

JOB DESCRIPTION

1. General information

JOB TITLE: Community Mental Health Nurse

GRADE: Band 6

DIRECTORATE: Adult Community Mental Health

HOURS OF WORK: 37.5

RESPONSIBLE TO: Service Directors, Hub Manager

BASE: Devonshire Road Bexleyheath, PCN and CMHS and community settings in Bexley

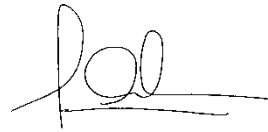
ACCOUNTABLE TO:

Service Directors Bexley Community Mental Health Services.

At Oxleas NHS Foundation Trust, we offer a wide range of NHS healthcare services to people living in South-East London and to people in prison across England. Our wide array of services includes community health care, such as district nursing and speech and language therapy, care for people with learning disabilities and mental health such as psychiatry, nursing and therapies.

Oxleas is a great place to work. It has been recognised as one of the Top 10 Best Places to Work 2023 by the Sunday Times amongst very big employers. Our staff survey results show that we are in the Top 5 in England and the highest in London for staff experience amongst similar trusts.

"We are always delighted to welcome new colleagues to the Oxleas family. We care about making Oxleas a great place to work - it's a big priority in our strategy. Come and join us - it's a place where our values, teamwork, equity, and wellbeing matter and where you can really help to improve people's lives."



Ify Okocha
Chief Executive

We have distinctive values at Oxleas - We're Kind, We're Fair, We Listen, We Care. Our values are very important to us. They help Oxleas to be a great place to work.

Overview of the Post

The post holder will deliver and or advise on the delivery of high-quality safe nursing care, ensuring consistently high standards of practice and clinical excellence which comply with the Nursing and Midwifery Council (NMC) code of professional conduct. Bexley Community Mental Health and Wellbeing Hub is a primary care level service in the Borough of Bexley. The post sits within a multi-disciplinary framework and provides assessments (telephone, virtual and face to face) and brief interventions. The team liaises and gets referrals from several sources including GPs, Bexley Local Authority and MIND.

As a Community Mental Health Hub Nurse you will promote and develop clinical leadership and clinical practice and be a positive role model to junior members of the team through the practice of evidence-based care. You will be expected to support professional development through clinical appraisal and supervision and contribute to the ongoing educational programme for staff, fostering a positive learning environment. As a senior nurse working within the Hub you are required to encourage and foster collaborative and cross organisational working.

Key Task and Responsibilities

This job description is an outline of the key tasks and responsibilities expected of a Band 6 Nurse. The post holder will be required to undertake additional duties appropriate to the clinical area/speciality in which they work. The specific responsibilities associated with different speciality roles are listed below.

Clinical Skills

- Working autonomously within the parameters of the role leading and supporting junior staff and wider care team to implement the delivery of quality nursing care, contributing to the physical, psychological, social, recreational and spiritual care in a recovery-focused way through therapeutic engagement and activities, and taking steps to address any issues that arise.

- Leading on and undertaking activities to ensure that the fundamentals of care are met - nutrition, hydration, hygiene, comfort, emotional and social support:
 - Co-ordinating and evaluating collaborative patient centred care; getting feedback and improving plans with the multi-disciplinary team (MDT).
 - Providing accurate information about care in an accessible format to patients and their relatives / carers.
 - Liaising and working positively with members of the multi- disciplinary team and partner organisations.
 - Administering, and monitoring the side-effects of, medication; monitoring service user compliance.
 - Safety: safe custody of medicines, sharps, clinical equipment, report all incidents following trust policy.
 - Leading and supporting/teaching junior staff on risk assessment and risk management that involves making decisions based on knowledge of the research evidence, knowledge of the individual service user and their social context, knowledge of the service user's own experience and clinical judgment.
 - Supporting and supervising junior staff to develop the management of care needs through:
 - Initial data collection
 - Monitoring of individual service user / patient progress
 - Feedback and discussion
 - Producing reports and in-care reviews
 - Devising a plan of care and interventions in partnership with service user, carer and MDT
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- Coordinating junior staff and the wider care team in providing hands-on care to service users and evaluating processes of care delivered. This will include:
 - Undertaking 1-1 engagement with service users in an honest, open and non- judgmental way.
 - Recognising and valuing service users as individuals, acknowledging the importance of always maintaining the service user's respect and dignity and ensure that the care provided respects equality and diversity.
 - Developing care plans that reflect service user needs and relevant patient care documentation working in partnership with service users, wider MDT and family/carers.
 - Ensuring the monitoring and recording service user clinical observations are undertaken, such as physical observations and vital signs and treating or escalating as appropriate any signs or symptoms of deterioration or that does not fulfil the personal parameters to the relevant professional for treatment. Promote healthy lifestyles and give health promotion advice and support.

- Implementing the principles of 'recovery': encouraging and supporting service users to engage with healthy lifestyles, facilitating psychosocial activities and other activities of their interest. Where appropriate contributing to psychological interventions.
- Escorting service users, as required, in line with Trust and other stakeholder policies.
- Advocating for service users' needs and rights within Trust policy. Encouraging and empowering service users to have an optimum level of responsibility for their individual programme of care.
- To be an active member of the mobilisation phase of the Bexley community mental health wellbeing hub.
- To work within a multi-disciplinary approach with the clinical and operational teams (Oxleas NHSFT, MIND Bexley, Bexley IAPT, Bexley LA, SEL CCG, third sector organisations) and other organisations in the area.
- To build relationships with all stakeholders, integrate organisations and build a strong network alliance of mental health services.
- Lead on risk management and safety planning, identifying and implementing brief, structured support and safety planning programmes for people using the service.
- Lead on key aspects of quality assurance to develop robust outcome indicators for mental health nursing and other aspects of clinical governance.
- To maintain high quality record and data keeping, to support service evaluation, measurement of clinical outcomes and service user experience.
- Be involved in developing standard operating procedures that will affect healthcare professionals in the primary care networks and the community mental health.
- Ensure that agreed policies are followed to provide a safe environment for patients, relatives and staff.
- Lead, facilitate and participate in research projects and clinical audit and implement any changes.
- Deliver educational programmes in relation to clinical, practice and professional development using up to date methods of delivery, including e learning packages.

Knowledge and Frameworks:

- Demonstrating an enhanced understanding of Mental Health signs and symptoms and an understanding of how these may present in practice including recognition of impact on patient presentation and behaviour including risk factors. Supporting and teaching junior staff to develop understanding of mental health signs and symptoms and develop appropriate responses to these in practice.

- Recognising and responding appropriately to challenging behaviour in line with Trust policies and training. Leading and coordinating junior staff and the wider care team in the management of difficult situations and de-escalation and developing resilience and strategies to manage, including on leading staff and patient 'de-briefing' sessions.
- Demonstrating a depth of knowledge and understanding of the fundamentals of the Mental Health Act, Mental Capacity Act and Deprivation of Liberty and other legislation applicable to the practice area and how they are implemented in practice always ensuring adherence to legislation. Teaching junior staff to understand the legal frameworks that support their practice.

Communication:

- Contributing to an effective communication process with appropriate and accurate information to patients, carers, family, friends and colleagues. Engaging and listening carefully and actively and responding using appropriate language and accessible communication methods and skills. Developing communication skills to enable and support difficult conversations, acknowledging cultural differences and professional boundaries.
- Demonstrating effective clinical communication and documentation to internal and external stakeholders ensuring effective verbal and written handover of relevant and objective information. Demonstrating ability to determine key information, ability to recognise and effectively describe symptoms of mental illness, distress or of a deteriorating patient, and ability to escalate issues of concerns effectively and in a timely manner.
- Contributing towards the on-going quality of service and care by managing the patient caseload, organising care including delegating tasks and duties appropriately to staff with relevant competency, identifying and mitigating any risk issues in relation to the service users' health and social care. Informing the relevant Health care professionals if there are any significant:
 - Changes in the service user's physical or mental state
 - Factors relevant to the service user
 - Incidents related to the service user
- Maintaining timely and accurate service user written/electronic records in line with Trust policy. Use care plans, pathway documents and Information System progress notes appropriately and in a timely manner.

- Reporting, without delay, any safety or security concerns to maintain the safety of service users, carers, staff and others in line with Trust policy.
- Understanding and contributing to the Trust risk assessment policy, including being aware of the need to follow all safeguarding procedures; being aware of the necessity to safeguard and promote the welfare of children, young people and vulnerable adults always when working with service users. Supporting junior staff to respond appropriately if there are any significant factors, or incidents relating to the safeguarding service user.
- Maintaining confidential information in accordance with Trust Policies.
- Teamworking and Professional development:
- Protecting service users, self and others by maintaining a clean and healthy environment in accordance with health and safety and infection control policies. Ensuring safe working practices and working environment including monitoring and maintaining cleanliness of the service area and report, without delay, all hazards - real and potential. Leading audit and compliance activities and reports.
- Working in ways that support shared responsibility within the team: demonstrating support, respect and courtesy towards colleagues; working in a professional manner and with Trust values always in mind, respecting the boundaries of the relationship with service users/patients, carers and staff.
- Leading, attending and participating in team meetings and contributing ideas to multi-professional team discussions.
- Leading sessions on reflective practice for the wider care team to ensure effective patient care is based on evidence-based practice and with Trust values in mind. Leading staff training and meetings including reflective practice groups and activities including the development of reflective portfolio.
- Participating in supervision by nominated senior staff member, including annual review of performance as part of the appraisal (or PADR) system. Providing and coordinating and overseeing the supervision to Bands 2 – 5 nursing staff.
- Demonstrating and promoting a clear leadership role to others and always acting as role model to others in accordance with Trust values.
- Undertaking mandatory training as required by Trust policy plus support junior staff to complete Care Certificate, Trust Level 2 Apprenticeship if appropriate and other CPD training related to the role or area of work.
- Supporting the team manager to conduct clinical or governance reviews of the team's activity and the monitoring of performance and collating and disseminating the information to the appropriate individual. Contributing to relevant audit practice development on research activity that may be taking place in the work area.

- Contributing in training and development programmes of staff and supporting the clinical placements of student nurses.
- Supporting Band 5 nurses to lead for the assessment and co-ordination of the Care Certificate for all Healthcare Support Workers in the clinical area, particularly if reasonable adjustments need to be made to complete training and learning.

Leadership and Management:

- Developing the clinical practice of junior members of staff, including newly qualified band 5 nurses.
- Acting as a point of contact for all enquiries, working in partnership with the team manager and the wider MDT to coordinate the activities of the unit.
- Deputising for the team manager in their absence and be accountable for the nursing care and management of team, including maintaining communication with the modern matron and senior nursing staff.
- Assisting the team manager in ensuring the team is safely staffed, prioritising and deploying resources within budgetary parameters and escalating concerns to senior nursing staff where appropriate in accordance with HR policies and procedures.
- Supporting the team manager to investigate incidents and complaints: compile reports and disseminate this information to senior management.
- Recognising nursing practice that needs improvement and to work in partnership with the team manager to ensure appropriate action is taken to address it.
- Supporting the team manager to ensure mandatory and statutory training are up to date for all staff.
- Linking with Higher Education Institutes (HEIs) to ensure delivery of care is in line with current teaching standards for both pre-registration and post registration nursing.
- Demonstrating awareness and engagement with the SLMH&CP programme to develop the band 2-5 clinical workforce. This will include support of junior staff to undertake and complete apprenticeships as part of their career progression and development.
- Facilitating the induction of new staff and students.
- Supporting the team manager to ensure all newly qualified band 5 registered nurses have undertaken their preceptorship.
- Supporting the team manager to ensure all registered nurses are engaged with the revalidation process.
- Maintaining your status as a mentor/sign-off mentor and participate in training of student nurses.
- Encouraging band 5 nurses to undertake and develop their mentorship skills.

- Attending and participating in regular personal development, ensuring compliance with all mandatory training requirements. Maintaining a work development portfolio and complying with all requirements of NMC revalidation.

Research and Quality:

- Measuring and developing standards of care through collection of benchmarking data where appropriate and undertake audits to ensure care meets the requirements of the CQC and Service Key Performance Indicators (KPIs).
- Contributing to the strategic targets of the trust directorate and wider SLMH&CP workforce development.
- Participating and encouraging research within the clinical environment and ensure knowledge of it is widely disseminated throughout the team, trust and wider stakeholders.
- Contributing to service development through awareness and engagement with trust policy and wider national standards of care.
- Contributing to service improvement (Quality Improvement and Innovation) and developments, benchmarking exercises.
- Contributing to research and audit activities, disseminating knowledge and results and contributing to relevant audit practice development and research activity that may be taking place in the work area.
- Undertake any other duties that are commensurate with the band and nature of the post

On Call / Unsocial Hours

Where the post holder is required to work unsocial hours as part of a shift pattern, which includes internal rotation, payment will be made for any unsocial hours worked.

Terms and Conditions

The post holder is subject to the terms and conditions of OXLEAS NHS FOUNDATION TRUST and main stakeholders involved in the community mental health transformation work.

Confidentiality

The Post holder must maintain the confidentiality of information about patients, staff and other health service business in accordance with Trust Policy.

Risk Management

The Post holder will ensure compliance with the Trust's risk management policies and procedures. These describe the Trust's commitment to risk management, the recognition that our aim is to protect patients, staff and visitors from harm and stress and that all staff have a responsibility to minimise risk.

Infection Control

All staff are required to be familiar with the Trusts infection control policies, and national guidance in relation to infection control. All staff whose normal duties are directly or indirectly concerned with patient care must ensure that they complete mandatory infection control training and are compliant with all measures known to be effective in reducing Healthcare Associated Infections.

Equality, Diversity and Human Rights

The Post holder will treat all colleagues, service users, carers and members of the public with respect and dignity regardless of their gender, age, race, religious beliefs, religion, nationality, ethnic origin, social background, sexual orientation, marital status, disability, HIV/Aids status, criminal background and Trade Union status. The Trust has a Policy for Equality and Human Rights, and it is the responsibility of all staff to ensure that this is implemented.

Health & Safety

All staff must be aware of the responsibility placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe condition for employees, patients and visitors.

Professional and NHS Codes of Conduct

You are required to always act in accordance with the relevant professional Codes of Conduct and Accountability (including, where applicable, those for Board Members). In addition, all management staff must comply with the 'Code of Conduct for NHS Managers' and 'Standards of Business Conduct for NHS Staff'.

Safeguarding Children

Safeguarding children is everyone's responsibility. Whatever your role within the trust the welfare of children should be your paramount consideration. In cases of suspected abuse or neglect the duty of care that member of Oxleas staff owes to a child, will take precedence over any obligation to the parent or other adult.

All members of Oxleas staff who have contact with service users, or their families, should be familiar with guidance on Child Protection/Safeguarding Children from their own Professional organisations, the trust and the London Safeguarding Children Procedures. Staff are also required to attend mandatory safeguarding children training.

Financial Management and Control of Resources

All staff are responsible for the security and the property of the Trust, avoiding loss or damage and being economical and efficient in the use of resources. Staff are required to act in accordance with the rules and regulations as described in the Trust's Policy relating to the Financial Management and Control of Resources'.

Customer Care

It is the aim of the Trust to provide patients and clients with the best possible care. All staff are required to put the patient/client first and do their utmost to meet requests and needs courteously and efficiently.

Personal/Professional Development Planning/Mandatory Training

All staff should have a personal development plan and in conjunction with their manager, should actively determine and pursue agreed training and development needs and opportunities. All staff are required to attend mandatory training as designated by the Trust.

No Smoking

Oxleas NHS Foundation Trust has a no smoking policy. Staff are not permitted to smoke within or on Trust premises.

This Job description gives an outline of the post and is subject to review in consultation with the post holder.

Signed by Line Manager

Signed by Post Holder

Date

Date

Print Name

Print Name

The following statements are mandatory for all job descriptions:

Terms and Conditions

The post holder is subject to the terms and conditions of OXLEAS NHS FOUNDATION TRUST. This Job description gives an outline of the post and is subject to review in consultation with the post holder.

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Equality, Diversity and Human Rights

Oxleas is an organisation which values difference and promotes equality, diversity, and inclusion. Our Equality and Human Rights Policy and Strategy are designed to ensure that all our staff (including agency, bank, students, volunteers, and contractors) as well our service users, carers and members of the public are treated with dignity and respect. The Trust policies, procedures and practices are reviewed regularly to ensure that everyone who falls under the list of Equality Act 2010 protected characteristics does not suffer discrimination, either directly or indirectly. The current list of protected characteristics includes Age; Disability; Gender Re-Assignment; Marriage and Civil Partnership; Pregnancy & Maternity; Race; Religion and Belief; Sex and Sexual Orientation.

Health & Safety

All staff must be aware of the responsibility placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe condition for employees, patients, and visitors.

Professional and NHS Codes of Conduct

You are required to act at all times in accordance with the relevant professional Codes of Conduct and Accountability (including, where applicable, those for Board Members). In addition, all management staff must comply with the 'Code of Conduct for NHS Managers' and 'Standards of Business Conduct for NHS Staff'.

Safeguarding

It is the responsibility of all staff to safeguard and protect children and adults at risk at all times and staff must report any concerns as per Safeguarding Children and Safeguarding Adults policies, which are available on the Trust's intranet. Every member of staff must undertake regular mandatory safeguarding training at a level relevant to the role.

Financial Management and Control of Resources

All staff are responsible for the security and the property of the Trust, avoiding loss or damage and being economical and efficient in the use of resources. Staff are required to act in accordance with the rules and regulations as described in the Trust's Policy relating to the Financial Management and Control of Resources'.

Customer Care

It is the aim of the Trust to provide patients and clients with the best possible care. All staff are required to put the patient/client first and do their utmost to meet requests and needs courteously and efficiently.

Personal/Professional Development Planning/Mandatory Training

All staff should have a personal development plan and in conjunction with their manager, should actively determine and pursue agreed training and development needs and opportunities. All staff are required to attend mandatory training as designated by the Trust.

Sustainability

Demonstrate social and environmental responsibility and help establish Oxleas NHS Foundation Trust as a sustainability leader. Collaborate to contribute to or lead change management towards Oxleas NHS Foundation Trust goal of reaching Net Zero by 2040 as stated in the Green Plan.

No Smoking

Oxleas NHS Foundation Trust has a no smoking policy. Staff are not permitted to smoke within or on Trust premises.

3. Our Values

We have distinctive values at Oxleas - We're Kind, We're Fair, We Listen, We Care.

Our values are very important to us. They help Oxleas to be a great place to work. We want everyone who works at Oxleas to live our values and we will expect this of all our new joiners.

Our Values and Behaviours framework describes what it means for every one of us in the Trust to put our values into action. The framework can be found on our Trust Website: [Our values - Oxleas NHS Foundation Trust](#)



Signed by Line Manager

Signed by post holder

Date

Date

Print Name

Print Name

Note:

Please attach an organisational chart alongside, a person specification, and Job Description.

PERSON SPECIFICATION

JOB TITLE: Community Mental Health Nurse

DEPARTMENT: Bexley Adults and Older Adults Community Mental Health Services.

GRADE: Band 6

Education/Qualifications	How measured
<ul style="list-style-type: none"> Relevant professional qualification (RMN), and have other relevant experience 	Application form
Experience	
<ul style="list-style-type: none"> Significant experience of and demonstrable achievement in clinical practice in variable settings. Experience of screening and triaging. Experience of providing professional support/supervision and motivation of staff. Understanding of Health and Social Care Governance. Experience of managing Caseload 	Application form/ Interview
Skills/Abilities/Knowledge	
<ul style="list-style-type: none"> Knowledge of the key drivers behind community mental health care Ability to provide and receive complex and emotive information with staff, service users, carers and other stakeholders Ability to effectively deal with aggression when required Ability to present service information 	Application form/ Interview

<p>and service development clearly</p> <ul style="list-style-type: none"> • Able to hold professionals and peers to account • An understanding of effective systems for integrated governance and the management of clinical and non-clinical risks • Commitment to the aims and values of the NHS combined with high personal integrity • Empathy towards the needs of people using mental health and related services, and a vision of how services can make step changes for improvement • Demonstrate an understanding of the practices of Human Rights in the delivery of this role • Resilient and self-motivated with drive and vision that is able to work on own initiative and manage a range of priorities across competing agendas. • Ability to manage IT database i.e. spreadsheets. 	
<p>Effort and Environment</p> <ul style="list-style-type: none"> • Ability to identify own limitations • Ability to seek for help and support when needed. • Ability to be flexible with working hours. 	<p>Application form/ Interview</p>
<p>Other Requirements Ability to travel and work/cover across sites</p>	

AFC Reference Number	
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NB These are not definitive lists if there are any others specific to a post, please add to the form which should then be signed by the line manager and post holder alongside the Job description.

Signed by Line Manager

Signed by post holder

Date

Date

Print Name

Print Name