

## CARDIFF AND VALE UNIVERSITY HEALTH BOARD

### JOB DESCRIPTION

---

---

#### JOB DETAILS

**Job Title:** Complex Care Practitioner (MH)

**Band :** 7

**Hours:** 37.5

**Directorate:** Mental Health

**Clinical Board:** Mental Health

**Base:** Woodlands House

---

---

#### ORGANISATIONAL ARRANGEMENTS

**Responsible to:** Complex Care and Commissioning Team Manager

**Accountable to:** Director of Nursing, Mental Health Clinical Board

#### Our Values ‘ **CARING FOR PEOPLE; KEEPING PEOPLE WELL** ’

Cardiff and Vale University Health Board has an important job to do. What we do matters because it's our job to care for people and keep them well. We all want to do this to the best of our abilities – but we know that good intentions are not always enough.

At Cardiff and Vale University Health Board our values and example behaviours are:

|   |   |
|---|---|
| We care about the people we serve<br><i>and</i> the people we work with | Treat people as you would like to be treated and always with <b>compassion</b>                              |
| We trust and respect one another  | Look for <b>feedback</b> from others on how you are doing and strive for <b>better</b> ways of doing things |
| We take personal responsibility   | Be <b>enthusiastic</b> and take responsibility for what you do.   |
| We treat people with kindness   | <b>Thank</b> people, celebrate success and when things go wrong ask ‘what can I learn’?                     |
| We act with integrity   | Never let structures get in the way of doing the <b>right thing</b> .                                       |

Our values guide the way we work and the way we behave with others. Post holders will be expected at all times to behave in accordance with our values demonstrating commitment to the delivery of high quality services to patients.

## **JOB SUMMARY**

Responsible for the assessment, co-ordination and review of mental health patients eligible for NHS and Continuing Health Care(CHC) Funded care within the Mental Health Directorate. This will include undertaking individual patient assessments, attending reviews, liaising with multi-disciplinary teams including Local Authority to coordinate and arrange current and future care needs including appropriate funding arrangements. You will act as a specialist resource to others for complex discharge planning.

To ensure that patients are appropriately placed and the contractual arrangements with the Health Board are being met. This will require a specialist level of knowledge of needs led recovery focused discharge planning, the levels of different care and support available as well as contracting frameworks and commissioning processes. You will need to work closely with Independent Health care providers as well as local Mental Health professionals and statutory agencies such as housing to ensure timely and appropriate progress through the carepathway.

To act as Care Co-ordinator for patients subject to NHS or CHC funding in Independent Sector Hospital and Community Placements. This will require up to date knowledge of clinical practice and evidence based approach to care as well as an understanding of the statutory frameworks and legislation we work within e.g. Mental Health Act, Mental Capacity Act, DOL's, CHC Framework for Wales 2014, etc.,

## **DUTIES & RESPONSIBILITIES**

### **Analytical & Judgmental Skills**

- Assess individual patient need and apply the eligibility criteria for NHS or CHC healthcare funding.
- Quality assure supporting documentation and ensure it is submitted within the agreed timeframes for funding applications
- Identify and review patient placements in line with their needs and risk assessment and the quality and recovery focus of the placement.
- Make recommendations to the clinical team on matters relating to care and treatment and appropriateness of current and future placement.
- Assess and manage critical/unpredictable situations that arise, either in relation to the individual case load or within the wider service as required.
- Ensure all Health care Providers meet all legal, statutory and regulatory requirements.
- Report matters relating to quality and performance of Health care Provision to the relevant regulatory body or safeguarding team.
- Participate in investigations to contribute to safeguarding procedures or complaints resolution.
- Provide verbal and written reports to the Mental Health Clinical Board relating to patient assessment, costing and appropriateness of placement whilst applying relevant criteria.

- Provide written reports for Mental Health Review Tribunals or Court of Protection Hearings, making appropriate recommendation regarding the timing and appropriateness of future placement.

### **Planning & Organisational Skills**

- Managing a defined case load, undertaking the role of Care Co-ordinator to ensure that the multi-disciplinary team, inclusive of NHS, Independent Sector and voluntary sector professionals, are meeting the agreed needs of the patient as agreed in the Care and Treatment plan.
- Ensure that the patients Care and Treatment plan including recovery focused goals is reviewed in accordance with the Mental Health Measure for Wales Part 2.
- Ensure that a patient's eligibility for CHC or NHS funded care is reviewed in accordance with local guidance.
- Be responsible for negotiating and commissioning care packages in-line with identified patient need.
- Maintain contemporaneous records of patients in receipt of Care Coordination and CHC or NHS funded care.
- Jointly maintain an accurate database of patients for Cardiff and Vale Health Board, Mental Health Directorate receiving NHS or CHC funded care.
- Participate in and when appropriate chair case conferences/client review meetings.
- Manage and maintain a diary of all work activities, making it available for audit of work and travel as necessary.
- Act up in the absence of the Complex Care Team Manager or Senior Nurse for CHC.

### **Patient/Client Care Responsibilities**

- Be responsible for the delivery of timely, comprehensive assessment of care needs including risk assessment and advise/recommend treatment.
- Participate in the delivery of care, ensuring consistency and continuity of the quality of care.
- Evaluate the care given systematically using evidence based practice and review care plans to reflect the changing needs of the individual.
- Provide expert knowledge in the care and treatment of patients experiencing serious and enduring mental health problems.
- Develop a therapeutic relationship with service users and carers ensuring their views are adequately represented, making appropriate referrals to advocacy services where necessary.
- Overcome barriers to communication with patients who experience mental illness and families who seek reassurance about their relatives.
- Communicate sensitive and highly contentious, confidential patient information on a daily basis with patients/carers and professional colleagues.
- Engage in appropriate clinical supervision to support practice development and offer clinical supervision to others as required.
- Ensure the safe administration of oral/intramuscular medication as prescribed, monitoring therapeutic effects and side effects, liaising with the appropriate staff regarding the physical and mental health of the patient.
- Provide support to patients during transition and following discharge or transfer to ensure care is being delivered as planned.
- Identify, develop and implement changes to clinical practice within the clinical area as agreed by the Senior Nurse.

### **Policy/Service Development**

- Act in accordance with the legal requirements and statutory rules relating to practice and all Health Board Policies and procedures.
- Participate in patient/client surveys and service evaluation in partnership with service users, carers and other agencies to inform future service and practice development.
- Record unmet need and submit returns as required within the Care and Treatment Plan to highlight deficits and so influence future service development.
- Participate in practice and service development initiatives as required proposing changes to working practices and having involvement in the development and implementation of policies that impact across the multi-disciplinary team.
- Maintain up to date knowledge of local care providers to ensure patient placements are appropriate to need.

### **Financial & Physical Resources**

- Demonstrate an understanding of the resource implications of clinical decision making.
- Use available resources effectively ensuring adherence to financial control procedures.
- Manage personal expenditure via E-Expenses e.g. mileage claims.
- Ability to audit Care Packages and to provide assurances over the cost to the Health Board.
- Be responsible for the contract monitoring of patients placed in Independent Sector placements and additional resources/financial requests are accurate and justified.

### **Human Resources**

- Act as an expert point of contact for CHC or NHS funded care for the mental Health Directorate.
- Contribute to the induction of new team members/students offering advice, support and teaching/development opportunities as required.
- Be responsible for the dissemination and implementation of Health Board policies and procedures relating to CHC and NHS funded care.

### **Information Resources**

- Create accurate, contemporaneous clinical records utilising established systems within clinical teams.
- Jointly maintain the database for Cardiff and Vale Mental Health Clinical Board, for NHS and CHC funded care, and the All Wales database.
- Be responsible for the scrutiny of team records as part of effective caseload management.

### **Research & Development**

- Participate in research and clinical multi-disciplinary audit, promoting a positive attitude towards the implementation of evidence based practice.
- To participate in the provision of training to staff on NHS and CHC funded care.
- To participate in the monitoring of Health Care provision in the Independent Sector.

- To participate in placement audits to contribute to governance arrangements of both local and National commissioning frameworks.

## GENERAL

- **Performance Reviews/Performance Obligation:** The post holder will be expected to participate in the UHB individual performance review process, and as part of this process to agree an annual Personal Development Plan with clear objectives and identified organisational support.
- **Job Limitations:** At no time should the post holder work outside their defined level of competence. If the post holder has concerns regarding this, they should immediately discuss them with their manager. All staff have a responsibility to inform those supervising their duties if they are not competent to perform a duty.
- **Confidentiality:** In line with the Data Protection Act 1998 and the Caldicott Principles of Confidentiality, the post holder will be expected to maintain confidentiality in relation to personal and patient information including clinical and non-clinical records, as outlined in the contract of employment. This legal duty of confidentiality continues to apply after an employee has left the UHB. The post holder may access information only on a need to know basis in the direct discharge of duties and divulge information only in the proper course of duties.
- **Health & Safety:** The post holder is required to co-operate with the health Boards to ensure health and safety duties and requirements are complied with. It is the post holder's personal responsibility to conform to procedures, rules and codes of practice; and to use properly and conscientiously all safety equipment, devices, protective clothing and equipment which is fitted or made available, and to attend training courses as required. All staff have a responsibility to access Occupational Health and other support in times of need and advice.
- **Risk Management:** The UHB is committed to protecting its staff, patients, assets and reputation through an effective risk management process. The post holder will be required to comply with the UHB Health and Safety Policy and actively participate in this process, having responsibility for managing risks and reporting exceptions.
- **Safeguarding Children and Adults:** The UHB is committed to safeguarding children and adults therefore all staff must attend the required level of safeguarding children and adults training.
- **Infection Control:** The UHB is committed to meet its obligations to minimise infection. The post holder is required to comply with current procedures/policies for the control of infection, not to tolerate non-compliance by colleagues, and to attend training in infection control provided by the UHB.
- **Records Management:** The post holder has a legal responsibility to create, maintain, store and destroy records and other UHB information handled as part of their work within the UHB in line with operating procedures and training. This includes all records relating to patient health, financial, personal and administrative, whether paper based or on computer. The post holder has a duty to maintain the highest levels of data quality for all records through

accurate and comprehensive recording across the entire range of media they might use. All staff have a responsibility to consult their manager if they have any doubts about the correct management of records with which they work.

- **Code of Conduct:** All staff are required to comply, at all times, with the relevant codes of practice and other requirements of the appropriate professional organisations e.g. GMC, NMC, HCPC etc. or the All Wales Health Care Support Worker (HCSW) Code of Conduct if you are not covered by a specific code through professional registration. It is the post holder's responsibility to ensure that they are both familiar with and adhere to these requirements.
- **Health Improvement:** all staff have a responsibility to promote health and act as an advocate for health promotion and prevention
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all UHB sites including buildings and grounds are smoke-free. Staff are encouraged to promote and actively support our No Smoking Policy. Advice and support on quitting smoking is available for all staff and patients. A hospital based service can be accessed by telephoning 02920 743582 or for a community based service, Stop Smoking Wales can be contacted on 0800 0852219
- **Equality and Diversity:** All staff have a personal responsibility under the Equality Act 2010 to ensure they do not discriminate, harass, or bully or contribute to the discrimination, harassment or bullying of any colleague(s) or visitors or condone discrimination or bullying by others. The post holder will be responsible for promoting diversity and equity of opportunity across all areas of your work. This applies to service delivery as an employee and for any one who you may be working with. You will be made aware of your responsibilities to uphold organisational policies and principles on the promotion of equality valuing diversity and respecting people's human rights as part of your everyday practice.
- **Job Description:** This job description is not inflexible but is an outline and account of the main duties. Any changes will be discussed fully with the post holder in advance. The job description will be reviewed periodically to take into account changes and developments in service requirements.

## PERSON SPECIFICATION

|                       | <b>ESSENTIAL</b>  | <b>DESIRABLE</b>  | <b>METHOD OF ASSESSMENT</b>  |
|-----------------------|---|---|--|
| <b>QUALIFICATIONS</b> | <p>Registered Health Professional</p> <p>Educated to Master's level, or equivalent level of post graduate study and extensive experience in a relevant area.</p> <p>Specialist training in Leadership or management</p>   | <p>WARRN Training</p> <p>HCR20 training</p> <p>DOL'S Best Interest Assessor</p> | <p>Application Form</p> <p>Interview</p> <p>Production of Evidence (certificates etc.)</p> |
| <b>EXPERIENCE</b>     | <p>Evidence a range of clinical experience/achievement in clinical practice and specialist knowledge within the relevant area, e.g. Adult Mental Health, forensic care, rehabilitation and recovery.</p> <p>Broad experience of working across in-patient and community mental health settings.</p> | <p>Ward/Team management experience</p> <p>Teaching experience</p>               | <p>Application Form</p> <p>Interview</p> <p>References</p>                                 |
| <b>SKILLS</b>         | <p>Organisational ability and time management skills</p> <p>Clinical assessment and formulation skills</p> <p>Presentation skills</p> <p>People management and leadership skills</p> <p>Excellent oral and written communication skills</p> <p>Keyboard and word processing skills</p>              | <p>IT skills</p>  | <p>Application form</p> <p>Interview</p> <p>References</p>                                 |

|  |  |                        |   |
|--|--|------------------------|---|
|  | Ability to present information clearly   |                        |   |
| <b>SPECIALIST KNOWLEDGE</b>                        | <p>Ability to demonstrate sound clinical knowledge and awareness of current evidenced base relevant to the area of practice</p> <p>Sound working knowledge of the legal and policy framework underpinning mental health service provision e.g. Mental Health Act, Mental Capacity Act, Mental Health Measure, Care Programme Approach,</p> <p>Knowledge of safeguarding procedures for adults and children</p> |                        | Application form<br>Interview<br>References |
| <b>PERSONAL QUALITIES</b><br><i>(Demonstrable)</i> | <p>Resilient and self motivated with vision and drive.</p> <p>Able to work on own initiative and manage a range of priorities across competing agendas.</p>  | Ability to speak Welsh | Interview<br>References                     |
| <b>OTHER</b><br><i>(Please Specify)</i>            | Ability to travel between sites and placements in a timely manner – this will require having a driving licence and access to a suitable means of transport.  |                        | Interview                                   |