

## Job Description

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<b>Job Title</b>	Clinical Lead – Senior Mental Health Practitioner
<b>Salary Band</b>	7
<b>Division/Service Line</b>	Mental Health
<b>Department</b>	Community Mental Health – Single Point of Access

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### Job Overview:

This role will be responsible for the triage and clinical decision making for referrals being made to mental health service within a designated area. Working as a senior level practitioner supervise staff members and coordinate the day to day functioning and delivery of the clinical service.

Working with people with significant mental health problems, to assess their mental health using a biopsychosocial model considering if their needs can be best met within primary care or within specialist mental health services.

Building and facilitating closer links between primary care networks and Community Mental Health Teams, Social Care teams, community services and a wide range of voluntary sector organisations, to achieve seamless transitions and support for people with significant mental health needs.

- Promote, develop and role model high standards of clinical care
- Ensure a holistic approach to assessment, care, and treatment, including physical health needs.
- Ensure effective care pathways are in place for transition between mental health and other services.
- Monitor, evaluate and action plan team members with regards to their clinical performance
- Work closely with other teams within the Trust coupled with the Voluntary, Statutory, and independent sectors, implementing key success criteria for NICE regarding diagnosis, treatment, and management plans.
- Participate in Safeguarding
- Provide expert advice pertaining to complex cases
- Responsible for maintaining Clinical Governance Standards
- Have enhanced clinical skills

The post holder will be responsible for providing the continued clinical advice, training, and supervision to a group of staff operating within a multidisciplinary team charged with the ongoing clinical triage and assessment of patients who access Mental Health Services ensuring the appropriate decisions are made for transfer & recommendation to the correct care pathway or treatment team.

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The post holder will direct and support the team's assessment of new patients including risk assessment and the formulation & recommendation for ongoing care, and transfer to the most appropriate care pathway, service, or agencies, including escalating patients to urgent care.

The post holder will be responsible for implementation of clinical governance and risk management together with being responsible for clinical decisions within CPE as a shift leader when required.

The Clinical Leads will provide advice, clinical leadership, caseload management, supervision and training to the teams and will be responsible for ensuring the consistent provision of high-quality mental health care to people in adult mental health community settings. The post holder will work with the Matrons and operational leads to ensure the effective, efficient, and sustained development of inpatient services.

The Clinical Leads will work closely with the Community Matrons, team managers to achieve high quality innovative care at the point of referral, with a focus to embed the principles of reablement and trauma informed care.

The Clinical Lead role will function in line with the Advanced Practice Mental Health Curriculum and Capabilities Framework (HEE, 2020).

The Clinical Leads will provide experienced clinical knowledge, assessment, and support in the development of complex assessments and formulation. The Clinical Leads will support clinical teams in developing patient care, particularly where complex needs require additional assessment.

The Clinical Lead will need to demonstrate excellent risk assessment skills whilst also applying a holistic approach to assessing the health and social needs of people experiencing severe and enduring mental illness.

Additionally, the Clinical Leads will be responsible for referring and signposting to secondary mental health services, or alternative statutory or non-statutory agencies, and will be required to work as part of a multi-disciplinary team.

The Clinical Leads will provide clinical advice and support to staff within the Single Point of Access team, as well as the health and social care community, including knowledge of legal frameworks.

The Clinical Leads will work closely with other members of the wider multidisciplinary team and service users to initiate, develop, and implement effective pathways and approaches to meet the needs of the service users.

The Clinical Leads will play a role in the planning and developing services as well as contributing to programmes of research and audit in line with NICE and other national guidelines for clinical development and current Trust practices. Ensure the service meets information and clinical targets as required.

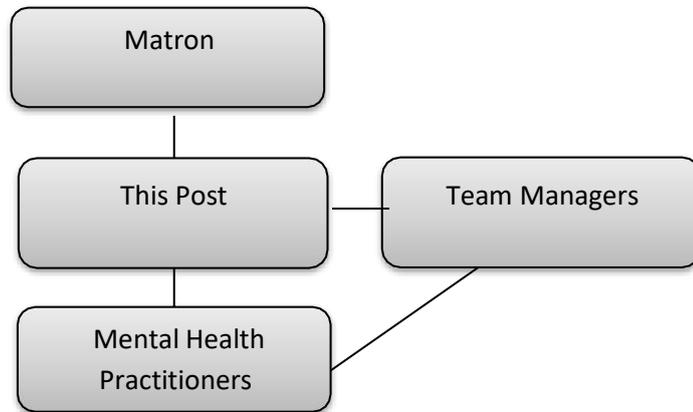
The Clinical leads will be required to support in the provision of learning to a variety of educational levels.

The Clinical Leads will provide clear leadership and management responsibility for the effective delivery of the services carried out by the teams, deputising for the Team Manager or Matrons as and when required.

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**Organisational Chart**



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## **Duties and Responsibilities**

### ***Communication and Working Relationships***

- Nurses/practitioners working within the SPOA require a high level of oral and written communication and interpersonal skills, self-awareness and empathy in all communications.
- You will contribute to the team and engage with a wide range of stakeholders including staff, services users, carers, general public, third sector agencies, GP's, 111 services
- You will communicate and relate with a range of employees of the Trust, visitors, service users, carers, students, members of the public and other agencies with a professional and sensitive approach using a variety of communication and customer service methods – at all times maintaining professional boundaries.
- You will receive phone calls, recording messages accurately, liaising with other administrative, call handlers and health professionals ensuring that suitable action is taken. Effectively use the phone system to answer & redirect calls, plus wrap-up a session
- You will use email applications such as Microsoft Outlook and NHS Mail in order to send, receive and distribute email correspondence appropriately and in accordance with the Trust's Acceptable Use of Information and IT – Policy and Guidance.
- You will maintain confidentiality at all times.
- You will demonstrate an understanding of the importance of effective team working within a multi-disciplinary team. Have the ability to adapt and use initiative as the need arises.
- Contribute to the safe and effective day to day operations of the service including the handling of clinical enquiries

### ***Management and Personal Development***

- Be visible and approachable as an expert practitioner.
- To be directly accountable and responsible for own practice and to act as an autonomous clinician.
- Provide clinical, ethical, practical and legal advice to colleagues where appropriate.
- Act as a resource for colleagues within the Cornwall Partnership Trust
- To be responsible for and lead on the assessment, planning, implementation and evaluation of the evidence based care required.
- To be responsible for the setting of quality standards, including the monitoring and reviewing in line with current clinical guidance practice and policy.
- To be responsible for ensuring that the requirements of the Mental Health Act 1983 and update of November 2008 are observed, adhered to and implemented.
- To monitor the performance of the service against the outcomes and report to the service line manager exceptions and actions to address
- To be responsible for ensuring that referrals to the service are processed and allocated accordingly. There should be direct liaison with referrers where necessary and unmet need recorded and reported to senior management.
- To undertake the day-to-day clinical team management, providing support and lead on service development in collaboration with the team manager and consultant psychiatrists.
- To take a lead role in regular reviews / audits and their evaluation in-order to ensure evidence based effective practice.
- To work collaboratively with colleagues in the SPOA, Primary Mental Health Practitioners and Community Mental Health Teams, to ensure that a comprehensive and co-ordinated service is provided.
- To participate in formal annual appraisal systems in accordance with Trust policy.

- In conjunction with the Team Manager provide appraisal for supervised staff, and distribute their Personal Development Plans as required.
- To contribute to the planning of induction programmes for all staff and to identify the individual educational needs of staff.
- To facilitate the learning environment for pre and post registration students.
- To delegate tasks to other staff as required and in line with team processes.
- To participate in the recruitment and the selection of staff when appropriate.
- To receive management supervision from the SPOA Manager or equivalent.

### ***Clinical Activities***

- Provide specialist skills, knowledge and expertise in the assessment, care and managements of all patients referred to the SPOA.
- Assess, plan, implement and evaluate individual care plans in partnership with service users, carers, and the health and social care community.
- Undertake comprehensive risk assessments and implement risk management strategies.
- Demonstrate highly developed and specialised knowledge and skills in the mental health.
- Support service users to increase knowledge and understanding of their condition where possible, to provide appropriate and accessible information and health promotion literature.
- Work closely with families and carers where appropriate to reduce psychological distress associated with the caring role
- To ensure that risk assessment/management procedures are implemented, including policies regarding Safeguarding Adults and Children.
- To initiate the local resolution of complaints enquires or presentation from service users and other, in accordance with the policies as appropriate.
- To ensure effective liaison with the crisis services community mental health services, community therapy services GP's, Primary Health Care Teams, User and Carer groups, Voluntary and Statutory agencies.
- To be responsible for the effective engagement of service user's and their carer's with the service. To be responsible for the establishment and monitoring of evidence based therapeutic interventions.
- To have clinical oversight of the mental health services and first point of contact for any immediate issues requiring resolution, offering advice and guidance to other junior staff. Liaison with higher management as and when required.
- To ensure the management of patient flow for the service.
- To take a lead role in ensuring effective and timely throughput and discharge from the team.
- To ensure compliance with legal requirements concerning the prescribing, storage, transporting and administration of medicines, including PGD's.
- Critically evaluates and applies research findings pertinent to patient care, team management and outcomes.
- To hold or willingness to undertake training fo the Non-Medical Prescribing skill or module in advanced psychosocial assessment and formulation.
- To participate in all clinical, business and service meetings as appropriate, to contribute to effective team functioning, service delivery and development.

### ***Strategic Development, Planning and Organising***

- Improve and maintain working relationships with 111 clinicians, Mental Health Assessment Teams, HTT and Hub Clinicians, GPs, other professional and outside third sector agencies working collaboratively to ensure effective referral, treatment and discharge.

- To keep professionally updated with ongoing developments in mental health through an evidence based approach to delivering high quality mental health services by evaluating, updating, imitating and/or participating in training, audit and research.
- To actively participate in the development and implementation of policies and procedures.
- To participate in clinical audit and outcome measuring activities, as agreed with the SPOA Team Manager.
- The post holder will be expected to adopt a flexible attitude to take account of the changing needs of the service as dictated by the service user and organisational lead.
- To work flexibly between all Mental Health Services
- Demonstrate an advanced understanding of the under-pinning knowledge, current research, recognised best practice and new developments in the field of adult mental health.
- Facilitate the development of evidence based clinical pathways.
- Facilitate an accessible service by developing flexible and innovative approaches to communication and, behaviours that challenge.
- Establish strong and appropriate links with primary and secondary care services to ensure consistent and coordinated services to users.
- The post holder must demonstrate the ability to work flexibly for the service users in looking innovatively at the way services can be provided to the benefit of patients and carers.
- To ensure that appropriate mechanisms for User and Carer involvement and feedback implemented and form a key part of monitoring the service delivered in the locality.
- In consultation with senior management and members of the service to collect appropriate qualitative and quantitative data utilising audit tools as necessary.
- Forge effective partnership across organisational and professional boundaries and to promote inter-agency work with statutory and voluntary agencies to promote the work of the Cornwall Partnership Trust by attending and contributing to local, regional and national networks.
- Participate in the design and implementation of audit and local research projects under the supervision of the project board.
- You will 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.

### ***Administrative***

- To ensure that team records, including service users' case notes, are adequately maintained to a high standard in line with Trust policy.
- To ensure that all those referred are assessed in a timely way.
- To ensure that the gate keeping processes are followed in accordance with national guidance.
- To develop and maintain arrangements for regular meetings with relevant heads of Services.
- Maintain contemporaneous records in line with Trust and other guidelines and take steps to store records confidentially and in accordance with Data Protection Act.
- Collect and carry out rudimentary data analyses.
- To report to the Team Manager any serious untoward incidents and ensure documentation and records are in accordance with Trust guidelines.

### ***IT Systems and Processes***

- Use IT and software systems in the collection and analysis of data.
- To ensure the observance of the Data Protection Act.
- You will input or extract data, as required, into/ from non clinical data systems (such as ESR, E rostering) and clinical data systems and generate incident records when required.
- The daily use of Microsoft Office packages such as Outlook, word Excel and PowerPoint.

## **Additional Information**

### *Code of Conduct*

The post holder is required to comply with all relevant Code of Conducts for the role, including the Trusts Code of Conduct. All staff are required to support the Trust's commitment to developing and delivering excellent customer service by treating patients their carers, families, friends, visitors and staff with professionalism, dignity and respect. All staff are expected to behave in a professional manner and not to bring the Trust into disrepute.

### *Confidentiality and Data Protection Act*

All NHS employees have a duty to maintain confidentiality under both common law and the Data Protection Act 2018. Service users and staff have a right to expect that any information, whether personal or commercial, held by the Trust will be treated in a confidential manner. All employees of Cornwall Partnership NHS Foundation Trust must not, without prior permission, disclose any information regarding patients or staff.

### *Safeguarding Children and Vulnerable Adults*

All employees of Cornwall Partnership NHS Foundation Trust must be familiar with and adhere to the Trust's safeguarding policies and procedures.

### *Personal Development*

All employees are required to undertake statutory and essential training as directed by the Trust. This will be monitored through the supervision and appraisal process which is in place for all staff to participate in.

### *Risk Management and Health and Safety*

All employees of Cornwall Partnership NHS Foundation Trust are required to make positive efforts to maintain their own personal safety and that of others. You are reminded of your responsibilities for health and safety at work under the Health and Safety At Work Act 1974 as amended and associated legislation. These include the duty to take reasonable care for the health and safety of yourself and of others in your work activities or omissions, and to co-operate with your employer in the discharge of its statutory duties. It is also essential that precautions advised by Management, Occupational Health, Risk & Safety Services, etc. are adhered to for your own protection.

### *Infection Prevention and Control*

All staff, collectively and individually, has a duty of care in following best practice in adherence to guidelines which is a fundamental requirement in underpinning the management of infection control.

### *Location/Mobility*

In accordance with the Trust's requirements, all staff are required to undertake work and alternative duties as reasonably directed at variable locations in the event of, and for the duration of a significant internal incident, major incident or pandemic. You may be required to work at or from any additional location as determined by the Trust. You may also be required to travel between Trust premises for the performance of your duties.

### *Equal Opportunities*

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The aim of the Trust's policy is to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of race, creed, sex, marital status, disability, age, nationality, ethnic or national origins. The Trust commits itself to promote equal opportunities and will keep under review its policies, procedures and practices, to ensure that all users and providers of its services are treated according to their needs.

*Review of the Job Description*

This job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This role profile is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and on-going discussions with the designated manager.

*Rehabilitation of Offenders Act*

The Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 is applicable to this post. Therefore should you be offered the post it will be subject to a Disclosure & Barring Service check satisfactory to the Trust. You will therefore be required to declare all criminal convictions, cautions, reprimands and warnings that would not be filtered in line with current guidance

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**The Trust operates a no smoking policy. Employees are not permitted to smoke anywhere in the premises of the Trust or when outside on official business. Staff must be mindful of public perception and therefore must not smoke whilst travelling in Trust identified vehicles or when can be identified as a member of CFT staff.**

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## Person Specification

<b>Job Title</b>	Clinical Lead -Single Point of Access
<b>Salary Band</b>	7
<b>Division/Service Line</b>	Mental Health
<b>Department</b>	Single Point of Access x 3

<b>Role Requirement</b>	<b>Essential</b>	<b>Desirable</b>
<b><i>Education / Qualifications and Relevant Experience</i></b>		
Current professional registration – NMC/AHP	✓	
Professional qualification – RMN/AHP	✓	
Management / Leadership qualifications or current study		✓
Substantial experience of working in adult mental health settings	✓	
Extension experience of conducting clinical assessments including risk assessments	✓	
Current and up to date mental health service essential and mandatory training record	✓	
Additional training in mental health assessment		✓
Solution Focussed training/ experience		✓
Experience of working with substance misuse		✓
Non Medical Prescriber or willing to work towards	✓	
<b><i>Skills and Aptitude</i></b>		
Comprehensive Risk Assessment Skills	✓	
Confident in their abilities to make rapid and effective decision	✓	
Leadership and management skills	✓	
Change management skill	✓	
Proven interpersonal, communication and supervision skills	✓	
Ability to lead, motivate and supervise a team of staff demonstrating the highest clinical standards	✓	
Level 3 safeguarding Children’s qualification		✓

<b>Knowledge and abilities</b>		
Ability to work flexibly and independently in pressured clinical environments	✓	
Demonstrate knowledge and understanding of the principles and knowledge base underpinning crisis assessment and intervention	✓	
Sound knowledge of the Mental Health Act 1983 and other mental health legislation	✓	
Show good interpersonal and communication skills through a variety of mediums being sufficiently IT literate to use a number of IT systems available to the team to promote good team working and communication	✓	
<b>Personal Qualities</b>		
Flexible working with an ability to use own initiative as well as to be a team player	✓	
Ability to be creative in changing service delivery to meet the needs of other service users and the ongoing development of the service.	✓	
<b>Other</b>		
Demonstrates evidence of Trust "CHOICE" values	✓	
Ability to travel independently where required	✓	
Disclosure and Barring Service check satisfactory to the Trust	✓	
Occupational health clearance satisfactory to the Trust	✓	