

## JOB DESCRIPTION

### JOB DETAILS

<b>Job title:</b>	Senior Mental Health Practitioner
<b>Job code:</b>	
<b>Band:</b>	Band 6
<b>Location:</b>	The First Point of Contact Centre (FPCC), Waterwells, Tri services Centre.
<b>Accountable to:</b>	Operational Manager

### JOB PURPOSE

- The post holder will be part of the Gloucester Health and Care NHS Foundation Trust's First Point of Contact Centre (FPCC) and will assist in the receipt and triage of referrals to the Trust. This will include:
- Supporting call handler staff within the First Point of Contact Centre to effectively register service users onto the service data collection/clinical record system, ensuring client suitability.
- Take responsibility for calls received from service users and referrers who may require more immediate support and/or advice.
- The post holder will support the ongoing development of the First Point of Contact Centre to enable its future expansion to become a 24/7 service and accept self-referrals from patients.
- To provide education to Trust colleagues, primary care staff and stat and non-stat colleagues in relation to working with people with common mental health problems either directly or indirectly as required.
- To maintain confidentiality at all times

### DIMENSIONS

- The service is the first stage in the Trust's care navigation system receiving requests using contact methods, including letters, e-mail and telephone.
- The service is currently in development and will provide a 7 day a week extended hours service. The hours are 37.5 per week as part of a shift rota over 7 days. The hours of business will be 07:00hrs to 22:00hrs 7 days a week.
- The postholder will be working within the Trust's First Point of Contact Centre (FPCC), which offers a single point of entry across the county of Gloucestershire (Total population 600,000+).

- Currently we are based at Waterwells Tri-service Centre Building alongside our emergency service colleagues.  
The service focus will be to ensure callers requests, referrals and any queries are directed to the appropriate person or resource in the Trust in the most effective manner.
- Where the request is for advice or a specialist opinion, the centre staff will link the request to either internal or external sources in a timely manner. The intention will be to leave the person making the request, feeling valued and satisfied with the outcome, before ending the contact. Where an immediate response for advice/specialist opinion is not available staff will work to an agreed response time, which will be shared with the person making the request.
- To work as central resource for referrers and Trust staff to ensure the effective receipt and subsequent processing of referrals into the Trust's services.
- Effective signposting to services external to the Trust will also be required.
- To establish and maintain effective communication within and external to Gloucester Health and Care NHS Foundation Trust services across Gloucestershire's health services, partner agencies and organisations.
- As the service develops - Flexible working arrangements within 37.5 hours per week, which will include shifts – early/late/long day over 7 days a week.

## CORE KEY RESPONSIBILITIES

### Core

- To provide a first line triage and screening service, including consideration of risk, for those people referred with mental health problems to the Trust as routine, urgent, and crisis referrals.
- To identify and subsequently facilitate the smooth handover of mental health assessment and care to the appropriate team within the Trust.
- To signpost those people, who do not require current or further intervention by the Trust, to other suitable services in line with the stepped care model. Such services may be delivered either internally or externally to the Trust.
- To be able to identify the most appropriate intervention and team required, to those people with a mental health problem.
- To provide education, support and supervision to referrers, primary care staff, including GPs who may access the First Point of Contact Centre via the 0800 number.
- To ensure all activity data and any other relevant information is inputted into the relevant clinical database in relation to one's own and others practice at the level of the Contact Centre.
- To utilise appropriate triage and assessment tools as required.
- To participate in clinical governance activities, including audit and CPD, as required
- To work in partnership with other members of the Trust across the county locality teams and services.
- To participate in clinical supervision, both personally and as a supervisor for junior staff, within the requirements of the trust supervision policy
- Providing reports when required (e.g. for courts, case reviews, enquires, complaints etc) and attending case discussions, conferences, and reviews if required.

- Act as first point of contact within the Trust when accepting external referrals from commissioners and other providers
- Undertaking other duties appropriate to the post as requested by the team manager and senior managers within the Trust.
- Acts in ways that; support equality and value diversity. Treat everyone with whom you come in contact, with dignity and respect & recognise and report behaviour that undermines equality and diversity.

## SPECIFIC KEY RESPONSIBILITIES

### Professional

- To maintain accurate contemporaneous written records, where required, in line with Trust policy to ensure that service user details and details of care given are recorded in clinical records in line with Trust policy.
- Where required ensure the physical health needs of service users are met, including advice, support and health education to both service users and carers by phone if required.
- To act as mentor, supervisor and assessor to students/junior staff within the team.
- To contribute to service development initiatives being processed in the service.
- To advise both professional and service management on those aspects of the service where psychological and/or wider organisational matters need addressing.
- Ensure client confidentiality is protected at all times.
- Participate in Individual Performance Review (IPR) and respond to agreed objectives.
- Keep up to date records in relation to C.P.D and ensure personal development plan maintains up to date knowledge of service delivery models/developments.
- Attend relevant conferences/workshops in line with identified objectives in negotiation with line manager.

### Advisory/Liaison

Promote and maintain links with Primary Care and Secondary care staff to help coordinate the provision of an effective Contact Centre for the Trust.

### Leadership/Management

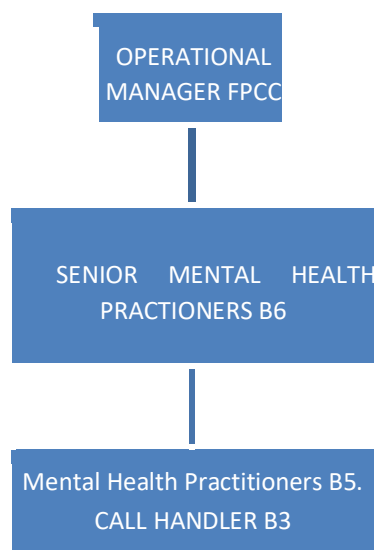
- Take charge of the First Point of Contact Centre on a daily basis for clinical, environmental and management issues in the absence of the Team Manager.
- Positively contribute to the operational functioning of the Contact Centre.
- Implement risk assessment and management plans on a daily basis as required.
- To be involved in the recruitment of staff.
- Take responsibility for the provision of appraisals and supervision of other team members including the induction of junior staff members and the assessment of work-based studies such as NVQ.
- Contribute to service development and quality initiatives in line with local and national policies through the use of audit and policy development  
Ensure sufficient time is allocated to provide and receive clinical and managerial supervision, to include workload management, focusing on improving quality of care

and audit in line with the Government Modernisation Programme, through competent planning and organisational skills.

### General

- To contribute to the development of best practice within the Trust.
- To maintain up to date knowledge of legislation, national and local policies and procedures in relation to Mental Health and Primary Care Services. All employees have a responsibility and a legal obligation to ensure that information processed for both patients and staff is kept accurate, confidential, secure and in line with the Data Protection Act (1998) and Security and Confidentiality Policies

## ORGANISATIONAL CHART



## COMMUNICATIONS AND WORKING RELATIONSHIPS

- All concerned with the care of the service-user whilst maintaining confidentiality within the relevant guidance and legislation. This includes: the Service User who may have difficulty/inability to communicate due to sensory impairment and / or their mental health state and / or may not have a good command of English; including -
- Service users and carers

- Multidisciplinary teams, MHICT (Mental Health Intermediate Care Team), Crisis Resolution & Home Treatment Team (CRHT), Recovery, Gloucestershire Recovery in Psychosis Team (GRIP) and AOT
- Other specialist teams both within and outside the Trust
- Professional leads
- Inpatient staff
- Community staff
- Voluntary and statutory agencies including employment, education, housing and leisure services
- Police and probation services and county and district councils services
- Educational departments
- Accident & Emergency Department  
Child Protection Unit
- Approved Social Workers
- Transport providers
- Maintain effective communications within and external to the Contact Centre, in Gloucestershire and across the partnership agencies and organisations
- Contribute to the regular team business and clinical meetings
- Provide progress reports and maintain effective communication and liaison with referrers/key stakeholders and senior management.
- Represent and promote all aspects of the Contact Centre locally.

### **EFFORT AND HEALTH & SAFETY FACTORS**

- All employees have a duty and responsibility for their own health and safety and the health and safety of colleagues, patients and the general public.
- Working with service users in distress and who on occasion may be suicidal, hostile, confused and have difficulty communicating and as a result may pose risks to themselves or the safety of others
- Long periods of intense concentration are required regularly throughout the shift
- Working to deadlines, ensuring they are met and work is produced to a high quality standard
- Exposure on a daily basis to a VDU
- Emotional upset due to content of the work
- Concentration required for a high proportion of the time especially when entering details onto the system
- Exposure to frequent interruptions
- Some requirement for manual handling of light loads

### **MOST CHALLENGING PART OF THE JOB**

- Working and adapting to the changing demands of a developing and rapidly expanding service.
- The use of clinical judgement in uncertain circumstances (e.g. managing risk of harm)
- Containing the emotional distress of people with complex needs.
- Adapting strategies to the unique needs of clients/situations.

- Advocating an approach in circumstances that may challenge the prevailing patterns of care or the views of others.
- Delegated professional management responsibilities.
- Reacting positively and appropriately to clients / carers who may be distressed or abusive either in person or on the telephone
- Having to organise and prioritise workload in an environment with constant interruptions and a necessity to manage numerous data items at once
- Reacting positively and appropriately to emergency situations
- Dealing effectively with very busy situations on a regular basis

## **GENERIC RESPONSIBILITIES – ALL POST / ALL EMPLOYEES**

The following are applicable to all posts and all employees:

### **Trust Values**

The post holder will be expected to work in line with the Trust values which are:

- Working together
- Always improving
- Respectful and kind
- Making a difference

### **General Duties**

To undertake any other reasonable duty, which is appropriate to the band when requested by senior staff.

To be familiar with and comply with all Trust and departmental policies, procedures, protocols and guidelines.

To demonstrate an understanding and commitment to Trust values and Staff Charter.

### **Professional and Personal Development**

All staff must ensure that they are aware of their responsibilities by attending the Trust Mandatory Training and Induction programme.

All staff will have a formal appraisal with their manager at least every 12 months. Once performance/training objectives have been set, the staff member's progress will be reviewed on a regular basis so that new objectives can be agreed and set, in order to maintain progress in the service delivery.

Those with management/supervisory responsibility are required to ensure that their direct reports have an appraisal in line with Trust policy.

All staff will be expected to take responsibility for their own professional development and will be supported by the Trust to achieve development opportunities as appropriate.



## **Infection Control**

All staff have a responsibility to ensure that infection control policies, procedures and guidelines are adhered to and to support the Trust's commitment to preventing and controlling healthcare associated infections (HAI).

## **Health and Safety**

All staff have a responsibility to maintain health and safety of self and others within the performance of duties in accordance with Trust health and safety policies, and to undertake specific health and safety responsibilities as directed. All staff have a responsibility to adhere to the Trust's Risk Management Policies & Procedures.

All staff are required to contribute to the control of risk, and must report immediately any incident, accident or near miss involving patients, service users, carers, staff, contractors or members of the public using the Trust Datix system.

## **Confidentiality**

All staff may gain or have access to confidential information about the diagnosis or treatment of patients, information affecting the public, private or work related staff information, or Trust matters. A breach of confidentiality will have occurred where any such information has been divulged, passed (deliberately or accidentally) or overheard by any unauthorised person or person(s). Breaches of confidentiality can result in disciplinary action, which may involve dismissal.

All staff must maintain a high standard of quality in corporate and clinical record keeping, ensuring information is always recorded accurately, appropriately and kept up to date. Staff must only access information, whether paper, electronic or in other media which is authorised to them as part of their duties.

All staff must ensure compliance with the data protection legislation.

## **Safeguarding: Adults and Children (Section 11 of the Children Act 2004)**

Safeguarding: Adults (Care Act 2014) and Children (Section 11 of the Children Act 2004)

Every member of staff has a responsibility to be aware of and follow at all times, the relevant national and local policy in relation to safeguarding children and safeguarding adults. This includes keeping up to date with relevant training and seeking supervision.

## **Senior Managers**

Under Section 11 of the Children Act, senior managers have a duty to safeguard and promote the welfare of children and young people. There should be a culture of listening to children and taking account of their wishes and feelings (with individual decisions and development of service); effective inter-agency working with awareness of information sharing procedures; safe recruitment and effective Allegations Management procedures in place.

Under The Care Act 2014, there is a requirement to demonstrate compliance with the 6 key principles of the Act: Empowerment, Prevention, Proportionality, Protection, Partnership and Accountability in relation to Safeguarding Adults – Making Safeguarding Personal.

## **Freedom of Information**

All members of staff must be aware of their responsibilities under the Freedom of Information Act 2000. The Act gives individuals or organisations the right to request information held by the Trust. Staff must manage information they hold in such a way that meets the requirements of the Act. All requests for disclosures under the Act must be passed to the Freedom of information Officer.

## **Working on Non-Trust Premises**

All staff when working on non-Trust premises are bound by Trust policies and procedures, including home working policy; IT security policy; email and internet acceptable use policy information.

## **Smoke Free Premises**

The Trust is committed to protecting and improving the health and welfare of staff, service users, carers, visitors and contractors, and protecting smokers and non-smokers from the health dangers of second-hand smoke. Therefore all Trust premises are 'smoke free' and staff (and external contractors and visitors) must refrain from smoking in Trust buildings, vehicles and grounds.

## **Diversity and Promoting Dignity at Work**

The Trust recognises the contribution of all employees to deliver responsive and quality services. We expect staff to value and respect the diversity of those who use or contact our services and to respond to the differing and diverse needs of others. We aim to have an environment free of bullying or harassment which would create an intimidating and unpleasant atmosphere impacting on staff wellbeing and service delivery. We want staff to be able to report issues knowing they will be dealt with promptly and sensitively.

All forms of bullying and harassment are unacceptable and will not be tolerated.

This job description seeks to provide an outline of the duties and responsibilities of the post. It is not a definitive document and does not form part of the main statement of Terms and Conditions. The job description will be reviewed as part of the annual appraisal process and will be used as the basis for setting objectives.

## **Data Quality**

The Trust recognises the role of reliable information in the delivery and development of its services and in assuring robust clinical and corporate governance. Data quality is central to this and the availability of complete, comprehensive, accurate and timely data is an essential component in the provision of high quality mental health services. It is therefore the responsibility of all staff to ensure that where appropriate, information is recorded, at all times, in line with the Trust's Policy and Procedures for Data Quality

**Breakaway** – Practical training in Breakaway techniques is intended to enable staff to reduce the likelihood, and risk of personal injury due to aggressive verbal or physical



behaviour of others by providing evasion and self-protection strategies (**clinical and nonclinical**). Training involves a degree of physical exertion; trainees are required to stand for the duration of the practical training session and to make controlled body movements. This will include the ability to adopt a stable body position to prevent being pulled or pushed off balance, be able to shift body weight rapidly, and to achieve some limited rotation of the torso.