

JOB DESCRIPTION

JOB DETAILS:

Job Title:	Mental Health Practitioner
Band:	6
Directorate:	Mental Health & Learning Disabilities
Department:	Community Mental Health Service
Base:	Foundation House
Responsible for:	The post holder will deliver high quality, comprehensive mental health interventions for patients with severe and enduring mental health difficulties within the Community Mental Health Service.
Responsible to:	CMHS Team Manager

Job Purpose:

As a Registered Mental Health Nurse, Occupational Therapist or Social Worker, the post holder will provide assessment and psychosocial, evidence-based interventions to a caseload of people with mental health difficulties. A focus on a collaborative and strengths-based approach is essential to this role.

The post holder will work within a Community Mental Health Service that has challenged the traditional boundaries between primary and secondary care in partnership with Service Users and the Voluntary Sector and Community Enterprise.

The post holder will contribute to the clinical leadership of the team, providing supervision for other team members as agreed with the Team Manager. The post holder will participate in team and service development and evaluation. Liaison with a wide range of partners is central to the role.

The post holder must have a full driving licence and have permanent access to own transport with appropriate business insurance.

Date of Job Description: January 2022

Duties and Responsibilities

Communication and Key Working Relationships

- Service Users
- Families and Carers
- Supervisor/Line Manager
- Ward/Team Nurse Manager
- Recovery Partners
- Service Manager
- Head of Profession
- Consultants
- Voluntary Sector and Community Enterprise Partners
- Doctors in training (Trust Grades and Trainees)
- Other members of the Unit/Team

The post holder will liaise and work in partnership with voluntary agencies, GPs, acute inpatient services, home treatment teams, other community mental health services, primary care, out of hours GP service, Emergency Duty Team, Community Directorate, housing providers, substance misuse services, NHS Direct and the Safeguarding Children Team.

Professional

- To maintain and further develop high standards for the delivery of care through co-operative work with colleagues, through audit and supervision.
- To be aware of and adhere to Trust policies and procedures.
- To receive regular clinical and management supervision in an agreed and appropriate format.
- To keep abreast of developments in the field of mental health, research and service development.
- To develop and lead therapeutic interventions for service users with a range of mental health difficulties.
- To promote and deliver effective interventions.
- To participate in relevant Trust clinical governance initiatives.
- To participate in and promote clinical audit within the Service.
- To liaise with other disciplines and agencies, as appropriate, to ensure best practice is shared.

Analytics

The post holder should have awareness of relevant audit and quality improvement in the development of community mental health services.

Responsibility for Patient / Client Care, Treatment & Therapy

- Providing effective assessment using a recovery approach and strengths model.
- Establishing, maintaining and ending purposeful, therapeutic relationships with people experiencing mental health difficulties. Practice will be creative and underpinned by specialist knowledge of, and skills in, evidence-based and psychosocial interventions.
- Using knowledge of psychological therapies (for example CBT and CAT) in order to work with people preparing for and participating in specific therapeutic work and to work collaboratively with people during periods of consolidation.
- Delivering services using a recovery and strengths approach where solution focused intervention, motivational interviewing and communicating hope are central. Using developed persuasive, negotiation and re-assurance skills to facilitate and enable engagement.
- Working with people experiencing relapse using a recovery approach to promote strengths and reduce the risk of dependency on mental health and other services.
- Assessing risk in collaboration with people experiencing mental health difficulties, significant others and other workers/professionals, alongside use of own professional judgement and team processes. This involves exploring individual's risk of harm to themselves and/or others and may involve working with challenging, hostile and distressing behaviour.
- Identifying strengths-based Recovery Plans and Risk Management Plans with individuals and other relevant people.
- Taking responsibility for communicating Recovery Care Plans, risk management plans and other important information to relevant people, professionals and agencies as appropriate. Encouraging individuals to take the lead in sharing information wherever possible.
- Undertaking care management processes through assessment of needs, identification of appropriate placement/packages of care, presenting funding requests to the Trust's panel and monitoring and reviewing agreed placements/packages.
- Communicating highly complex information to a range of people and professionals with a wide range of levels of understanding. Identifying barriers to understanding and using creative methods to overcome them.
- Communicating highly complex information between mental health practitioners and partner agencies including medical staff such as clinical information and investigations.
- Identifying changed level of risk in relation to clinical investigations and mental state and distinguishing critical information that requires urgent action or rapid onward referral.
- Providing and receiving highly complex and sensitive information in relation to Safeguarding and Child Protection work and taking appropriate action. This includes identifying and appropriately reporting concerns to Children's Social Care while using communication skills in order to maintain a professional working relationship with parents and significant others in often hostile and highly emotive situations.
- Communicating highly complex, sensitive and emotive information at Child Protection

Conferences.

- Identifying adult protection concerns, raising alerts and participating in Safeguarding Adults processes.
- Providing and receiving information from carers, significant others and members of the community. Communication can be highly emotive and there can be significant barriers to acceptance of the approach and intervention of mental health services, for example when requests conflict with the rights and wishes of an individual experiencing mental health difficulties.
- Using a systemic approach to working with individuals, their families and significant others. Establishing and maintaining effective working relationships with carers and significant others.
- Identifying and engaging with practitioners with specialist knowledge, for example by requesting specialist knowledge or clinical supervision sessions where appropriate.
- Working without direct supervision and being accountable for own actions.
- Skilled and constructive use of own supervision sessions, engagement in reflective practice, commitment to continuously develop self-awareness and work appropriately within professional boundaries.
- Attend and contribute to team meetings and other appropriate meetings.
- Ensure medication and treatments/injections are prescribed and administered by an appropriately qualified professional, as defined within relevant Trust procedures.

Policy, Service, Research & Development Responsibility

The post holder will work within their professional code of conduct and with Trust policies and procedures. This will support safe, quality-based practice. The post holder will be aware their actions reflect upon themselves, their profession and the Trust and will recognise this corporate responsibility.

The policy holder may be involved in supporting with audit, service development opportunities and quality improvement.

Professional Responsibilities

- The post holder will work within the relevant professional code and with Trust policies and procedures. This will support safe, quality practice. The post holder will be aware their actions reflect upon themselves, their professional and the Trust and will recognise this corporate responsibility.
- The post holder will be regarded as a senior member of the Team and will be a role model for high professional standards of behaviour and attitude within the Team and with people using the service, other professionals and agencies.
- The post holder will manage their time and workload effectively and efficiently.
- The post holder will participate in internal and external audit and evaluation in order to

support the provision of high quality care and services.

- The post holder will keep up to date with new developments in mental health practice and policy.
- The post holder will keep up to date clinical records on the Trust's RiO system.
- The post holder will respect the confidential nature of clinical information and adhere to Trust policy.
- The post holder will engage in monthly management supervision and annual appraisal with the Team Manager.
- The post holder will consider engaging in additional professional supervision or specialist clinical supervision as agreed with the Team Manager.

Responsibility for Finance, Equipment & Other Resources

- If delegated from Line Manager.
- You would be responsible for the safekeeping and appropriate use of any Trust equipment ie laptops and mobile phones.

Responsibility for Supervision, Leadership & Management

- The post holder will, in the absence of the Team Manager, coordinate the activity of the team. This will include triaging referrals, allocating work to colleagues, facilitating team meetings and ensuring a high standard of communication with other professionals and agencies. The post holder will ensure team members are at all times working in a safe environment in accordance with Trust policy.
- The post holder will work within their professional code of conduct and with Trust policies and procedures. This will support safe, quality-based practice. The post holder will be aware their actions reflect upon themselves, their profession and the Trust and will recognise this corporate responsibility.
- The post holder will be regarded as a senior member of the Team and will therefore role model high professional standards of behaviour and attitude within the Team and in their contact with clients, carers and other agencies.
- The post holder will receive monthly management supervision and annual appraisal from the Team Manager.
- The post holder may be asked to deputize in the Team Manager's absence.
- The post holder will provide supervision to Band 5 and unregistered staff, through monthly supervision and annual appraisal and assisting in the development of Personal Development Plans.
- Enabling the preceptorship process and providing support and mentorship to students on placement with the team ensuring the education package for the student meets their learning requirements.

- Participating in the process of recruitment, selection and induction of new staff where appropriate if relevant training has been completed.
- Effectively exercising leadership within the Team by actively contributing to its management.
- Acting as a link person between the team and other agencies, maintaining and promoting positive working relationships with all referring agencies.
- Promoting staff morale and maintaining supportive relationships within the Team.
- Participating in the development of initiatives within the Team and wider service.

Information Resources & Administrative Duties

Information Governance

All staff must keep up to date with Trust requirements and changes in this area. Your attention is drawn specifically to: Information Technology: correct, professional and safe use of computers and digital data storage solutions. Data Protection: Confidentiality of service user and staff information either verbally or in writing and including IT solutions, eg secure e-mails, paper records and other media. Freedom of Information: All NHS staff may receive a FOI request and must be aware of who to contact. Senior Managers will be responsible for ensuring information governance is complied with by staff they are responsible for. Each Head of Service or Senior Manager will report any performance issues in relation to information governance to the Director they are accountable to.

Employees are individually responsible for the quality of data, which they input to Trust Systems and documents.

Any Other Specific Tasks Required

The post holder is required to be able to complete Prevention and Management of Violence and Aggression training to a level as required by the role.

Review of this Job Description

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of changing service needs. This job description is to be reviewed in conjunction with the post holder on an annual basis.

General Information

At all times promote and maintain the safety of children by working according to the Trust's Child Protection Policy and supporting guidance. Being pro-active and responsive to child protection concerns by early reporting, recording and referral of issues according to Trust arrangements. Attending child protection training that is appropriate to your role.

Confidentiality

The post holder will maintain appropriate confidentiality of information relating to commercially sensitive matters in regard to Trust business and also to personal

information relating to members of staff and patients. The post holder will be expected to comply with all aspects of the General Data Protection Act (2018), the Staff Code of Confidentiality and the IT Security and Acceptable Use Policy.

Equality & Diversity

Somerset NHS Foundation Trust is committed to achieving equality of opportunity for all staff and for those who access services. You must work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the Trust.

Safeguarding

All employees have a duty for safeguarding and promoting the welfare of children and vulnerable adults. Staff must be aware of the Trust's procedure for raising concerns about the welfare of anyone with whom they have contact.

Risk Management / Health and Safety

Employees must be aware of the responsibilities placed on them for ensuring the safety of our patients, service users, visitors and colleagues under the Trust's Risk Management Strategy and policy and under the Health & Safety at Work Act 1974. All employees are expected to be familiar with and comply with the Trust's risk and health and safety policies and procedures and all other policies and procedures relevant to their role.

Records Management

The post holder has responsibility for the timely and accurate creation, maintenance and storage of records in accordance with Trust policy, including email documents and with regard to the General Data Protection Act, The Freedom of Information Act and any other relevant statutory requirements.

Clinical Governance

The post holder will be expected to participate in clinical governance activities to assist the Trust to provide high quality services.

Prevention and Control of Healthcare Associated Infection

The post holder is expected to comply with Trust Infection Control Policies and conduct themselves at all times in such a manner as to minimise the risk of healthcare associated infection.

Smoking

The Trust operates a 'non-smoking' policy. Employees are not permitted to smoke anywhere within the premises of the Trust or when outside on official business.

Policies & Procedures

Trust employees are expected to follow Trust policies, procedures and guidance as well as professional standards and guidelines. Copies of Trust policies can be accessed via the staff intranet or external website or via your manager.

Sustainability Clause

Somerset NHS Foundation Trust is committed to creating a sustainable business. Staff employed by the Trust, are required to think about their actions in the course of their work and make positive steps to reducing, reusing and recycling wherever and whenever possible.

Person Specification

This is a specification of the Qualifications, Skills, Experience, Knowledge, Personal Attributes and Other Requirements which are required to effectively carry out the duties and responsibilities of the post (as outlined in the Job Description).

Requirement	Essential / Desirable	How Assessed
<p><u>BEHAVIOURS ALIGNED WITH TRUST VALUES</u></p> <ul style="list-style-type: none"> • Outstanding care • Listening and leading • Working together 	<p>E</p> <p>E</p> <p>E</p>	<p>Application Form/ Interview</p>
<p><u>QUALIFICATIONS & TRAINING</u> <u>Evidence of Qualifications required</u></p> <ul style="list-style-type: none"> • RMN, Social Work or Occupational Therapy Qualification • Current registration with relevant professional body • Evidence of post qualifying professional development in an acute setting. 	<p>E</p> <p>E</p> <p>E</p>	<p>Original Certificates/ Application Form/ Interview</p>
<p><u>KNOWLEDGE AND EXPERIENCE</u></p> <ul style="list-style-type: none"> • Significant post registration experience in multi-disciplinary community mental health services. • Good knowledge of resources and working practices across health and social care. • Ability to be innovative in practice. • Experience of managing risk of clients in crisis. • Experience of assessment, care-plan, development and evaluation in conjunction with clients and carers. • Experience and knowledge of working with people with mental health problems. • Experience of mental health difficulties. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>	<p>Application Form/ Interview</p>

SKILLS & ABILITIES

Communication Skills

• Evidence of a good standard of literacy/English language skills	E	Application Form/ Interview
• Excellent communication and interpersonal skills including presentation of cases to multi-disciplinary case conferences.	E	
• Able to carry out evidence-based interventions.	E	
• Be a role model to Support, Time and Recovery workers.	E	
• Compassionate - Exceptional interpersonal skills with the ability to communicate effectively with patients, carers and relatives about complex and sensitive issues remaining sensitive and empathetic.	E	
• Listens to others' views respecting and valuing individual patient needs.	E	
• Professional and patient focussed approach with inspirational skills, acting as a role model to colleagues and junior staff members.	E	
• Excellent organisational skills, ability to manage own time and plan timed activities for staff and patients.	E	
• Ability to recognise and manage challenging situations in a calm and professional manner.	E	
• Ability to lead a team, demonstrating teaching and mentorship skills and work effectively as part of a team.	E	
• Ability to work autonomously and independently.	E	
• Experience of carrying out supervision to junior staff, coordinating the care of clients and delegating tasks.	E	
• Ability to record and retrieve information on charts/paper and electronic patient records	E	
• High standards of written communication skills with the ability to use email and internet.	E	
• Ability to work in partnership with other agencies.	E	
• Willingness to lead groups.	E	
• Experience of multidisciplinary working in a community setting.	E	

<p>Analytical & Judgement Skills</p> <ul style="list-style-type: none"> • Awareness of clinical audit, research and quality improvement for Home treatment services. Awareness of national guidance and policy that directs our service delivery. • Good awareness of Clinical Governance for our services. <p>Planning & Organising Skills</p> <ul style="list-style-type: none"> • Excellent organisational skills, ability to manage own time and plan timed activities for staff and patients. <p>Physical Skills</p> <ul style="list-style-type: none"> • Required to spend a considerable period of a working day in front of a VDU. • Ability to travel round Trust area to fulfil the requirements of the role. • Ability to undertake PMVA training to required level for role. 	<p>D</p> <p>D</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p>	
<p>PERSONAL QUALITIES</p> <ul style="list-style-type: none"> • Compassionate - Open minded, treats colleagues, patients, carers and relatives with dignity and respect. • Intuitive and caring nature. • To be able to demonstrate an awareness and responsibility whilst recognising the impact frequent exposure to distressing circumstances has on care and compassion. • Flexible and adaptable to meet the needs of the patients. • Sympathetic and considerate towards patients, carers and relatives. • Ability to inspire hope, support recovery and make a difference. • Act in a way that supports equality and diversity. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Application Form/ Interview</p>

<ul style="list-style-type: none"> • Access to regular transport with appropriate business insurance. • The ability to attend the necessary training with regard to personal safety. 	E	
<p>OTHER</p> <ul style="list-style-type: none"> • Willingness to use technology to improve standards of care and support to our patients 	E	Application Form/ Interview

SUPPORTING BEHAVIOURS

To carry out this role successfully the post holder needs to be fully aware of and adhere to Trust values/standards and reflect these as their behaviours:

Outstanding Care:

- We treat everyone with dignity, kindness and respect.
- We involve patients, relatives, carers and colleagues in decision-making.
- I ensure that my actions contribute to outstanding care regardless of my role.
- I admit mistakes, apologise and learn from them.
- I champion the health, safety and wellbeing of patients, relatives, carers and colleagues.
- I speak up when others cannot.

Listening and Leading:

- I lead with empathy, taking responsibility for how my emotions and actions affect others.
- I inspire others to embrace change, encouraging them to see their part in the bigger picture.
- I strive to be the best I can be.
- I value the opinions and contributions of colleagues, patients and others.
- I encourage innovation and am open to new ideas.
- I listen with interest and take action if I am able.

Working Together:

- I collaborate with others to achieve shared goals.
- I communicate clearly and appropriately.
- We work together to overcome challenges.
- I ask for help and always assist those in need.
- I thank colleagues for their contributions and celebrate shared successes.
- I use resources effectively, treating every £ as if it were my own.

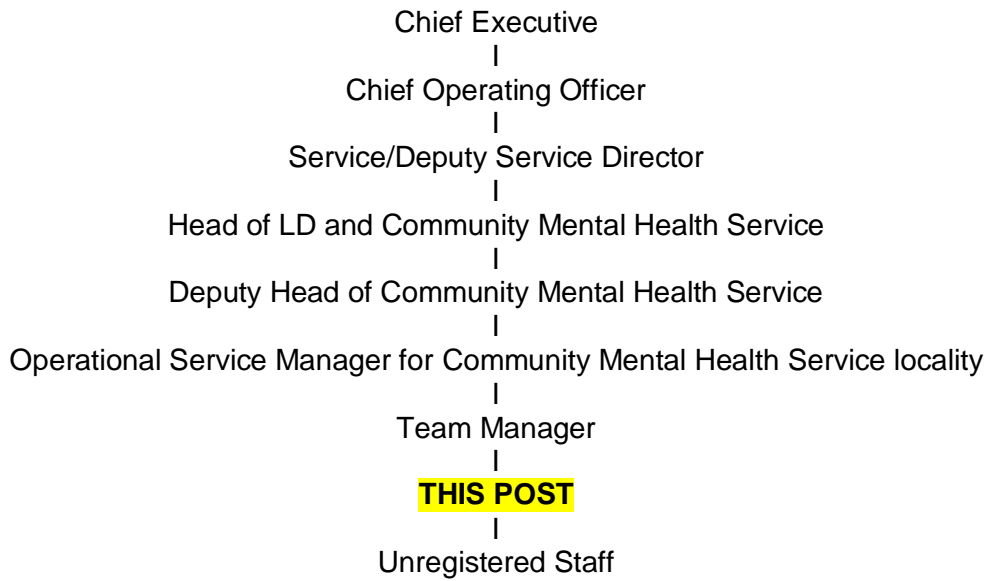
SUPPLEMENTARY INFORMATION

Physical Effort	Yes	No	If yes – Specify details here - including duration and frequency
Working in uncomfortable / unpleasant physical conditions		N	
Working in physically cramped conditions		N	
Lifting weights, equipment or patients with mechanical aids		N	
Lifting or weights / equipment without mechanical aids		N	
Moving patients without mechanical aids		N	
Making repetitive movements		N	
Climbing or crawling	Y		Ability to climb stairs or navigate certain conditions when attending patient's homes.
Manipulating objects		N	
Manual digging		N	
Running	Y		Short distances for reasons of safety.
Standing / sitting with limited scope for movements for long periods of time	Y		Dependent on workload, sometimes may be using telephone for extended periods of time.
Kneeling, crouching, twisting, bending or stretching	Y		If arriving at an incident as first on scene
Standing / walking for substantial periods of time		N	
Heavy duty cleaning		N	
Pushing / pulling trolleys or similar		N	
Working at heights		N	
Restraint ie: jobs requiring training / certification in physical interventions	Y		PMVA Level two required.
Mental Effort	Yes	No	If yes - Specify details here - including

			duration and frequency
Interruptions and the requirement to change from one task to another (give examples)	Y		Regular interruptions through referrals, discussions with other professionals, and phone calls from patients that may be emotionally distressed.
Carry out formal student / trainee assessments	Y		
Carry out clinical / social care interventions	Y		
Analyse statistics		N	
Operate equipment / machinery		N	
Give evidence in Court / tribunal / formal hearings	Y		
Attend meetings (describe role)	Y		Professionals' meetings, ward reviews, discharge planning meetings, to represent the team and team involvement for treatment pathway.
Carry out screening tests / microscope work		N	
Prepare detailed reports	Y		
Check documents	Y		
Drive a vehicle	Y		
Carry out calculations	Y		
Carry out clinical diagnosis	Y		
Carry out non-clinical fault finding		N	
Emotional Effort	Yes	No	If yes - Specify details here - including duration and frequency
Processing (eg: typing / transmitting) news of highly distressing events	Y		
Giving unwelcome news to patients / clients / carers / staff	Y		With support.
Caring for the terminally ill	Y		
Dealing with difficult situations / circumstances	Y		
Designated to provide emotional support to front line staff	Y		
Communicating life changing events	Y		
Dealing with people with challenging behaviour	Y		
Arriving at the scene of a	Y		On conducting home visits to patients and when

serious incident			supporting MHA assessments or police when available and if needed.
Working conditions – does this post involve working in any of the following:	Yes	No	If yes - Specify details here - including duration and frequency
Inclement weather		N	
Excessive temperatures		N	
Unpleasant smells or odours		N	
Noxious fumes		N	
Excessive noise &/or vibration		N	
Use of VDU more or less continuously	Y		
Unpleasant substances / non household waste		N	
Infectious Material / Foul linen		N	
Body fluids, faeces, vomit		N	
Dust / Dirt		N	
Humidity		N	
Contaminated equipment or work areas		N	
Driving / being driven in Normal situations	Y		Driving to and from home visits.
Driving / being driven in Emergency situations		N	
Fleas or Lice		N	
Exposure to dangerous chemicals / substances in / not in containers		N	
Exposure to Aggressive Verbal behaviour	Y		The nature of the role can be unpredictable at times.
Exposure to Aggressive Physical behaviour	Y		The nature of the role can be unpredictable at times.

Department Organisational Chart



Department Core Purpose

The Mental Health and Learning Disabilities Directorate provides inpatient and community-based support to patients and carers while also supporting the wellbeing of staff.

The Community Mental Health Service interventions are provided to people living in the community who require support with severe and enduring mental health.