

Job Description

Post Title: Mental Health Practitioner (Nurse/SW/OT) The Derbyshire Mental Health Helpline and Support Service

Grade: Band 6

Hours: Full time 37.5 hours per week (part time hours considered)

Reports to: Service Manager

Professionally Accountable to: Executive Director of Nursing & Patient Experience

Job Purpose

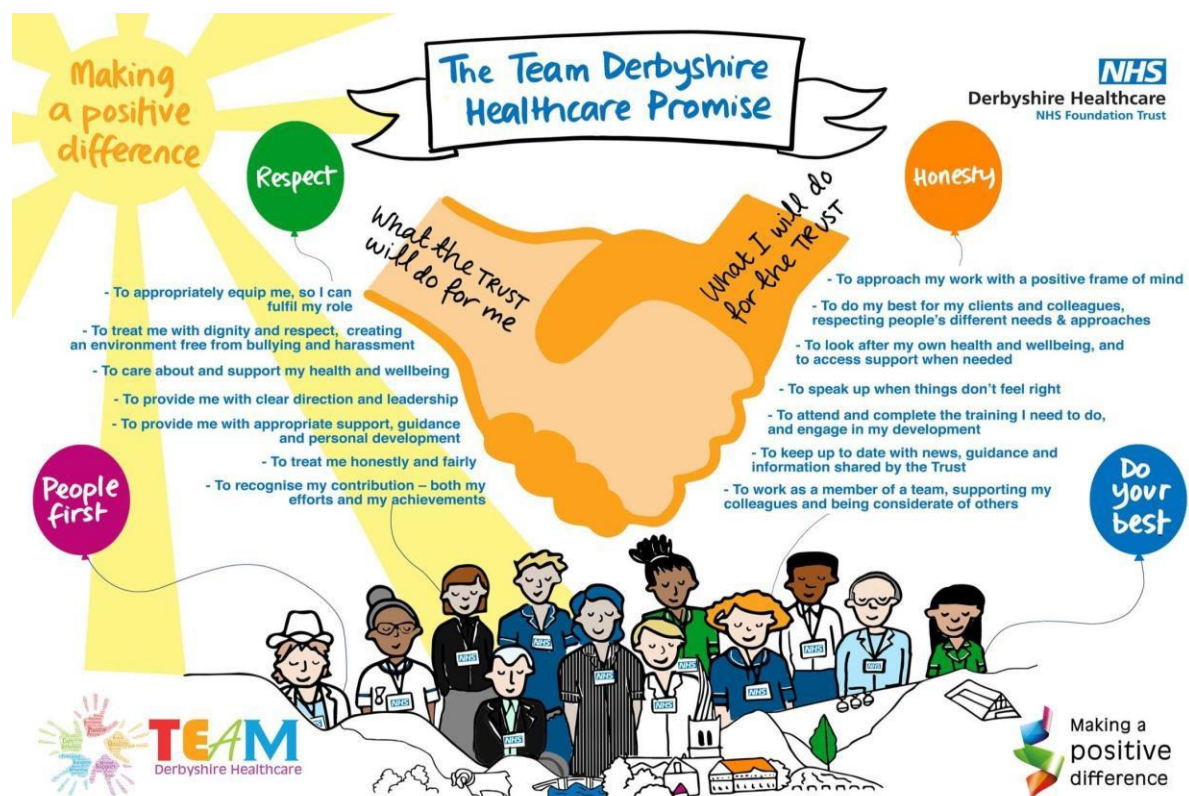
The Derbyshire Mental Health Helpline and Support Service is a new service that has been developed as part of the wider urgent care pathway. The development of these services will seek to ensure that we are better meeting the needs of our service users and carers by providing 24/7 open access, and a greater range of responsive and flexible service.

The Derbyshire Mental Health Helpline and Support Service is a collaborative service working together with VCSE partners and offers an all age all need service. The service triages mental health crisis calls and referrals (including warm transfers from EMAS, 111, and police), providing tele-coaching psychologically informed interventions, support, guidance and signposting. The service further delivers timely and responsive face to face assessments where indicated.

As a member of The Derbyshire Mental Health Helpline and Support Service team, you will adopt the philosophy of the service and provide flexible, responsive, proactive and interactive assessment and management to individuals experiencing a mental health crisis, early signs of relapse or new acute phase mental illness. All interventions and management plans will maintain the safety and wellbeing and empower the service user and their carers/family during this period.

The post holder will be able to sustain a respectful, consistent and reliable therapeutic relationship with service users that enhances their ability to build social networks and work in partnership with, Mental Health Teams, Support Networks, Primary Health Care Teams and other Statutory, Voluntary and Independent agencies, ensuring social inclusion for service users.

Values



As an employee of Derbyshire Healthcare NHS Foundation Trust you are required to adhere to the Trust's overriding value of putting "patients at the heart of everything we do". In recognising both the values expressed in the NHS Constitution and the Trust Values you will:

- Do your best
- People first
- Respect
- Honesty

Service Delivery

- Provide clinical oversight and decision making to the support line ensuring a comprehensive triage assessment process and onward support and facilitation to wider services and needs based interventions.
- Support and oversee the formulation and implementation of appropriate care plans/packages of care for the individual prior to their discharge to ensure that their mental health care is seamless throughout the care pathway.
- Promote and facilitate co-production with the service user in all processes and interventions throughout the services within the pathway.
- Work in collaboration with other partner agencies within the helpline and across the wider system in order to address mental health needs of the individual.
- Work collaboratively with colleagues throughout the crisis care pathway and the wider community services
- Maintenance of up-to-date clinical records in line with Trust policy, and professional registration standards.

Key duties and speciality specific requirements

- Work within the urgent care pathway to support the running and operation of the mental health hub and support line.
- High-level assessment and formulation skills are paramount to respond to individuals in acute mental health distress.
- Undertaking emergency and urgent assessments alongside police, EMAS and NHS 111. Street Triage operates between the hours of 4pm and midnight and requires a clinician and police officer to respond to mental health related incidents.
- Knowledge and skills in the area of triage and the mental health crisis care with specific regard to the interface between all emergency and out of hour's services.

- To provide clinical oversight and advice to mental health helpline operators working on the helpline.
- To oversee the specialised risk and mental health assessments of individuals engaged with the crisis care pathway to inform recommendations for their care/treatment.
- Following triage/ assessment make direct referrals to other specialist services/ partner agencies if required; ensuring appropriate care pathways are in place to meet the needs of the patient.
- Ensure that all assessments take into account appropriate risk factors and that an appropriate safety management plan is developed with supervision sort for all assessments undertaken.
- Participate in monitoring the service at defined intervals, assisting in the making of recommendations regarding this team.
- To provide an appropriate support for relatives, friends and carers or those people who come into contact with the MHTH Service.
- Offer support, guidance and advice to emergency services and out of hours, inclusive of any other partners.
- To use the clinical information system in order to enter clinical data in conjunction with the team's quality standards.
- To maintain protocols for effective communication between both local mental health services, 3rd sector partners and other interested organisations.
- Promote and develop effective working relationships with key agencies.
- Improve the experience of patients with mental health illnesses who receive care in the crisis care pathway.
- Provide input to the multi-disciplinary team members regarding assessment, intervention, management and safety planning.

- Contribute to support, training and skill development for individuals and groups in mental health awareness.
- To assist the operational and clinical lead with the day-to-day management of junior colleagues regarding clinical supervision, and support.
- To work as a key lead member of the mental health hub and support line, with the ability of offering a range of interventions for individuals with a wide range of mental health difficulties, in line with the service operational policy.
- To offer education to individuals in order to improve their knowledge and skills of mental health and reduce the stigma of mental health.
- With the support of the clinical lead, to deputise in their absence, providing representation within relevant meetings.

CLINICAL PROFESSIONAL ISSUES

As a registered practitioner you are personally accountable for your professional practice and have a legal/professional responsibility to service users, colleagues, employers/ professional partners and self. Guidelines for professional practice are incorporated within the guidance governed by the NMC. The post holder will provide strong leadership, ensuring evidenced based practice is delivered to improve the quality of and shape responsive services.

The post holder will be responsible for establishing operational and service mechanisms that support safe high quality care throughout the provided service times. The post holder will present a professional image to promote a positive image to services users, carers and the community as a whole.

- The post holder will provide a professional role model for the delivery of high quality care.
- Ensure evidence based practice and research for the triage process, responsiveness inclusive of assessment, and the right care pathway and the evaluation of professional care.

- Maintain and develop knowledge of advances in professional practice, or theory in practice and act as the catalyst for innovation.
- Promote service user and carer involvement, autonomy and choice are embedded into the philosophy within the area of the Hub.
- Ensure appropriate evidence-based clinical risk assessments are delivered with the Trusts Suicide Prevention Strategy.
- Ensure all service users have an up to date evidenced-based care plan that meets the needs of service users.
- Ensure legislative requirements are maintained (Mental Health Act, Code of Practise etc, Police and Crime Bill inclusive of police policies/procedures).
- Ensure good practise is maintained taking the lead in challenging practise that requires change or development.
- Demonstrate expertise knowledge in their chosen speciality, ensuring this is disseminated in a constructive and effective way.
- Use effective interpersonal skills that relate to service users, carers and team members on an equal basis
- Ensure a multi-professional/agency approach to care is maintained, valuing the interface of professional roles and responsibilities.
- Promote the use of critical analysis skills and innovative approaches to ensure care is reviewed according to service user needs/perspectives.
- Ensure Trust professional guidelines are maintained for record keeping.
- The Post holder will support the development of the professional service and the ongoing development of the Mental Health Hub and support line
- The Post holder will ensure the Trust Policy for clinical supervision is implemented; this will include having personal clinical supervision from a suitable person.

- The post holder will ensure person-centred care is delivered.
- Ensure where necessary the Child/Adult Protection and Safeguarding Procedures are followed.
- Ensure that all providers of care throughout the health community are involved in planning delivering and evaluating care where indicated, such as CMHT's, CRHT, Social Services, Voluntary Organisations.

PROFESSIONAL ACCOUNTABILITY

- Exercise professional accountability and responsibility, taking into account the actions of other professionals who are responsible/accountable to you.
- Ensure care is delivered to incorporate health and social care policy.
- Ensure care is delivered in a person centred manner ensuring the gender ethnic, cultural and spiritual needs of service users are adhered to.
- Ensure carers/significant others are included in the planning implementation delivery and evaluation of care.
- Demonstrate ability to weigh up the interests of service users in complex situations using professional knowledge, judgements and skills to enable you to account for the decisions you make, and the clinical leadership you provide for others.

LEADERSHIP

- Provide clinical leadership and oversight to all members and disciplines of the mental health hub and support line team.
- Demonstrate the ability to adopt leadership/managerial theory according to need.

- Demonstrate an understanding of and the ability to apply change management processes and theory.
- Empower all team members to participate in implementing change by using problem solving, considering potential conflicts and planning resolution.
- Proactively manage conflict within a multi-professional team, ensuring the needs of service users are maintained.
- Nurture a culture of respect for others, and an environment that values and is pro-actively respectful of ethnicity, gender, culture and individuality for service users and staff.
- Ensure trust policies, procedures, and legislative directives are advocated, i.e. Equal Opportunities, Human Rights Act, Equality Act etc.
- Ensure service users/carers participate in developing and shaping the service where possible.
- Ensure that awareness of clinical and resource management information is used analytically to inform decisions that meet service user, team and organisational objectives.
- Ensure all resources are managed effectively i.e. financial, staff, equipment, stock control etc.
- Develop strategic thinking skills, promoting an umbrella view of clinical situations for the multi-professional team.
- Take the lead in Clinical Practice Development Project Groups as indicated.
- Post holder will ensure good communication systems are in operation within the clinical area, that support and enhance high quality care, (i.e.: *IT, verbal, inter-personal, written*).

- Post holder will deputise for the Band 7 role during periods of annual/sick leave as required.
- The post holder will take the lead in developing clinical and non-clinical risk management systems are operational within the clinical area, including Health & Safety at Work issues.
- The post holder will receive management supervision from the Service manager.
- The post holder will receive clinical supervision from the appropriate Team speciality lead.
- Post holder will ensure the Compliments, Concerns and Complaints Procedure is followed.

TRAINING

- The post holder will deliver appropriate to their role and competence training to partner agencies where necessary.
- Training will include both formal and informal delivery.
- The post holder will ensure that they are responsible to attend relevant mandatory training and E-Learning as identified by the Trust and will be responsible for developing a learning environment/ culture ensuring adequate teaching opportunities are available.

QUALITY ASSURANCE

- Participate in developing and delivering the clinical governance agenda/plan.
- Facilitate the development of evidence-based standards of care that include service users, carers and team members.
- Support the development of service user involvement initiatives.
- Participate in untoward incident investigation and reporting, promoting a 'learning the lessons culture'.

- Identify and when necessary take the lead in developing clinical audit and research activity.
- Ensure that reporting systems are in place for Performance Management.

PRACTICE/PROFESSIONAL DEVELOPMENT

- Demonstrate the ability to monitor personal practise ensuing live professional registration is maintained including CPD / PREP requirements.
- Ensure personal professional development. Promote good practise, prevents poor practise, intervening in unacceptable practise.
- The post holder will ensure they function within the parameters of their professional role, extending and expanding these where appropriate to meet the service users' needs.
- The post holder will ensure that they attend relevant essential training as identified by the Trust.
- The post holder will be responsible for developing a learning environment/ culture ensuring adequate teaching opportunities are in place.
- Through mentoring and coaching the post holder will actively participate in clinical practice development.
- The post holder will receive and where necessary co-ordinate appraisals.

OTHER ISSUES

- This job description will be reviewed annually with the post holder; alterations will only be made after consultation and agreement
- The post holder may be asked to undertake duties not directly highlighted within this job description. This will only be done when the skills and experience of the post holder meet the requirements of the role.

DEMANDING NATURE OF THE JOB

- Ability to access & communicate accurate, timely clinical information, across a large geographical area to partner agencies.
- Develop & maintain links with other agencies.
- Potential to feel isolated from the team due the large geographical area covered.
- Post holder will be expected to work a 7 day week rota covering out of hours/unsocial working hours- 24/7 over 3 shift patterns.
- The post-holder will be expected to travel large distances in carrying out their job.
- The post holder is expected to carry out assessments potentially in service users homes will need to be aware of potential hazards.
- The post holder will be often working with Service Users who have a severe mental illness and this can be challenging and demanding. They will therefore have to adopt appropriate support strategies.
- The post holder is responsible for ensuring that they utilize local support systems as necessary e.g. manual handling, management of violence and aggression, lone worker policy etc.
- Expected to initiate co-working with other specialist providers in accordance with assessed need. The post-holder will be frequently required to work

autonomously without direct supervision. They will be expected to seek advice from clinical leads and managers.

- Rapid response to frequently unpredictable situations.

INFORMATION GOVERNANCE

- The Derbyshire Healthcare NHS Foundation Trust requires its staff to comply with Information Governance related standards and policies at all times when dealing with confidential information, which includes any information relating to the business of the Trust and its service users and employees.
- All NHS employees are bound by a duty of confidentiality and must conduct their duties in line with the NHS Confidentiality Code of Practice, Data Protection Act and Freedom of information Act.
- Post-holders must maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately and kept up to date. The post-holder must only access information, whether paper, electronic or in other media, which is authorised to them as part of their duties.
- All Information obtained or held during the post-holder's period of employment that relates to the business of the Trust and its service users and employees will remain the property of the Trust. Information may be subject to disclosure under legislation at the Trust's discretion and in line with national rules on exemption.
- Any breach of confidentiality or computer misuse could lead to disciplinary action, and in serious cases could result in dismissal. Breaches after the post-holder's employment has ended could result in the Trust taking legal action against them.
- Post-holders must ensure that they are aware of their responsibilities by attending the Trust Mandatory Training and Induction programme.

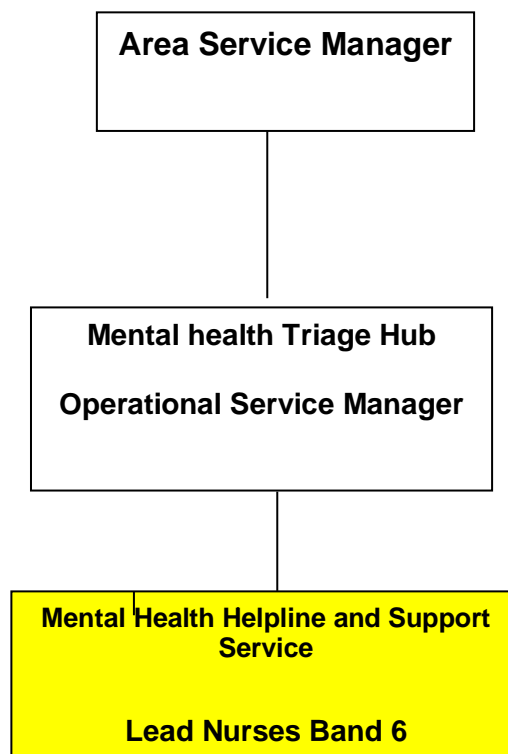
INFECTION CONTROL

- All staff have a responsibility to appraise themselves of how the prevention of the spread of infection relates to their role. They have a responsibility to ensure they are aware of Trust policies and procedures in relation to infection prevention and control and ensure that they comply with them in fulfilling their role.

SAFEGUARDING CHILDREN & VULNERABLE ADULTS IS EVERYONE'S RESPONSIBILITY

All staff working within Derbyshire Healthcare NHS Foundation Trust who come into contact with children, young people and/or their families/carers, including those who are non-clinical and those who work predominantly with adults has a duty within their role and responsibility to ensure that they understand what is required of them as an individual and as part of the wider organisation in order to keep children and vulnerable adults safe.

Organisational Chart



Job Description Agreement



Job Holder's Name

Signature Date

Senior Officer/Head of
Department Name

Signature Date

Derbyshire Healthcare NHS Foundation Trust

PERSONAL SPECIFICATION:

Lead Nurse Mental Health Helpline and Support Service Band 6	Essential Criteria	Desirable Criteria	How Assessed
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Education / Qualifications			
♦ Registered Nurse Mental Health qualification / Social Worker / OT	♦		A
♦ Evidence of specialist training.	♦		A/I
♦ Educated to Diploma/Degree Level (i.e. Dip HE Nursing)	♦		A
♦ ENB 997/8, NVQ Assessor, CG 730 or equivalent (for nursing).		♦	A /I
♦ Evidence of up to date Personal Development Plan, Professional Portfolio.	♦		A/I

Key: A = Application Form
I = Interview