



JOB DESCRIPTION

POST:	Crisis Single Point of Access - Clinical Lead
GRADE:	Band 7
HOURS:	37.5 hrs a week (Variable shift patterns available)
ACCOUNTABLE TO	Senior Service Lead – CSPA
RESPONSIBLE TO	Operational Manager

JOB SUMMARY

The Crisis Single Point of Access will provide a 24/7, first point of telephone contact service for people experiencing mental health crisis, their families, carers; and other healthcare professionals including London ambulance service, and the police calling for advice and/or to refer into local crisis services. The service will also respond to urgent mental health calls from people calling via NHS 111 (option 2).

This NCL service will be hosted in partnership by BEH Mental Health NHS Trust and Camden & Islington NHS Foundation Trust. The Clinical Lead postholder is expected to work flexibly across the service and will act as a senior role model and supervisor to clinicians in the team to ensure delivery of a high-quality service.

The post holder will provide compassionate care that is based on empathy, kindness, respect and dignity, and role model this to staff within the team. The post holder will ensure effective triaging and screening of referrals and support the clinicians in managing complex referrals. They will be responsible for organising the roster and always ensuring safe staffing. The post holder will work closely and maintain excellent communication and working relationships with partner crisis and community services, LAS, Police and Third Sector services. The post holder will provide management support as delegated by the Operational Manager, including supervision of staff, team training, service development initiatives and be expected to deputise for the Operational Manager in their absence.

Main Duties



Clinical

Undertake clinical triaging of calls where required or escalated due to complexity by other team members deciding on the correct pathway for the call.

Ensure there is robust risk assessment of referrals to inform clinical decision making and appropriate signposting.

To assess high risk or complex patients to provide management advice and appropriate clinical interventions to support more junior members of the team on shift.

Remain up-to date with advances in best practice in the field of mental health, and relevant legislation /statutory guidance and advising others on these matters as appropriate.

To operate within the legal requirements of the Mental Health Act and be able to exercise independent judgement in the assessment and diagnosis of mental health conditions.

Be available to referrers, patients and their relatives as required. Incorporating their views in clinical formulation and management.

Maintain a good public image of the Trust and the service by dealing with calls in a professional manner and thereby being a role model to the team.

Knowledge of appropriate escalation procedures in relation to complex calls and utilise appropriate frameworks such as Trusted Assessment.

Develop good interface and working relationships with relevant Crisis and Community Services and third sector services.

Ensure timely electronic data entry by staff members e.g. Rio so as to support effective Trust and reporting requirements.

Managerial Responsibilities

To lead the shift as required and supervise the work of others, supported by the band 6 team members on shift.

To be an effective role model for all staff that you meet, both within the Trust as well as other organisations.

To be aware of the individual needs of other team members, giving support and guidance as necessary.

To provide supervision and annual appraisals to individuals and giving constructive and regular feedback which help those individuals to reflect on their work, understand their objectives and monitor their progress.

Maintain a safe environment for all staff and visitors, taking reasonable care to avoid injury.

To monitor and report serious incidents and near misses so appropriate action can be taken

Initiate and participate in areas of clinical research, audit, benchmarking and trials in order to improve effectiveness of care, and feedback results to the team

To establish and maintain effective working relationships and promote new working arrangements with staff, and other stakeholders as required.

To meet regularly with the Operational Manager for supervision and carry out any duties as delegated.

To deputise for the Operational Manager when required and ensure that there are no issues around team performance in their absence.

Professional and Educational Responsibilities

Provides the highest standard of professional and expert clinical leadership that influences advanced level of practice in mental health and demonstrates positive role modelling.

Promote a culture of learning and continuous service improvement amongst the team

To participate in the orientation, comprehensive induction and meaningful training of new staff.

To lead on and contribute to informal and formal training delivered to staff and other agencies where required.

Work closely with the Operational Manager to achieve best practice in the service, identifying individual and collective training needs in this respect

Support the Operational Manager in developing the Service as a possible educational placement.

Attend all Trust Mandatory Training and ensure this is given priority for all staff; keeping up to date records of all staff attendance.

Through supervision and appraisal demonstrate personal reflection skills, acknowledge own areas for development and identify / access training as appropriate.

To be aware of and practise professional accountability with due regard to relevant professional body.

Quality and Audit responsibilities

Initiate and participate in areas of clinical research, audit, benchmarking and trials in order to improve effectiveness of care, and feedback results to the team

Work with the Operational Manager and other Clinical Leads in the development and implementation of clinical governance initiatives and policy reviews.

Ensure service users have a good experience by respecting, empowering and working in partnership with people throughout the care planning process; and developing systems and processes for obtaining user feedback.

This job description gives a general outline of the post and is not intended to be inflexible or a final list of duties. It may therefore be amended from time to time in consultation with the post holder.

The Trust requires that there will be no discrimination on the grounds of gender, age, disability, marital status, sexual orientation, creed/religion, ethnic or national origin in any matters to do with employment or the provision of service.



This job description is a reflection of the current position and will be reviewed and amended from time to time in consultation with the postholder.

PERSON SPECIFICATION

CSPA Clinical Lead

	Essential	Desirable
Qualifications and Training	<p>Recognised Professional Qualification in Nursing (RMN), Social Work (Dip SW/CQSW) or Occupational Therapy</p> <p>Evidence of post registration continued professional development, qualifications, or equivalent experience.</p> <p>Mentorship for RMN's</p>	<p>Evidence of recent continuing professional development</p> <p>Master's degree</p>
Experience	<p>Substantial Post registration experience</p> <p>Experience and knowledge of quality, standard setting and audit</p> <p>Experience in managing complaints and quality assurance</p> <p>Experience of working within acute and crisis services</p>	<p>Ability to review performance data and suggests ways of improving performance</p> <p>Experience of working within a CAMHS service, and ability to work with crisis and high-risk presentations of under-18's</p> <p>Comprehensive experience at local leadership level within speciality</p>



<p>Knowledge and Skills</p>	<p>Ability to analyse complex issues, gather relevant information and exercise sound judgement in reaching the most appropriate conclusions.</p> <p>An ability to make effective decisions under pressure and manage high risk situations.</p> <p>Strong commitment to improving patient services with a clear focus on achieving performance goals.</p> <p>Competence in provision of clinical supervision/ people management skills</p> <p>Teaching and mentorship within a clinical setting</p> <p>Comprehensive knowledge of relevant policy & legislation relating to mental health.</p> <p>Excellent written and verbal skills</p> <p>Computer Literacy.</p>	<p>Research skills</p> <p>Presentation skills</p> <p>Knowledge of a full range of therapeutic skills and approaches supported by further training in the specialty and management practice</p> <p>Knowledge of STORM and/ or ADASTRA software</p>
<p>Personal Qualities</p>	<p>Problem solving skills.</p> <p>Information gathering skills.</p> <p>Ability to understand, use, and manage their emotions in ways that promote effective communication, empathy for others, conflict resolution, and stress reduction.</p> <p>Ability to accept and use supervision appropriately and effectively.</p> <p>Reliable and dependable</p>	



**North London
Mental Health
Partnership**



Barnet, Enfield and Haringey
Mental Health NHS Trust
Camden and Islington
NHS Foundation Trust