the job description may need to be reviewed in the future.



# PERSON SPECIFICATION

**JOB TITLE:** Senior Practitioner Band 7 – Integrated Access Partnership

Requirements	Essential	Desirable
<b>Education and Qualification</b>	<ul style="list-style-type: none"> <li>- Registered healthcare professional with professional qualifications in a relevant discipline (Social Worker, Occupational Therapist, Nurse)</li> <li>- Formal post-graduate diploma level qualification in a relevant field eg THORN, Non- Medical Prescribing, Clinical Leadership, AMHP, CBT, Brief Therapy or can demonstrate an equivalent level of knowledge and expertise gained in practice, alongside a willingness and relevant competence to apply for and complete.</li> <li>- Clear record of on-going continuing professional development</li> </ul>	<ul style="list-style-type: none"> <li>- Formal management/leadership qualification</li> <li>- Post graduate qualification (PgCert, PgDip, Master's degree) relevant for role</li> </ul>
<b>Experience and Knowledge</b>	<ul style="list-style-type: none"> <li>- Significant post-qualifying mental health clinical experience obtained in a variety of mental health settings, at band 6 or equivalent</li> <li>- Experience in prioritising and managing the work of a team or others</li> <li>- Experience of motivating and engaging others in challenging situations to maintain progress towards goals</li> <li>- Able to articulate an advanced and detailed understanding of the relevant legal frameworks/legislation including CPA process, Mental Health Act, Mental Capacity Act, and safeguarding, in order to lead and manage others</li> <li>- Significant supervisory experience with clear evidence of effective people management skills including clinical supervision, sickness management, performance and</li> </ul>	<ul style="list-style-type: none"> <li>- Experience gained working in both health and social care</li> </ul>

	conduct issues	
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>- IT literate with an ability to use a wide range of programmes eg MHIS, RIO, CAST, Rosterpro, Microsoft Office suite, including PowerPoint, as required</li> <li>- Able to deal effectively with multiple deadlines and competing priorities</li> <li>- Able to demonstrate personal resilience in the face of change/ service development</li> <li>- Demonstrates excellent communication skills, both written and verbal particularly relating to sensitive and effective written communication with service users and carers</li> <li>- Demonstrates the ability to work constructively with people across the organisation and with relevant external partners, engendering confidence in others</li> <li>- Confident in presenting complex information to varied audiences</li> </ul>	<ul style="list-style-type: none"> <li>- Experience of delivering training/ teaching</li> </ul>
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>- Empathy for individuals who have experienced mental health problems and ability to cope with behaviour which may be challenging at times.</li> </ul>	

**Date Job Description and Person Specification agreed:** Click or tap to enter a date.