

## **JOB DESCRIPTION**

### **Oxford Health NHS FT**

Job Title: Urgent Care Pathway Crisis Team /Acute Treatment Programme  
Registered Mental Health Nurse / Occupational Therapist / Social Worker

Band: 6

Responsible to: Team Manager / Deputy Team Manager

Accountable to: Service Manager

Place of work: Chiltern Crisis/ADH team base

Hours: 37.5

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## **JOB PURPOSE**

The Urgent Care Pathway is an initiative by Buckinghamshire Mental Health Services, as part of Oxford Health NHS Foundation Trust, to meet the demands of the Ten-Year Plan to provide Crisis Response and Home Treatment Services for the county of Buckinghamshire.

The Buckinghamshire crisis teams, Aylesbury and Chiltern are currently working in a hybrid model and are continually developing our services. Work is underway to introduce a fully functioning Gateway service into Buckinghamshire which will directly impact on the work of the crisis team. This will allow the crisis teams to create capacity to continue the already started work toward HTAS accreditation.

As well as Crisis and home treatment interventions, the post holder will have the opportunity to be work with the online Acute Treatment Programme (ATP) within the CRHTT which provides assessment, signposting and short-term treatment interventions where required, to all referred service users. ATP is an online DBT-based group programme, each group is facilitated by 2 staff and covers a wide range of topics / interventions. Services users who present in crisis and would benefit from DBT based group work are supported for 2 weeks through the ATP programme.

The team operates 7 days a week, 52 weeks a year. Currently the online ATP covers 5 days per week (Monday to Friday) and this role may include working a pattern of days shifts over the 7 day period. This post will evolve to meet the requirements of the NHS 10-year plan and to meet that standards set out in the HTAS standards for best practice in Home Treatment and Crisis Teams with the post holder's full involvement.

The post holder will work within the Recovery Model and will play a key role in developing the interventions required for the CORE Crisis Fidelity model. They will work as part of our team managing the care for a caseload of patients, liaising with other professionals and reviewing the patients care under Care Programme Approach. Additionally, they will provide support to service users in crisis when required. This will become the core business of the team. The practitioner will also work with the team in delivering our responsibilities under the Care Act 2014 with regards the assessment and care planning of Social Care needs.

## ***DUTIES AND RESPONSIBILITIES***

### **Main Tasks:**

1. To triage new referrals into the team with support from colleagues and our consultant psychiatrist and to manage them with an appropriate level of urgency in relation to the presenting risk.
2. To carry out the initial assessments of service users who meet the referral criteria of the Urgent care pathway / CMHT and to undertake short term treatment where appropriate.
3. To manage, formulate and implement treatment plans, delivering care under the clinical model.
4. To evaluate effectiveness of care / treatment plans whilst working within the framework of CPA and Risk Assessment.
5. To report all relevant information to the referring agent and keep them informed of the service users progress.
6. To assess, plan, set goals with the service user, carers and families; implement and evaluate care using psycho-social interventions and skills to meet individual needs.
7. To deliver individual therapeutic activity using therapeutic interventions and skills.

8. To work with the team to develop, maintain and review a therapeutic online group program which supports our service users through their acute phase toward their recovery.
9. To be responsible for monitoring and evaluating treatment plans, transferring service users to the CMHT, other teams within the Trust, or discharging them when appropriate.
10. To liaise and establish good working relationships with referring agents, colleagues in Primary Care services, Social Services, Community Mental Health Teams, Assertive Outreach, In-Patient services, Criminal Justice, Voluntary Sector and other agencies as appropriate.
11. To be an active member of the multi-disciplinary team and to attend team meetings, professionals' meetings and other work led meetings as required.
12. To work with the multi-disciplinary team in developing plans that offer supportive care in the least restrictive way.
13. To carry out crisis interventions and offer support out of hours to service users who require step up care and working closely with colleagues in the CMHT to support clients in an acute phase.
14. Close liaison with CRHTT and CMHT to ensure appropriate support is offered to service users outside of acute day hospital hours.
15. To maintain service user confidentiality in delivery of treatment packages.
16. To respect the needs of service users, their families and other significant persons in care planning and management, including assisting them in meeting their needs.
17. The post holder will follow agreed practice guidelines and ensure that, where possible, clients are cared for in the least restrictive environment.
18. The post holder must be willing to work in other areas of the Urgent Care Service, including other Trust sites where exceptional circumstances or exceptional workload requires additional support.

### **Professional Development:**

1. To develop and maintain a level of professional knowledge, skills and expertise that ensure the highest standards of practice and is responsive to changing care needs.
2. To act at all times in accordance with professional standards, maintaining own knowledge and skills.
3. To contribute to practice development projects within the department.
4. To contribute to improvement and adaptation of services in keeping with changes to services locally and nationally.
5. To fully engage in both clinical and managerial supervision, and to offer this level of support to junior colleagues, including students.

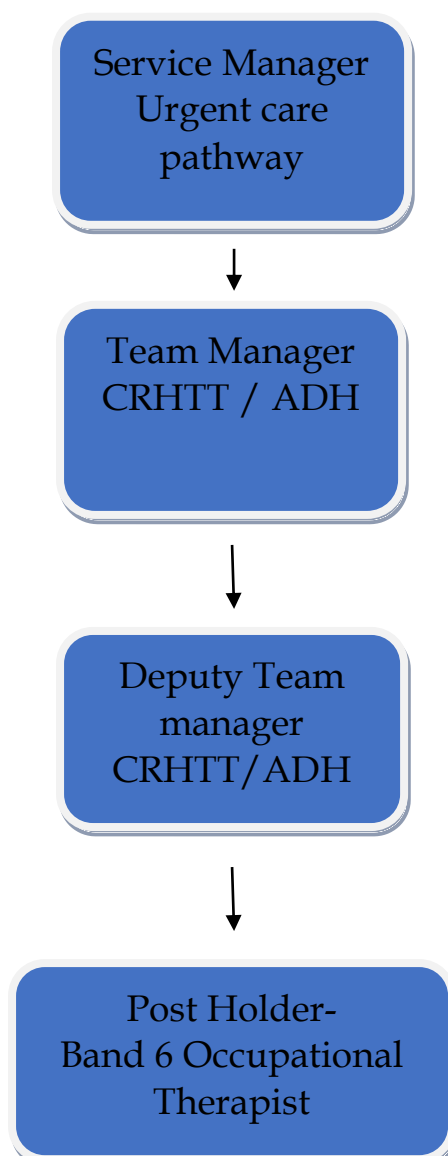
### **Management and Leadership:**

- To maintain effective functioning of the department, prioritisation of work and timely response to referrals.
- To contribute to the development of procedure and accept delegated management tasks.
- To supply information of activity outcomes as per Trust policies in a timely manner as requested.
- To have good quality IT skills appropriate to needs of the post.
- To maintain a high level of performance at all times, irrespective of working conditions or pressures.
- To participate in quality improvement work that enhances the effectiveness of the Crisis and Home Treatment Team.
- To be a positive role model for peers and junior staff.

### Other Responsibilities:

1. To ensure confidentiality and security of service user data is always maintained in compliance with the General Data Protection Regulation (GDPR).
2. To ensure confidentiality of staff, service users and carers is maintained in line with Trust policy.
3. To ensure all electronic records are updated and complete within the standard for the Trust (e.g. 24 hours for clinical notes)
4. To attend appropriate mandatory training courses in line with requirements of the role, Health and Safety Regulations and as part of personal development, e.g. systems training, fire awareness training, appraisals.
5. To carry out any other duties as requested by the Team Manager/Community Lead to ensure the quality of service provided by the team.
6. To work at all times in line with the Trusts policies and procedures.
7. To carry out any other tasks as reasonably directed.

### STRUCTURE CHART



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## **CODE OF CONDUCT**

All staff are required to work in accordance with their professional group's code of conduct (e.g. NMC, GMC, DoH Code of Conduct for Senior Managers).

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

In addition to undertaking the duties as outlined above, the post-holder will be expected to fully adhere to the following:

### **Personal Development**

- To actively participate in an annual performance review (appraisal) and the development and implementation of a personal development plan.
- To take responsibility for their own professional development ensuring professional standards are maintained and statutory and mandatory training is in date.
- To attend any training as requested.

### **Code of Conduct**

- To adhere to the Professional Code of Conduct relating to your profession (if applicable).
- To uphold the principles and values set out in the NHS Code of Conduct for Managers.
- To support the organisation in developing an effective work/life balance for employees that meets the needs of the organisation.
- To ensure that the health and wellbeing of patients is at the centre of all activities and that all staff engage and communicate with patients as appropriate.
- To always promote quality and safety of patients, visitors and staff thus enabling the Trust to meet its regulation requirements (Care Quality Commission Registration – Regulations and Outcomes) that relate most directly to patients and also strive for continuous quality improvement.

### **Equal Opportunities/Diversity**

- To observe Oxford Health NHS Foundation Trust's Equal Opportunities Policy providing equality of treatment and opportunity to employees, service users and service providers irrespective of sex, sexuality, age, marital status, ethnic origin or disability.

### **Health & Safety**

- To take responsibility for the health & safety of themselves and other persons who may be affected by their omissions or actions at work.
- To promote the Trust's Health and Safety Policy and ensure matters are managed in accordance with it.
- To co-operate with the Trust to ensure that statutory and departmental regulations are adhered to.
- Report accidents, incidents and near misses, implementing corrective action where necessary.

### **Infection Control**

- To comply with Trust policies for infection control and hand hygiene such as hand hygiene, decontamination Policy, uniform and workwear code and standard precautions Policy to reduce the spread of healthcare-associated infections (HCAIs).
- Employees with clinical responsibilities must incorporate into their clinical activities up to date evidence that supports safe infection control practices and procedures, such as the use of aseptic techniques and the safe disposal of sharps.

### **Confidentiality and Data Security**

- To comply fully with the duties and responsibilities outlined in the Trust's Information Governance Policy.
- To comply with the Data Protection Act 2018 and General Data Protection Regulations (GDPR), National Data Security Standards and any professional code of practice on Confidentiality and Data Protection as accepted by the Trust. Departmental codes of practice and procedures for confidentiality are available from the head of department.
- To ensure that all information collected, stored and used is done so in compliance with the above Act and any relevant Trust Policy.
- To preserve the confidentiality of any information regarding patients, staff records in your area (in connection with their employment) and the Trust business. This obligation shall continue in perpetuity.
- To raise any matters of concern with your Manager/Director

### **Safeguarding**

- To recognise that promoting the welfare and safeguarding children, young people and adults is everyone's business and access training and supervision as appropriate to the role.
- To support the organisation in ensuring service users are protected from abuse or the risk of abuse and their human rights are respected and upheld.
- To ensure concerns are responded to appropriately in line with the Trust's Safeguarding Adults Policy and the Child Protection Policy and interagency safeguarding procedures.
- To comply with recruitment and other checks as requested by the organisation including undertaking an Enhanced Disclosure via the Criminal Records Bureau.

### **Other**

- To be aware of and work in line with all Trust policies and procedures.
- To carry out any other tasks as reasonably directed.

## PERSON SPECIFICATION

Band: 6		
Criteria for Selection	Essential Requirements	Desirable Requirements
Knowledge Requirements	<p>Good negotiation skills and able to use initiative</p> <p>Good working knowledge physical health management strategies and interventions.</p> <p>High level of clinical knowledge and skill including knowledge of recent national, regional and local health strategies.</p> <p>Ability to reflect and critically appraise own performance.</p> <p>Able to communicate at various levels with empathy.</p> <p>Experience of working independently and set own priorities in line with team vision.</p> <p>Knowledge of a range of IT programs including Microsoft excel and office.</p> <p>Ability to contribute to the identification of individual / team / service training and development needs.</p>	<p>Ability to analyse professional and ethical issues</p>
Qualifications – Academic/Skills/Professional	<p>Registered Occupational Therapist educated to degree level or equivalent.</p> <p>Teaching qualification or working towards qualification.</p>	<p>Prescribing qualification.</p> <p>Phlebotomy qualification.</p> <p>Health promotion qualification , including smoking cessation.</p>

		PSI qualification.
Further Training or Job Related Aptitude and Skills	<p>The ability to develop and sustain collaborative relationships with partner organisations as well as with patients and health care professionals.</p> <p>Excellent verbal communication skills.</p> <p>Able to work effectively as a member of a team.</p>	<p>Be able to recognise stress/anxieties in colleagues, patients and their families and offer appropriate support</p> <p>Evidence of working within and across teams, including multi-disciplinary and cross organisational working.</p>
Experience	<p>Understanding of team working models.</p> <p>Experience of implementing evidence-based practice.</p> <p>Ability to cope under pressure and problem solve when managing complex situations and competing priorities.</p>	Experience of being part of a service improvement project.
Personal Qualities	<p>Well-developed communication and interpersonal skills.</p> <p>Ability to advocate for patients and others.</p>	
Contractual Requirements or other requirements	<p>Ability to work flexibly to the needs of the locality, service, patients, families and carers.</p> <p>Able to work alone with patients.</p> <p>The ability to show initiative within own work.</p>	



	<p>Ability to work in a variety of settings such as hospital wards, patient's homes, day hospitals and outpatients departments.</p> <p>Be required to handle equipment in line with Trust policies.</p> <p>Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults.</p> <p>Ability to maintain and sustain improvement plans within the team.</p> <p>Full and valid UK driving licence and access to a car for work purposes</p>	
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