



Positive behaviour, Autism, Learning disability, Mental health Service

JOB DESCRIPTION

All staff share the Trust Vision and uphold and promote our Trust values

<i>Our Vision</i>	<i>Outstanding services, healthier communities</i>
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Our Values

<i>Innovative</i>	<i>We seek new ideas and adopt best practice to improve our services.</i>
<i>Caring</i>	<i>We show kindness and consideration for others.</i>
<i>Agile</i>	<i>We deal with new situations quickly and successfully.</i>

Employing Trust:	Hertfordshire Community NHS Trust
Job title:	Mental Health Practitioner
Band:	7
Hours:	Range of hours available minimum 26.25 hours - 37.5 hours (0.6 – 1WTE)
Location:	Range available: Principal base in East and North Hertfordshire Principal base in West and South Hertfordshire
Business Unit:	Children's Specialist Service
Reporting to:	PALMS' Line Manager
Responsible for:	Identified members of PALMS' team

PALMS

PALMS (Positive behaviour, Autism, Learning disability, Mental health Service) works across Hertfordshire providing a specialist multi-disciplinary approach. PALMS is a CAMHS commissioned service which offers individually tailored support for children and young people (CYP), aged 0-18 who have a global learning disability and/or Autistic Spectrum Disorder, helping families to manage challenging behaviour, toileting, feeding and sleeping concerns which have not benefitted from community interventions and/or to support mental health needs which cannot be met with reasonable adjustment by other CAMHS services. Additionally, PALMS also supports problematic sexualised behaviours. Interventions include workshops, groups, individual therapy, and therapeutic work with parents/carers/siblings. PALMS aims to keep children and young people with their families within Hertfordshire thereby improving outcomes for all family members.

The current team in PALMS includes 42 members of staff including Administrators, Assistant PALMS Practitioners, Assistant Psychologists, Clinical Leads, Clinical Psychologists, Consultant Psychiatrists, Learning Disability Nurses, Outreach Workers, Mental Health Practitioners, Positive Behaviour Analysts and Speech and Language Therapists led by the Service Lead to provide a tailored approach to the PALMS' CYP and their families. PALMS principally deliver a flexible service between 7am and 7pm weekdays but also work outside these hours and offer weekend input. This is

undertaken according to need in a planned way. For example, for a full-time worker this equates to flexibly working 37.5 across the working week.

In addition to the core service offer, PALMS have been awarded additional funding to support CYP experiencing crisis.

The PALMS' Crisis Team

The PALMS' crisis team includes an Administrator, Clinical Psychologist, Consultant Psychiatrist, Outreach Workers, Mental Health Practitioners and a Specialist Positive Behaviour Analyst. This MDT work together and in collaboration with the wider PALMS' MDT to support CYP at significant risk of being placed out of county and/or requiring an inpatient bed. The team offer input to up to 350 CYP per annum by: triaging calls; undertaking risk assessments; supporting CYP/Parents/Carers in distress; liaising with the CYP's wider support network; managing immediate safeguarding; referring on to other providers/support services; and, undertaking urgent and immediate assessment of need. These elements of the service will be available Monday – Friday 8.30am – 6.30pm.

In addition, the crisis team provides an intensive package of support to up to 80 CYP per annum. The intensive package of support is tailored to the CYP and their family. The evidence highlights that these interventions require a minimum of 8 hours per week, and up to 15 hours per week from the team to reduce and manage the risks, enable full understanding of needs, support the presentation, and prevent escalation. This will involve family and individual sessions, observations and PBS support which could include group support for families in crisis.

In addition to the above service PALMS also hosts a Mental Health Support Team for SEN Schools across Hertfordshire and West Essex.

The SEN MHST

The MHST delivers evidence based interventions supporting emotional wellbeing, primarily in an educational setting. This includes group interventions, individual interventions, consultation and training and incorporates full assessments of care needs and risk assessments. The ultimate aim of the MHST is to support a whole school approach to develop, build and support emotional well-being.

The SEN MHST is hosted by PALMS and is the only MHST nationally that is solely working with the SEN population. PALMS therefore are active in supporting the National Team regarding the training, skills, job roles, models and approaches required of MHSTs to support the population. The service is principally available Monday to Friday 8.30am – 6pm.

COVID-19 Pandemic

In response to the COVID-19 pandemic, as a mental health service, PALMS are classed as a service that continues to run and also to offer enhanced services as required. In line with government and NHS guidance, the predominant method of delivery of service is currently via video or telephone. Face to face appointments are still offered when deemed clinically necessary and in ensuring all guidance is adhered to.

JOB PURPOSE

- To support in making a difference to CYP and their families by working in partnership and to support them in achieving positive outcomes.
- To provide a highly specialist community service to CYP with learning disabilities and/or an autistic spectrum disorder who present at times of crisis with challenging behaviour, toileting, feeding, sleeping concerns, and problematic sexualized behaviour, and/or mental health difficulties, and to their families across all sectors of care.
- To establish effective working relationships with care providers on the CYP's pathway including the CAMHS Crisis Assessment and Treatment Team (C-CATT), Child & Adolescent

Mental Health Services, Child Development Centres, Social Care and Education.

- To provide a comprehensive screening and triage service to CYP and their referrers resulting in safe and appropriate clinical decisions and appropriate intervention.
- To undertake priority assessments, related to difficulties within the PALMS' remit, to determine the needs of the CYP, including whether it is safe for them to return to their home.
- To undertake assessments and interventions in a variety of settings, often in A&E and family homes, involving liaison and joint assessments with other agencies including C-CATT and Social Care Children's Services.
- To function as an effective member of the multi-disciplinary PALMS Crisis team and PALMS team and to work as an autonomous PALMS' clinician providing specialist, holistic and generic assessment and intervention, when appropriate, with CYP and families.
- To act as a senior professional in the post holder's field; providing supervision and training to other PALMS' clinicians as appropriate.
- To exercise responsibility for the systematic governance for the post holder's professional practice within the service.
- To undertake clinically related administration.
- To actively contribute to the development of the service particularly evaluating the needs of the PALMS' population when experiencing crisis.

DUTIES AND RESPONSIBILITIES

Clinical

- To provide a comprehensive screening and triage service to CYP and their referrers resulting in safe and appropriate clinical decisions and appropriate intervention.
- Timely and effective triaging of all referrals adhering to the service specification, pathways and protocols to support clinical decisions.
- To be the first clinical point of contact for referrers and the families who access, or enquire about accessing, PALMS following agreed protocols and guidelines and utilising effective communication skills. The calls can include assessing risk and the priority of the referral.
- Ensure that sufficient, accurate and appropriate information is gathered in order to direct the referral to the most appropriate pathway.
- Use professional judgement and skills to assess level of need and urgency, as well as obtaining further information as required, determining appropriate outcome including monitoring and recording expected outcomes. Agreed pathways and protocols will be used to support clinical decisions.
- To be a point of contact for team members to discuss clinical queries that cannot wait until supervision or peer reflection.
- To undertake priority assessments, related to difficulties within the PALMS' remit, to determine the needs of the CYP, including whether it is safe for them to return to their home.
- To undertake priority assessments in a range of settings including home, school, at A&E, in police custody or other settings often with colleagues from C-CATT, Assessment and Treatment Team and/or Children's Services in accordance with necessary timescales.
- To undertake risk assessment and risk management for CYP and to provide advice to other professionals on aspects of risk assessment and risk management.
- To implement agreed aspects of the risk assessment plans in conjunction with PALMS' colleagues, CYP and their families.
- To contribute to multi-disciplinary risk assessments, taking into account safeguarding concerns.
- To provide highly developed assessments of CYP referred to the PALMS Crisis Team based upon appropriate use, interpretation and integration of complex data from a variety of sources including semi-structured interviews with CYP, family members and others involved in the CYP's care, self-reports measures, rating scales and direct & indirect structured observations
- To formulate and implement plans for the formal intervention and/or management of CYP presenting difficulties, including challenging behaviours, toileting, feeding, sleeping concerns, problematic sexualized behaviour, and/or mental health difficulties; based upon an appropriate

conceptual framework of the CYP's needs and employing methods based upon evidence of efficacy, across the full range of care settings.

- To be responsible for a caseload whilst working alongside a multi-disciplinary team to provide a coordinated and integrated individualised care package to CYP.
- To be able to assess and develop plans of care to meet the complex needs of the PALMS' population.
- To prepare assessments, intervention/review reports and discharge summaries, in accordance with local policies.
- To be responsible for implementing a range of intensive interventions for individual CYP, carers, families and groups, employed individually and in synthesis, co-working with other team members/disciplines as appropriate, adjusting and refining formulation drawing upon different models and maintaining a number of provisional hypotheses.
- To provide specialist advice, guidance and consultation to other professionals contributing directly to the formulation, diagnosis and treatment plan.
- To act as care coordinator, where appropriate, ensuring provision of a care package appropriate for the CYP's needs, taking responsibility for initiating , planning and review of the CYP's care, including the CYP, their family/carer, referring agents and others involved in the network of care.
- To oversee transition arrangements between services to ensure CYP receive seamless care with the support of the clinical leads, transition arrangements between services via Hertfordshire's Trusted Assessment and Integration Working Pathways, to ensure CYP receive seamless care.
- To plan and to lead workshops and therapeutic groups with CYP and families.
- To provide professional advice and guidance to other members of the multi- disciplinary team through team meetings, supervision and training.
- To communicate in skilled and sensitive manner information concerning the assessment, formulation and treatment plans of CYP under their care.
- To take into account issues of parental responsibility when undertaking assessment/consultation/intervention with CYP.

Communication and Relationship Building

- The post holder will be required to establish communication networks with a wide and cross organisational group of professionals, associated agencies and CYP and families.
- In particular the post holder shall develop effective and mutually respectful relationship with: C-CATT, police, members of the multidisciplinary child development team (paediatricians, school nurses, health visitors, allied health professionals and associated disciplines); associated agencies responsible for a CYP's care i.e. health, education, social care, voluntary sector; members of the Child and Adolescent Mental Health Services (CAMHS) and adult learning disability service for transition planning.
- To offer consultation and training to a range of services particularly C-CATT to support the needs of CYP who have Autism and/or Learning Disability.
- To represent the PALMS' Crisis Team and attend relevant meetings and professional activities.

Analytical and Judgmental

- To provide specialist assessment and therapy at the same time as offering advice and consultation to the MDT and professionals from other agencies and to other non-professional carers.
- To work autonomously within professional guidelines and the overall framework of the service's policies and procedures.
- To propose and implement policies/guidelines within the service in conjunction with PALMS Clinical and Service Leads.
- To evaluate and make decisions about treatment options taking into account both theoretical and therapeutic models and highly complex factors concerning historical and development processes that have shaped the individual, family or family group.

- To exercise autonomous professional responsibility for the intervention and discharge of CYP ensuring appropriate assessment, formulation and interventions, communicating with referrers and others involved with the care on a regular basis.
- To provide specialist advice, guidance and consultation to other professionals contributing directly to the formulation, diagnosis and treatment plan.

Education and Training

- To contribute to the development and maintenance of the highest professional standards of practice, through active participation in internal and external continuing professional development training and development programmes, in consultation with the PALMS Clinical and Service Leads.
- To take part in regular professional and managerial supervision and appraisal, and maintain an active engagement with current developments in the field of the post holder and related disciplines.
- To maintain up to date knowledge of legislation, national and local policies and issues in relation to both the specific population and mental health.
- To participate fully in multidisciplinary team meeting and activities as appropriate.
- To advise both service and professional management on those aspects of the service where organisational matters need addressing.
- To participate in teaching/training and other continuing professional development activities.
- Post holder should assess, in discussion with their line-manager, their own professional training needs.

Service Development and Improvement

- To work with the PALMS' Leadership team on service policy development and review.
- To make informed contributions on local and divisional policy affecting service development.
- To contribute to the development, evaluation and monitoring of the team's operational policies and participate in the development of high quality, responsive and accessible services.
- To undertake data collection, analysis, production of reports and summaries using IT and statistical programmes where required.

Finance and Resource Management

- Responsible to Service Lead for effective and efficient use of available resources.
- Responsible to Service Lead for identification of resource issues affecting service delivery.

Management and Leadership

- To be responsible for providing clinical supervision and professional support and guidance as required to members of the PALMS' team.
- To line manage members of the PALMS' team.
- To provide advice, consultation and training to staff working with the client group across a range of agencies and settings, where appropriate.
- To participate in recruitment of new staff alongside the PALMS' leadership team as required.

Information Management

- To maintain the highest standards of clinical record keeping including electronic data entry and recording, report writing and the responsible exercise of professional self-governance in accordance with professional codes of practice and Trust policies and procedures.
- To update PALMS databases and/or spreadsheets as appropriate in order to monitor clinical outcomes.

Research and Development

- To utilise theory, evidenced based literature and research to support evidence based practice in individual work and work with other team members.
- To undertake appropriate research and provide research advice to other staff undertaking research,
- To undertake project management, including audit and service evaluation, with colleagues within the service to help develop service provision.

Freedom to Act

- To exercise autonomous professional responsibility for the treatment and discharge of CYP ensuring appropriate assessment, formulation and interventions, communicating with referrers and others involved with the care on a regular basis.

Physical effort	The post-holder will be required to travel across county for their role and therefore the post-holder should have access to & be licensed to drive an appropriate mode of transport
Mental effort	The post-holder will be required to plan and organise complex activities requiring formulation, action planning and strategic thinking. The post-holder will be required to exercise judgement when presented with highly complex facts requiring an analysis and interpretation. The post-holder will be required to contain and work with organisational stress and ability to “hold” the stress of others. The post-holder will be required to maintain intense concentration whilst engaged with CYP and CYP’s family.
Emotional effort	The post- holder will experience working with CYP presenting with the full range of clinical severity and will need to exercise a high degree of professionalism in the face of highly emotive and distressing concerns, verbal abuse and the threat of physical abuse. The post-holder will be required to work with young people whose behaviour is personally challenging and deal with frequent exposure to highly distressing or highly emotional circumstances.
Working conditions	The post-holder will work in a shared office and at times be exposed to aggressive behaviour due to the nature of the CYP that PALMS work with.

General

- To undertake specific administrative duties as required.
- To work flexibly and respond positively to changing service needs.

Supplementary Information:

Equality and Diversity

The Trust is committed to eliminate racism, sexism and forms of discrimination. The Trust will not discriminate on grounds of age, colour, disability, ethnic origin, gender, gender reassignment, culture, health status, marital status, social or economic status, nationality or national origins, race, religious beliefs, or non beliefs, responsibility for dependents, sexuality, trade union membership or hours of work.

It is required of all employees to uphold this policy in the course of their employment with the Trust and whilst undertaking their duties.

Mobility / Flexibility

The normal place of work for the post is as stated above, but as a term of employment post holders may be required to work from any of the Trust's establishments.

Health and Safety at Work

In accordance with the Management of Health and Safety at Work Regulations 1992 (as amended) and other relevant Health and Safety legislation, staff have a duty to take responsible care to avoid injury to themselves and others by their work activities and to co-operate in meeting statutory requirements.

Infection Control

Employees must be aware that preventing healthcare acquired infections and infection control is the responsibility of all staff. Clinical procedures should be carried out in a safe manner by following best practice and infection control policies.

Data Protection and Confidentiality

Employees must maintain confidentiality when dealing with sensitive material and information and be aware of the Caldicott principles, the General Data Protection Regulations (GDPR) 2018 and the Human Rights Act 1998. The protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, the Trust and individual may be prosecuted. Disciplinary action will be taken for any breach.

No Smoking Policy

The Trust operates a smoke free policy which means that smoking is not allowed anywhere on Trust sites including buildings, car parks and entrances.

Safeguarding

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role. The expectation is that the post holder is familiar with the relevant procedures and guidelines, all of which can be found on the Trust's intranet.

The above duties and responsibilities are intended to represent current priorities and are not meant to be an exhaustive list. The post holder may from time to time be asked to undertake other duties and responsibilities commensurate with the grade. Any changes to this job description to take account of changing service needs will be made in discussion with the post holder.



Positive behaviour, Autism, Learning disability, Mental health Service

PERSON SPECIFICATION

Job title: PALMS Crisis Team Mental Health Practitioner, Band 7

	Essential Criteria	Desirable Criteria
Qualifications and Training	<p>1a) Degree or equivalent in relevant field Professional Qualification (RMN, DipSW, OT or equivalent) supplemented by post graduate diploma specialist training, experience, short courses plus further specialist training to master's equivalent level.</p> <p>Or</p> <p>1b) Doctoral level training in clinical psychology (or its equivalent for those trained prior to 1996), including specifically models of psychopathology, clinical psychometrics and neuropsychology.</p> <p>Experience in relevant mental health/learning disability setting.</p> <p>Specialist knowledge within the field of clinical skills gained through theoretical and practical training and experience.</p> <p>Membership of relevant professional bodies</p>	<p>Approved mental health professional (AMHP).</p> <p>Further training in relevant areas of Autism, Learning Disability and mental health.</p>
Experience and Knowledge	<p>Significant experience of risk assessment within a mental health or learning disability setting.</p> <p>Comprehensive assessment skills</p> <p>Significant experience of working clinically in a mental health and/or learning disability setting assessing, containing and managing complex cases in a multi-disciplinary setting.</p> <p>Experience of working with people who have a learning disability and/or autistic spectrum disorder.</p>	<p>To have good knowledge of local community services.</p> <p>Provision of effective clinical/practice supervision</p> <p>Experience of developing and delivering training and/or groups</p>

	<p>Experience of working with a wide variety of client groups, across the whole course of presenting problems that reflect the full range of clinical severity including maintaining a high degree of professionalism in the face of highly emotive and distressing problems, verbal abuse and the treat of physical abuse</p> <p>Knowledge of child development, child and adolescent mental health and a range of therapeutic models</p> <p>Knowledge of the theory and practice of specialised therapies and assessment methodologies</p> <p>Multi-Disciplinary Team and multi-agency working</p> <p>Experience of dealing with Safeguarding Incidents.</p> <p>Knowledge of relevant legislation and national policies</p> <p>Knowledge of evidence based practice</p> <p>An understanding of the impact of Learning Disability, Autism and mental health difficulties and challenging behaviour on family life.</p>	
Skills and Abilities	<p>Ability to lead professionally and managerially.</p> <p>Ability to identify appropriate evidence based interventions for mental health and/or challenging behaviour.</p> <p>Ability to communicate effectively when under pressure and dealing with challenging phone calls.</p> <p>Ability to perform under pressure, to be able to analyse information effectively, therefore ensuring correct conclusion for action.</p> <p>Ability to prioritise workload.</p> <p>Evidence of well-developed critical decision-making skills</p> <p>Ability to access various sources of information.</p> <p>An ability to make autonomous clinical judgements involving highly complex facts and situations</p>	

	<p>High level of communication skills (written and verbal) including an ability to communicate effectively complex, highly technical and/or clinically sensitive information to a range of audiences.</p> <p>An ability and commitment to work as a member of a team and effectively communicate with the team.</p> <p>Excellent IT skills including use of databases and spreadsheets.</p> <p>Ability to concentrate for prolonged periods</p> <p>Ability to use supervision appropriately and effectively.</p> <p>Ability to recognise the emotional consequences of working with children with distressing and life changing disorders and seek support if needed.</p> <p>Ability to recognise signs of stress and to seek appropriate support.</p> <p>Ability to work as part of a 'virtual team'.</p> <p>Ability to think clearly and express self.</p> <p>Ability to work with children & young people whose behaviour is personally challenging.</p> <p>Ability to establish and maintain professional relationships</p> <p>Ability to manage potentially distressing telephone calls and situations.</p> <p>An ability to work effectively in a range of direct care settings with families, carers and staff.</p> <p>Ability to work independently, reliably and consistently</p> <p>Ability and willingness to work flexibly including evenings and weekends as required.</p>	
Personal Qualities	<p>An interest in, and commitment to, working with children who have a learning disability and/or an autistic spectrum disorder and/or mental health difficulties.</p> <p>Positive interpersonal skills</p> <p>Able to meet targets and deadlines in line with triage times and returning phone calls.</p>	

	<p>Values that match positive behaviour ethos.</p> <p>Good organisational skills and an ability to manage own workload</p> <p>Capable of using initiative and maintaining professional boundaries.</p> <p>Able to challenge and to be challenged.</p> <p>Professional attitude to work and team members.</p>	
Other Requirements	<p>A full valid driving licence and access to a car to use for business purposes is essential (unless you have a disability as defined by the Equality Act 2010).</p> <p>Willingness to travel to alternate locations to provide services.</p> <p>Eligible to live and work in the UK</p>	