

## Job Description

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<b>Job Title</b>	Mental Health Practitioner
<b>Salary Band</b>	Band 6
<b>Division/Service Line</b>	Inpatient Services
<b>Department</b>	Home Treatment Team / Crisis Hub (East and west)

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### Job Overview

Using the whole team approach The Home Treatment Team (incorporating the Crisis Hub), operates a 24 hour, 7 days a week service. Providing urgent clinical assessment for clients in immediate crisis where their needs are best met away from physical health setting ( A&E). A home treatment element of client care, engage with a defined client group presenting with acute mental health distress/needs, who have agreed to have their treatment within the community rather than within a hospital setting.

Using evidence based practice provide assessment and interventions identified that promotes the engagement of the client in treatment, to assist them into recovery.

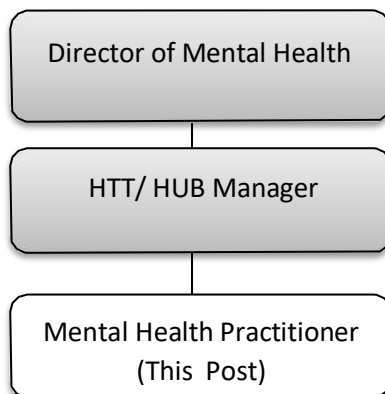
Share in the clinical management of a defined caseload and develop an interface with other services and agencies so that service users are offered focused and co-ordinated packages of care which are appropriate to their needs.

To supervise junior members of the team in accordance with Trust policy.

You will work flexibly across the two areas as directed by the HTT Manager.

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### Organisational Chart



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## **Duties and Responsibilities**

### ***Communication and Working Relationships***

- Nurses/practitioners working within the Hub and HTT require a high level of oral and written communication and interpersonal skills, self-awareness and empathy in all communications.
- You will contribute to the team and engage with a wide range of stakeholders including staff, services users, carers, general public, third sector agencies, GP's, 111 services
- You will communicate and relate with a range of employees of the Trust, visitors, service users, carers, students, members of the public and other agencies with a professional and sensitive approach using a variety of communication and customer service methods – at all times maintaining professional boundaries.
- You will receive phone calls, recording messages accurately, liaising with other administrative, call handlers and health professionals ensuring that suitable action is taken. Effectively use the phone system to answer & redirect calls, plus wrap-up a session
- You will use email applications such as Microsoft Outlook and NHS Mail in order to send, receive and distribute email correspondence appropriately and in accordance with the Trust's Acceptable Use of Information and IT – Policy and Guidance.
- You will maintain confidentiality at all times.
- You will demonstrate an understanding of the importance of effective team working within a multi-disciplinary team. Have the ability to adapt and use initiative as the need arises.
- Contribute to the safe and effective day to day operations of the service including the handling of clinical enquiries

### ***Management and Personal Development***

- You will have a demonstrable knowledge and understanding of the principles of Home Treatment and crisis management and be able to promote a positive image of the service to others.
- You will in the absence of the Team Manager to co-ordinate the day to day operational process, to include caseload allocation, management and other duties as appropriate.
- You will in the absence of the Team Manager be responsible for the line management of the team.
- You will implement and participate in clinical supervision and individual appraisal in accordance with Trust policy, ensuring high levels of skill and quality treatment.
- You will understand and recognise own limitations and seek supervision when necessary
- You will advise the Team Manager regarding staff deployment, training needs and developmental requirements.
- You will assist in the co-ordination and management of the team duty rota, positive recording and monitoring of sickness and absence and taking necessary action.
- You will attend management and professional meetings as directed by your line manager and professional lead.
- At all times follow the Code of Professional Conduct and ensure that all staff within their sphere of responsibility follow the code.

### ***Clinical Activities***

- The Crisis Hub provides a brief clinical risk and mental health assessment, formulation and short-term contingency planning for people presenting in mental health crisis. Working within the community, Within the Crisis Hub we will provide a face-to-face assessments working closely with other mental health services and agencies; such as the police, ambulance, local authority and third sector. Using a range of brief solution-focused interventions, You will empower

people, carers and their families in decision making; diverting to a range of health and social care resources for support.

- You will communicate with service users and callers at their level of understanding, culture and background. Remain courteous and professional at all times.
- You will provide skilled and detailed triage and full assessment and intervention to clients for all referrals through to the Hub including immediate mental health crisis, re directing to the most appropriate services.
- To offer support and advise to carers in managing the crisis situation.
- To provide clinical advice, education, support and training to team colleagues, CMHTs, primary healthcare teams, other professionals, service users and carers on the management of mental health problems.
- Deliver care that is evidence based, reflecting current best practice and research.
- To maintain safe and acceptable standards of practice in accordance with Trust policies and procedures.
- Participate in the development , mentorship and clinical supervision of staff and students
- Practice in a way that minimises dependency and promotes recovery.
- Undertake other additional clinical skills, which have been formally agreed by the Trust.
- Demonstrate a sound understanding of the legal and ethical issues in caring for the mentally ill. In particular, demonstrating sound understanding of the Mental Capacity Act (2005) and the Mental Health Act (2007) and its use in a non-mental health setting.

### ***Strategic Development, Planning and Organising***

- Improve and maintain working relationships with 111 clinicians, Mental Health Assessment Teams, HTT and Hub Clinicians, GPs, other professional and outside third sector agencies working collaboratively to ensure effective referral, treatment and discharge.
- To keep professionally updated with ongoing developments in mental health through an evidence based approach to delivering high quality mental health services by evaluating, updating, imitating and/or participating in training, audit and research.
- To actively participate in the development and implementation of policies and procedures.
- To participate in clinical audit and outcome measuring activities, as agreed with the SPOA Team Manager.
- The post holder will be expected to adopt a flexible attitude to take account of the changing needs of the service as dictated by the service user and organisational lead.
- To work flexibly between, SPOA, HTT, The Crisis Hubs and Assessment teams

### ***Administrative***

- To maintain up to date clinical records in a timely and accurate manner in line with standard operating procedures
- Improve and maintain statistical records of work data within the services to include own and other accurate records.
- To report to the Team Manager any serious untoward incidents and ensure documentation and records are in accordance with Trust guidelines.
- To demonstrate and awareness of Trust policies, procedures, legislation and practice within the guidelines in particular critical incident procedure, child and adult safeguarding, risk assessment, CPA and supervised discharge.

## **Additional Information**

### *Code of Conduct*

The post holder is required to comply with all relevant Code of Conducts for the role, including the Trusts Code of Conduct. All staff are required to support the Trust's commitment to developing and delivering excellent customer service by treating patients their carers, families, friends, visitors and staff with professionalism, dignity and respect. All staff are expected to behave in a professional manner and not to bring the Trust into disrepute.

### *Confidentiality and Data Protection Act*

All NHS employees have a duty to maintain confidentiality under both common law and the Data Protection Act 2018. Service users and staff have a right to expect that any information, whether personal or commercial, held by the Trust will be treated in a confidential manner. All employees of Cornwall Partnership NHS Foundation Trust must not, without prior permission, disclose any information regarding patients or staff.

### *Safeguarding Children and Vulnerable Adults*

All employees of Cornwall Partnership NHS Foundation Trust must be familiar with and adhere to the Trust's safeguarding policies and procedures.

### *Personal Development*

All employees are required to undertake statutory and essential training as directed by the Trust. This will be monitored through the supervision and appraisal process which is in place for all staff to participate in.

### *Risk Management and Health and Safety*

All employees of Cornwall Partnership NHS Foundation Trust are required to make positive efforts to maintain their own personal safety and that of others. You are reminded of your responsibilities for health and safety at work under the Health and Safety At Work Act 1974 as amended and associated legislation. These include the duty to take reasonable care for the health and safety of yourself and of others in your work activities or omissions, and to co-operate with your employer in the discharge of its statutory duties. It is also essential that precautions advised by Management, Occupational Health, Risk & Safety Services, etc. are adhered to for your own protection.

### *Infection Prevention and Control*

All staff, collectively and individually, has a duty of care in following best practice in adherence to guidelines which is a fundamental requirement in underpinning the management of infection control.

### *Location/Mobility*

In accordance with the Trust's requirements, all staff are required to undertake work and alternative duties as reasonably directed at variable locations in the event of, and for the duration of a significant internal incident, major incident or pandemic. You may be required to work at or from any additional location as determined by the Trust. You may also be required to travel between Trust premises for the performance of your duties.

### *Equal Opportunities*

The aim of the Trust's policy is to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of race, creed, sex, marital status, disability, age, nationality, ethnic or national origins. The Trust commits itself to promote equal opportunities and will keep under review its policies, procedures and practices, to ensure that all users and providers of its services are treated according to their needs.

### *Review of the Job Description*

This is a generic job description and is intended as an outline of the general area of activities. It may be amended in light of the changing needs of the organisation, in which case it will be reviewed.

### *Rehabilitation of Offenders Act*

The Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 is applicable to this post. Therefore should you be offered the post it will be subject to a Disclosure & Barring Service check satisfactory to the Trust. You will therefore be required to declare all criminal convictions, cautions, reprimands and warnings that would not be filtered in line with current guidance

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**The Trust operates a no smoking policy. Employees are not permitted to smoke anywhere in the premises of the Trust or when outside on official business. Staff must be mindful of public perception and therefore must not smoke whilst travelling in Trust identified vehicles or when can be identified as a member of CFT staff.**

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## Person Specification

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<b>Division/Service Line</b>	Inpatient Services
<b>Department</b>	Home Treatment Team/ Crisis Hub (East and West)

Role Requirement	Essential	Desirable
<i>Education / Qualifications</i>		
Current professional registration – NMC / HCPC	✓	
Professional qualification – RMN / SW / OT	✓	
Evidence of continued professional development	✓	
To have Sign Off Mentor (SOM) qualification as in accordance with the NMC and be able to sign off students as proficient for registration		✓
<i>Experience</i>		
Substantial post registration experience	✓	
Previous experience working with service users in mental health crisis	✓	
Working knowledge of crisis assessment and intervention	✓	
Experience of leading a team		✓
ENB 998/teaching experience		✓
Advanced skills in CBT		✓
Solution focused training/experience		✓
<i>Skills and Aptitude</i>		
Effective leadership and management skills	✓	
Ability to lead, motivate and supervise a team of staff demonstrating the highest clinical standards	✓	
Proven interpersonal, communication and supervision skills	✓	
Confident in their abilities to make rapid and effective decision	✓	

<i>Knowledge and abilities</i>		
Demonstrate knowledge and understanding of the principles and knowledge base underpinning crisis assessment and intervention	✓	
Sound knowledge of the Mental Health Act 1983 and other mental health legislation	✓	
Show good interpersonal and communication skills through a variety of mediums being sufficiently IT literate to use a number of IT systems available to the team to promote good team working and communication	✓	
<i>Personal Qualities</i>		
Flexible working with an ability to use own initiative as well as to be a team player	✓	
Ability to be creative in changing service delivery to meet the needs of other service users and the ongoing development of the service.	✓	
<i>Other</i>		
Demonstrates evidence of Trust "CARE" values	✓	
Ability to travel independently where required	✓	
Disclosure and Barring Service check satisfactory to the Trust	✓	
Occupational health clearance satisfactory to the Trust	✓	
Valid driving license.	✓	
This role may be deemed as an Information Asset Owner in line with the Trust Information Risk Policy		

