

JOB DESCRIPTION AND PERSON SPECIFICATION

JOB TITLE: Senior Veterans High Intensity Service (HIS) Practitioner

BAND: Band 6

REPORTS TO: HIS Team Manager

BASE: The Railings, Rugby – West Midlands

JOB SUMMARY

The post holder will be responsible for the co-ordination of assessment, planning, and implementation of care to a defined group of service users and their carers within the defined West Midlands Region. This is a community-based service providing a high intensity support package of care to veterans in times of crisis, across a large geographical area (Herefordshire, Worcestershire, Coventry and Warwickshire and Leicestershire).

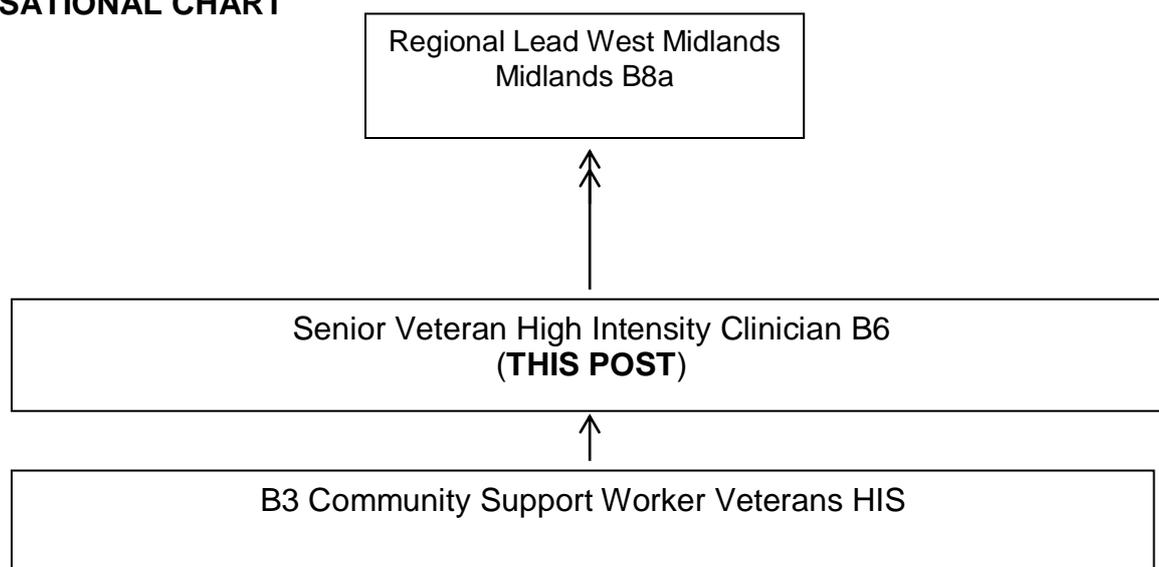
The post holder will provide advice and support to the veteran and their families, as well as other agencies including crisis teams and the police. This role will involve working within the Veteran’s HIS, and alongside veteran specific TILS and CTS.

Organisational Values:

	Compassion - We are compassionate, kind and caring to everyone, including people who use our services and people we work with.
	Respect - We are civil and respectful. We celebrate diversity and always appreciate the views of other people.
	Excellence - We always do our best and seek to achieve excellence in all we do. We innovate and try out new things, and when things don't go to plan we embrace this as an opportunity to learn and improve.
	Collaboration - We take pride in involving people and working together as an inclusive team, both within our organisation, and in co-production with people who use our services, carers, partners, local community groups and others.
	Integrity - We do the right thing and people can trust us. We are open, honest and transparent, even when things go wrong.



ORGANISATIONAL CHART



MAIN RESPONSIBILITIES OF THE POST

The Post holder will:

- Action all referrals and arrange for assessment local to patient's residence.
- To provide a high standard of clinical care ensuring safe and effective assessment, treatment and comprehensive discharge planning using highly developed clinical reasoning skills and appropriate assessment tools.
- To work flexibly across a 7 day a week service.
- To manage the caseload and service delivery in accordance with and in order to contribute to the attainment of service/Trust/Commissioning productivity requirements.
- To ensure that care plans, risk assessments and reviews are in place.
- Work with individuals to assess their mental health in times of crisis and identify their needs and circumstances, and enable them to understand, manage and where appropriate change their behaviour.
- To be a confident positive risk taker.
- To assess carers and families' needs and develop, implement and review programs of support for them.
- To work collaboratively and promote effective working relationships with members of the multi-disciplinary teams across the geographical area of responsibility, ensuring effective and appropriate clinical decision making, both with the crisis team and other external agencies.
- To provide management supervision to any Band 5 or Band 3 HIS colleagues.



Respect



Excellence



Integrity



Collaboration



Compassion

- Develop effective and supportive links with other health and social care staff. To create networks that improve the pathway of care for clients referred into crisis teams
- Provide information to the team manager in order that they may assess and challenge the service delivery on behalf of the veterans. This is where services are not being agreed according to the veteran's mental health agenda across the Midlands region.
- Work to improve and promote NHS service provision by actively engaging with the 3rd Sector providers who already have access and are providing support to veterans across the region.
- Manage caseload and service delivery in accordance with and in order to contribute towards the attainment of Service/Trust productivity requirements.
- Assess carers and families' needs and develop, implement and review programmes of support for carers and families.
- Receive and, where appropriate participate in staff development and performance appraisals.
- Promote the mission and values of the Trust.
- Attend relevant regional and national contributing professional development activities to maintain up-to-date skills and knowledge in meeting the needs of service users.
- Promote equality and ease of access to Services.
- Play an active role in relevant professional and service improvement groups, within the service and Trust-wide.
- Attend countywide groups for service area in health and/or social care and other agencies and to support their activities and the development of integrated and inclusive provision to ensure effective pathways of care.
- To advise the team manager of any undue occurrence reported or witnessed or complaint received.
- Carry out a comprehensive assessment of need, including risk assessment and ensure coordination of safeguarding including PREVENT.
- Offer and arrange a physical health check if necessary and report any concerns to the referred patient's GP.
- Liaise with services involved at time of crisis ie. police, LIDI teams or A/E staff.
- Co-produce a comprehensive plan of care that addresses mental health, physical and social needs and to liaise with appropriate local services to seamlessly transition the patient with their care plan and provide consultancy to local services to support its implementation. Where there are challenges to implementation to constructively and sensitively challenge local services, advocating for the veteran patient and ensure that the principles of the Armed Forces Covenant are upheld regarding priority treatment.
- Plan, implement and review interventions to meet the veteran's individual needs and manage their level of risk.
- Liaise with local TILS and CTS to ensure veteran and families are linked into appropriate support.
- Ensure that all patients are given a copy of their plan of care, and contact is maintained once the initial crisis period is over.



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- Offer identified carers a mini assessment and where indicated make onward referrals to appropriate services for a formal carers assessment. Also to advise carers of relevant services and how to access them.

Communication

- Raise the profile and promote the needs and issues that veterans face by acting as a Veterans Champion within the Trust.
- Communicate with both internal and external stakeholders, such as service users, carers, other teams, third sector and voluntary organisations.
- Communicate effectively across a wide variety of settings, using tact and diplomacy in response to situations that may be complex and sensitive and may have resulted from conflict.
- Provide advice and use their initiative and follow organisational procedures in routine and crisis situations
- Apply communication skills to take account of communication needs and differences in order to plan, deliver and evaluate care
- Apply enhanced communication skills both oral and written to communicate information within records and reports. This may also include the need to respond to and offer reassurance to questions and concerns from a variety of groups, such as service users, carers and other staff/teams.
- Comply with local and Trust policies and procedures regarding appropriate communication.
- Be required to lead clients' reviews within the multi-disciplinary team and act as an advocate for service users.

Analytical and Judgemental Skills / Freedom to Act

- Manage own caseload of complex patients
- Act within the limits of their competency and authority in line with their professional code of conduct
- Take responsibility and actively participate in both managerial and professional supervision to ensure their competence and support continuous professional development.
- Provide supervision for qualified staff within their team.
- Ensure that their professional competence enables them to determine the appropriate actions from a range of options
- Evaluate and deliver advice in complex situations.

Planning and Organisational Skills

- Undertake routine management and organisation of their own time and activities to support the completion of their role within the team.
- Plan and manage a range of activities which may be complex in nature and delegate appropriate responsibilities to other members of the team
- Review, evaluate and adjust activities in response to the changing demands.



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Physical Skills

The post holder will:

- Driving – significant time will be spent driving to and from patient homes/other mutually agreed bases to conduct clinical work, across the West Midland region. Where possible these appointments will be in the part of the West Midlands region closest to the host Trust as the clinical work is shared out across the hub, but it will be outside of normal catchment areas for that Trust.
- Sitting at a VDU/computer documenting assessments and care planning, checking emails and report writing.
- Have the ability to use I.T. systems sensibly and purposefully to meet the needs of the role and will be required to utilise systems safely and securely in line with organisational guidelines.
- Attend annual training and undertake life support training appropriate to the role.
- Undertake MAPA training to an appropriate level, as designated by the line manager.

Responsibility for Patients / Clients

- Identify and verify factors including contra-indications apparent from patient history.
- Evaluate potential efficacy of planned intervention, given all available data.
- Develop their assessment skills by working with experienced clinicians.
- To deliver specific interventions in line with the treatment pathway.
- Liaise with colleagues and other clinicians to clarify and resolve any discrepancies or difficulties in the evaluation of patient data.
- Generate options including modification or alternatives to planned intervention to meet clinical need as appropriate.
- Verify suitability and potential effectiveness of planned intervention or suggested alternatives.
- Agree course of action with those responsible for performing the intervention.
- Document key points of agreement, including specific factors which influenced advice and recommendations.
- Assess and plan care delivery for individual service users within the framework of the Care Programme Approach.
- To facilitate transfer between services, signpost and/or discharge as appropriate.
- To routinely enquire, identify and report through the appropriate procedures any safeguarding issues.
- To report safeguarding issues that is identified via others.
- Enable service users to choose and take part in activities that are meaningful to them. These may include self-care, education, recreational and work activities.
- Work in partnership with service users in developing their care plan.



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- Obtain valid consent from an individual or relevant other for a range of healthcare activities.
- Participate as part of the multi-disciplinary team implementing, evaluating and reviewing all aspects of the service users' care.
- Advise, inform and support on the physical health and wellbeing of individuals (services users, their family, their significant other) in a holistic way.
- Liaise, advise and inform service providers to enable them to support service users to access and use services in a way which respects their values and supports their rights.
- Evaluate the effectiveness of interventions in relation to supporting the recovery and wellbeing of service users.

Policy and Service Responsibilities

- Comply with own level of authority, with legal requirements for maintaining confidentiality in healthcare. This covers all aspects of an individual's information, data and other resources relevant to their healthcare activities.
- Ensure that own actions and those of others reduce risks to health and safety through removal, mitigation and escalation.
- Promote people's equality, diversity and rights.
- Consider service needs and contribute to all local and organisational policies and procedures.
- Have good knowledge of and comply with relevant legal frameworks such as the Mental Health Act 2008, Capacity Act 2005, CPA

Responsibility for Financial and Physical Resources

- Ensure any stock and supplies or clinical equipment are ordered as required.
- Use safely in accordance with manufacturer's guidance clinical equipment in the performance of their work to appropriate high standards of care.

Responsibility for Staff

- Supervise and appraise Band 5/3 nurses in a way that promotes critical thinking and reflective practice, as required.
- Supervise and mentor students on placement within the team.
- Deputise in the absence of the team manager.
- Delegate to qualified and unqualified staff as and when appropriate.
- Be required to reflect on and evaluate their own and others values, priorities, interests and effectiveness in order to continually improve their practice.
- Actively participate in the supervision and appraisal process with senior qualified staff.
- Provide supervision to unqualified staff in line with organisational policy and with the support of more experienced staff.
- Reflect on their development and maintain own skills and practice by continued learning and development.
- Facilitate others to reflect and develop.



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- Demonstrate understanding and learning of application in practice supported with CPD portfolio evidence.
- Provide Mentoring and support for other learners (subject to professional standards and training requirements).

Responsibility for Information

- Gather, store and communicate information in accordance with DPA and professional standards of registered body.
- Contribute to the collection and maintenance of useful contacts, agencies and resources.
- Comply with the relevant professional standards.
- Adhere to record keeping policies and processes of Coventry & Warwickshire Partnership Trust.
- Understand individual responsibility and act in accordance with the national data protection act and organisational information governance policies and protocols.

Research and Development

- Undertake and/or participate in Research and Development activities.
- Undertake and/or participate in surveys or audits as necessary to own work.
- Undertake and/or participate in clinical trials.

Physical Effort

The post holder will be required to undertake light physical duties e.g. taking physical health monitoring equipment on visits.

Driving – requiring flexibility as may be required to carry out assessments anywhere within the Midlands region local to their base Hub.

Mental Effort

- Able to concentrate when being frequently and unpredictably interrupted by clinical staff with requests and problems, also by patients/relatives.
- Able to concentrate, on occasion, for prolonged periods when checking detailed documents.
- Be required to work in a variety of settings which may be busy and demanding. This will require the post holder to conduct themselves in a professional manner at all times.
- Manage frequent interruptions and maintain concentration whilst carrying out a range of tasks eg. report writing, assessment and formulation, documentation, individual therapy.



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Emotional Effort

- Able to deal with demanding circumstances in clinical areas.
- Able to deal with the general stresses of working with difficult patients in crisis and the distressing circumstances that can arise.
- Provide ongoing support for staff, advising them as appropriate, providing supervision both planned and immediate.
- Dealing with complaints or grievances.
- Have exposure to potentially traumatic information on a regular basis.
- On a daily basis, therapeutically engage in effective communication and relationships with people who are troubled or distressed.
- Be required to establish, sustain and disengage from professional relationships.
- Rarely have to manage particularly highly distressing or emotional circumstances ie. which may include imparting unwelcome news

Working Conditions

- Working in sometimes unpleasant home conditions, including aggressive and challenging behaviour. This can be on a regular or an occasional basis dependant on the specific caseload at the time.
- Working within external environments where the veteran may be located including (but not exhaustive of) custody suits, HMPs, A&E Depts. and other places of safety.
- Be required to oversee and comply with Trust policy in relation to infection control, which includes hazardous waste, hand washing and disposal of sharps.
- Be required to work in an agile manner in response to the needs of the service.
- Be required to use a computer and car, probably daily and be exposed to unpleasant working conditions occasionally e.g. verbal aggression.
- The post holder will be required to have a current full driving licence and have access to a vehicle for use during the working day.

OTHER DUTIES

1. The post holder will be required to use a computer, either a stand-alone or as part of a networked system and will be responsible for the quality of information. The amount of time spent on this type of work will depend on the job.
2. The Trust embraces the principles of Improving Working Lives and all staff will be required to adhere to the standards laid down in this initiative.
3. The post holder will be required to take part in an annual performance appraisal, where this job description will be reviewed, and objectives set.
4. The Trust has a No Smoking Policy that prohibits any smoking whilst at work.



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5. To follow and adhere to the Trust's Health and Safety Policies and instructions and be responsible for your own and others health and safety in the workplace.
6. The post holder is expected to contribute to the creation of a working environment where everyone feels respected, valued and treated with dignity

This job description is not exhaustive and may be amended in consultation with the post holder. It should be reviewed whenever major changes have been agreed to the post and should be reviewed as part of the annual appraisal process to ensure it remains an accurate reflection of the duties and responsibilities undertaken by the post holder.

Safeguarding Children and Adults

All Trust staff has a responsibility to ensure the safeguarding of children, young people and vulnerable adults. This includes attending statutory and mandatory training, adhering to local Safeguarding Children and Adults boards' policies and procedures and inter-agency guidance as identified in the Trust's Safeguarding policies and procedures.

Confidentiality

Personal information and many of the duties of this post are of a confidential nature and disciplinary action will be taken if confidential information is divulged to inappropriate persons.

Data Protection Act

All staff are reminded of their duties and responsibilities as employees under the General Data Protection Regulations (2018) and in particular to ensure that Personal Data is not negligently or unlawfully handled or disclosed to unauthorised persons.

Infection Control

As an employee of Coventry and Warwickshire Partnership Trust you are responsible for protecting yourself and others against the risk of acquiring a Healthcare Associated Infection. All staff, clinical or non-clinical is expected to comply with infection control policies and procedures. You will attend the mandatory infection control training and updates as required by the Trust.

Environmental Issues

The Trust is committed to reducing its impact on the environment by preventing pollution, continually improving its environmental performance which increases the wellbeing of staff and patients. As a member of staff you are expected to adhere to policies to assist the Trust in meeting its environmental and sustainability targets.



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Compassion

Post holder's Signature

Date:

Post holder's Name:

Manager's Signature

Date:

Manager's Name:



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Compassion

Person Specification

JOB TITLE: Senior Veterans High Intensity Service (HIS) Practitioner – Band 6

		HOW MEASURED? A (Application form) I (Interview)	WEIGHTING 1 – Low 2 – Medium 3 – High
Coventry and Warwickshire Partnership Trust Values	Demonstrable ability to meet the Trust's Values  Respect  Excellence  Integrity  Collaboration  Compassion	A/I	3
QUALIFICATIONS	Relevant Professional Qualification ie. RMN, DipCOT Current unrestricted registration with HCPC/NMC Expertise within a discipline underpinned by theory Professional clinical knowledge acquired through degree/ diploma Evidence of post-qualification professional development ENB998 or equivalent Experience of supervising qualified staff	A/I	3



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	<p>Ability to work autonomously skilled in the assessment of complex patient material including crisis intervention and risk management</p> <p>Experience of working as a care coordinator for those with complex needs (working knowledge of MHA/MCA)</p>		
KNOWLEDGE & SKILLS	<p>Excellent written communication skills</p> <p>Excellent verbal communication skills</p> <p>Effective organisational and delegation skills</p> <p>Ability to demonstrate and apply understanding of policies and procedures</p> <p>Ability to demonstrate and apply understanding of Equal Opportunities</p> <p>Ability to demonstrate and apply understanding of confidentiality</p> <p>Ability to demonstrate and apply understanding safety issues</p> <p>Ability to demonstrate and apply problem solving skills to a variety of situations</p> <p>Knowledge/Understanding of Armed Forces and the mental health needs of veterans and their families.</p> <p>Audit/evaluation skills</p>	A/I	3



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EXPERIENCE	<p>Experience in a Community Mental health care setting</p> <p>Experience of undertaking formulation, risk assessment and positive risk management</p> <p>Experience of staff supervision</p> <p>Evidence of continuing professional development</p>	A/I	3
PERSONAL ATTRIBUTES <i>(not covered by values)</i>	<p>Reliable</p> <p>Enthusiastic</p> <p>Punctual</p> <p>Self-motivated</p> <p>Ability to work on own initiative</p> <p>Engaging, open and honest</p> <p>Personal resilience</p> <p>Able to demonstrate a non-judgemental and empathetic approach to service users</p> <p>Ability to work as part of a team and able to accept direction and leadership in carrying out duties</p> <p>Ability to motivate others</p> <p>Demonstrate ability to resolve conflict</p> <p>Demonstrate leadership qualities</p>	A/I	3
OTHER <i>(Please specify)</i>	Disclosure and Barring Service (DBS) to an enhanced level	A/I	3



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	Special requirements attached to the post – eg. travelling, working in an agile manner, working unsocial hours, mobility etc.	A/I	3
	Must have full driving licence and access to a motor vehicle for business use	A/I	3



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