

Job Description

Job title:	Community Mental Health Duty Worker
Directorate:	Mental Health
Department:	Community Mental Health Team
Responsible to:	Service Manager
Accountable to:	Operational Lead
Pay band:	6
Hours of Work:	37.5 hours per week.
Contract:	Agenda for Change
On call requirement:	No
Disclosure required:	Enhanced DBS
Professional Registration:	Yes

Job outline

The role of Duty Worker in the CMHT is to support senior practitioners in the delivery of a safe and efficient diagnostic and treatment service. They will demonstrate an understanding of the holistic needs of people referred to the CMHT and their carers, families and also partner agencies. The post holder will work at all times to promote the safety and well-being of service users and their families/carers. The post holder will offer pre-diagnostic screening as appropriate and support effective planning and coordination of specialist assessment, respond to incoming and identified risks and statutory duties that fall within the remit of a diagnostic and treatment service. They may be required to offer brief post-diagnostic follow-up and/or sign-posting. They will provide clinical supervision to staff as appropriate and act as a mentor for students.

We are an Equal Opportunities Employer operating a No Smoking Policy

Scope & Authority

The post holder will be an autonomous practitioner who will carry responsibility for running a safe and efficient triage and duty system by undertaking the following duties:

- To provide initial paper triage for all referrals to the NDS, seeking advice and opinion from the multi-disciplinary team as required. To make any enquiries necessary to ensure that a safe and appropriate triage decision can be made about referrals to the service
- To be offer clinical support and advice to administrative staff who are dealing with

enquiries to the service

- To offer pre-assessment screening in advance of a diagnostic assessment when indicated
- To support clinical specialists in the completion of diagnostic assessments as required
- To support signposting and onwards referrals from the diagnostic service when required (including statutory duties)
- To offer specialist post-diagnostic assessment and advice where required within the remit of the service.
- To contribute to the maintenance and development of any relevant Trust professional strategy.
- To ensure that clinical practice is evidence based and consistent with relevant NICE guidelines and Trust policies and procedures.
- To provide supervision of junior staff and trainees where appropriate. To act within the appropriate professional code of conduct at all times.

Key Result Areas:

Clinical Practice, including professional development

- To be a core member of the team, using specialist health assessments and screening tools to inform safe clinical decision making.
- To provide a highly specialised range of clinical interventions relevant to the commissioning of the service and the care group; have knowledge of evidence-based models of practice.
- To work in partnership with the individual service user and their families and carers as appropriate and within the remit of the service to ensure the completion of a specialist diagnostic assessment, and to support the development of a plan to facilitate their safety, promote their well-being and support their independence and inclusion in the community. This may include signposting but may also require working closely with partner agencies such as voluntary sector agencies, schools and colleges, colleagues with statutory authority
- To support as appropriate the development of post-diagnostic plans that meet the needs of the individual and their family/carers that are focused on neurodivergent strengths and acceptance of identity.
(If duty worker is a registered nurse):
- To support clinical nurse specialists and medical staff in the monitoring and evaluation of treatment in order to measure progress and ensure effectiveness of intervention.
- Maintain the safe custody and control of medication.
- Ensure safe disposal of clinical waste.
- Implementation of all nursing policies and procedures.
- To discuss with the service user and when appropriate, with their carers, their health problems and how they see and understand them, facilitating a process of developing their understanding and maintaining their hope for the future.
- To promote the empowerment of individual service users to manage their health as much as possible and to signpost to Self Directed Support / direct payments as indicated.
- To offer signposting and information to carers and family members to statutory and third sector agencies to ensure they receive appropriate advice and support.
- To support service user engagement in the diagnostic / assessment process, striving at all times to deliver inclusive communication and care and to promote attendance and efficient use of all clinical time.

- To contribute to the assessment and management of risk of service users within the remit of the service; including the understanding of the service users views towards their assessment and treatment and when appropriate to work in partnership with the service user's family and carers. When appropriate, to explain and discuss medication with the service user, including side effects they may experience and the role that the medication may have in their recovery or ongoing care.
- To work closely and in partnership with colleagues in other services within the Trust and health and social care services in a collaborative way, ensuring that decisions are made that ensure the best care for service users and that there is a seamless pathway.
- To develop professional networks and keep abreast of local resources; third sector partners, primary care, housing, education, social care and other statutory organisations in order to ensure that the service user is able to navigate the full health and social care system through effective post-diagnostic signposting from our service.
- To support robust communication with clients' carers and other health workers and agencies.
- To promote awareness of the professional role within the team and across the service.
- To demonstrate effective communication skills with neurodivergent people in an age appropriate way
- Communicate effectively with junior staff on a timely basis ensuring systems exist so that staff, are informed.
- To apply highly specialist skills and knowledge in order to establish professional competence and fitness to practice.
- To demonstrate ongoing personal development through participation in internal and external development opportunities, recording learning outcomes in a portfolio.
- (if a nurse) To administer medication within NMC guidelines and the Trusts Medicines Code.

Practice Development, including professional development of others

- Ensure best practice is promoted and disseminated appropriately.
- Support a team-based learning culture.
- Facilitate local multi-disciplinary learning groups and practice development initiatives.
- To contribute to the induction, training of students and other staff both within or external to the Trust.
- Act as a mentor for student nurses on a placement learning opportunity with the team.
- To be responsible for the supervision and written assessment of nursing students on placement within the Trust.
- Act as a mentor/preceptor.
- To fully participate in the Trust's performance review and personal development planning process on an annual basis.
- To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- Review and reflect on own practice and performance through effective use of professional and operational supervision and appraisal in line with local guidelines.
- To provide effective guidance, supervision and appraisal for junior staff.
- To represent the professional lead at meetings as required.

Research and Development

- To undertake research and/or audit projects relevant to the service area, disseminating findings at local level.
- To broaden research and development skills through participation in local audit and

research projects.

- To participate in the operational planning, implementation of policy and servicedevelopment within the team, leading on delegated projects.
- To participate in the delivery of the Nursing strategy and development plan and care group strategies.
- To use research in practice and developing research work from one's own practice.

Governance – including quality, standards, documentation & ethics

- To ensure that up to date written and electronic records and activity data are maintained in accordance with Professional and Trust standards and to provide specialist reports relevantto practice setting.
- To keep accurate and timely electronic record of each contact, using Carenotes and othersoftware programmes used by the Trust. Complete screening tools and outcome measures as required.
- To adhere to the relevant professional / Nursing & Midwifery Council Code of Conduct, professional standardsand ethics and comply with local and national standards of practice.
- To respect the neurodiversity, individuality, values, cultural and religious diversity of clients and contribute to the provision of a service sensitive to these needs / identity.
- To contribute in the Trust and professional clinical and social care governance arrangements and quality agenda, including the setting and monitoring of practicestandards.
- To apply national guidelines/ legislation relating to health and social care in mental healthservice provision.
- To participate in clinical and social care governance care group forums as required.
- To ensure performance targets and standards are met.
- To ensure that professional (nursing) standards of practice are maintained within the clinical setting.
- To ensure that professional standards of practice are maintained amongst junior staff.

Position in the Organisation & Key relationships

DIMENSIONS:

To provide safe and effective triage; signposting and time-limited support for people referred to the Neurodevelopmental Service and provide supervision and leadership for relevant junior members of staff.

RELATIONSHIPS:

Clients and their families and carers, members of the local health and social care team, nursing colleagues, assessment and treatment centres, local primary care service providers,local voluntary sector providers, local employment services, and other relevant external agencies.

All staff are required to:

- Take responsibility for the safeguarding and protection of children and young people and vulnerable adults very seriously, as does The Trust. The Trust works with adult and children's social care to ensure that the integrated service has systems in place to equip staff with the knowledge and skills to recognise abuse, and take action to safeguard and protect vulnerable adults and children and young people. It is expected that all staff familiarise themselves with the appropriate structures and policies and with the Sussex child protection and safeguarding procedures and the Sussex multi-agency policy and procedures for safeguarding vulnerable adults and undertake the relevant essential training and further training appropriate to their role.
- Abide by the standards of behaviour expected by their professional body and the standards of behaviour expected of all staff in the Trust disciplinary policy and procedure.
- Adhere to all Trust policies and procedures and are responsible for making themselves aware of these policies and procedures.
- Treat information relating to patient, employees and businesses of the Trust in the strictest confidence. Under no circumstances should such information be discussed with any unauthorised person(s) or organisations. At all times employees are required to comply with the provisions of the Data Protection Act.
- Maintain their own awareness of, and comply with, policies and procedures relating to Health and Safety (whether statutory or Trust), and assist in ensuring the compliance of other staff.
- Support the Trust's visions and values and in particular the promotion of a positive approach to diversity, equality, rights, and treating others with dignity and respect; to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply by adhering to the Trust's Equality and Diversity Policy.
- Demonstrate the core principles of safeguarding and protection Human Rights; treating people with dignity, fairness, equality, respect and autonomy.
- Develop and maintain positive relationships with all colleagues, taking account of their age, religion or belief, ethnicity, sex, marital or civil partnership status, sexual orientation, gender identity, pregnancy or maternity status, neurodiversity and any disability. Ensure that they are approachable and that their conduct towards colleagues is open and honest, dealing with differences in opinion, in ways which avoid offence.

Person Specification

Job title:	Community Duty Nurse / Practitioner		
Directorate:	Learning Disability		
Department:	Neurodevelopmental Service		
Pay band:	6		
	Essential	Desirable	Evidenced by
A – Qualifications			
▪ Registered Nurse / health professional with current registration appropriate to the job role	✓		A / C
▪ Completion of Mentorship Course/ENB / professional equivalent	✓		A / C
▪ Evidence of continuous professional development	✓		A / C / I / T
B – Knowledge/Experience			
▪ Significant post qualifying experience in the relevant care group (mental health or neurodevelopmental)	✓		A / C / I / T
<ul style="list-style-type: none"> ▪ Experience of working alongside people with complex health problems in the designated care group ▪ Experience of supervising staff ▪ Experience of managing a caseload ▪ Experience of providing a range of clinical interventions to people in the designated care group with a variety of health problems ▪ Experience of working consultatively with professionals ▪ Experience of conducting clinical assessments including risk assessments ▪ Experience of partnership working within and across various statutory and non statutory teams and agencies ▪ Experience of working within the CPA process ▪ Understanding of clinical governance ▪ Previous experience of working in the community ▪ Contribute to the implementation of services. 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	✓	A / C / I / T
▪ Lived experience of mental health issues / neurodiversity		✓	

	Essential	Desirable	Evidenced by
C – Skills			
<ul style="list-style-type: none"> ▪ Communication/Relationship skills: ▪ Excellent written and oral communication skills ▪ Ability to communicate in a clear and unambiguous way ▪ Excellent negotiation and conflict resolution skills ▪ Ability to develop effective professional relationships with others ▪ Ability to develop good therapeutic relationships ▪ Establish and maintain communication with individuals, families, carers and groups about difficult or complex matters overcoming any differences in communication ▪ Develop own skills and knowledge and provide information to others to help their development ▪ Participate in Partnership working with individuals, groups, communities and agencies ▪ Promote people's equality, diversity and human rights 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 		A / C / I / T
<ul style="list-style-type: none"> ▪ Analytical & Judgement skills: ▪ Skills of assessing and interpreting service user conditions with appropriate actions 	<ul style="list-style-type: none"> ✓ 		A / C / I / T
<ul style="list-style-type: none"> ▪ Planning & Organisational skills: ▪ Ability to work in partnership with key stakeholders ▪ Ability to work with resistance at times, to manage own reactions to difficult situations and to act with appropriate authority and diplomacy ▪ Plan and organise complex activities or programmes requiring formulation and review 	<ul style="list-style-type: none"> ✓ ✓ ✓ 		A / C / I / T
<ul style="list-style-type: none"> ▪ Clinical Skills: ▪ Assessment, planning and intervention skills. ▪ Provision of specialist nursing advice in relation to care 	<ul style="list-style-type: none"> ✓ ✓ 		A / C / I / T
<ul style="list-style-type: none"> ▪ IT skills: ▪ IT literacy and willingness to take on new technology ▪ Able to use Word, PowerPoint, clinical systems, email 	<ul style="list-style-type: none"> ✓ ✓ 		A / C / I / T
<ul style="list-style-type: none"> ▪ Physical skills: ▪ Ability to use manual handling techniques 		<ul style="list-style-type: none"> ✓ 	A / C / I / T

	Essential	Desirable	Evidenced by
<ul style="list-style-type: none"> ▪ Abilities 			
<ul style="list-style-type: none"> ▪ Mental Effort: ▪ Frequent and intense concentration in client assessment and formulation, both individual and group work with up to 5 hours a day in direct face to face client contact ▪ Liaison with multi agencies at times especially in emergencies requiring mental effort to coordinate possible management of a crisis. 	 ✓ ✓		A / C / I / T
<ul style="list-style-type: none"> ▪ Emotional Effort: ▪ Being with disturbed service users such as those experiencing trauma, family breakdown or domestic violence and acutely psychotic clients exhibiting extremes of behaviour, verbal and physical abuse on occasions, all of which can be potentially exhausting and skilled intervention is required to avoid burnout ▪ The ability to multi task and mental adaptation to different unpredictable situations. 	 ✓ ✓		A / C / I / T
<ul style="list-style-type: none"> ▪ Working Conditions: ▪ Monitor and maintain the health and safety of self and others in the working area. ▪ Required to use a PC 	 ✓ ✓		A / C / I / T
<ul style="list-style-type: none"> ▪ D – Approach/Values 			
<ul style="list-style-type: none"> ▪ Demonstrate support for the values and beliefs of the Care Group and those of the Trust 	✓		I
<ul style="list-style-type: none"> ▪ Demonstrate an understanding of the practices of Human Rights in the delivery of this role 	✓		I
<ul style="list-style-type: none"> ▪ Team working 	✓		I
<ul style="list-style-type: none"> ▪ Ability to travel across sites 	✓		I
<ul style="list-style-type: none"> ▪ Punctual and flexible across hours of work when required 	✓		I

To be evidenced by key: A – Application C - Certificate I – Interview T - Test

Approved by:

Approved

Manager

Date