

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title:	Senior Practitioner- Integrated Access Partnership
Band:	Band 7
Hours:	37.5hrs / week
Base:	Bradley Stoke or Whitchurch, Bristol. TBC with candidate
Reports to:	Team Manager
Professionally Accountable to:	Team Manager

Job Summary

The Mental Health Integrated Access Partnership (IAP) is an award-winning and nationally-recognised endeavour, which is transforming urgent and emergency care services for people in mental health crisis.

In an innovative collaboration between BrisDoc Healthcare Services, Avon and Wiltshire Mental Health Partnership Foundation Trust and South Western Ambulance Service NHS Foundation Trust – as well as Avon and Somerset Police, Avon Fire and Rescue, and voluntary sector organisations – the IAP provides a truly integrated front door service for urgent and emergency mental health care for people in crisis, across both 999 and 111.

What we do

The IAP comprises a multidisciplinary team of registered and non-registered professionals, who work in rotation across our services, providing both remote and face-to-face mental health triage, assessment and care for patients, as well as clinical support and advice to emergency service professionals.

We work tirelessly to get each patient the right care at the right time, providing a seamless, coordinated response that addresses both mental and physical health needs. Working alongside emergency service, urgent care and voluntary sector colleagues, the IAP provides a range of 24/7 services within the South West, from our sites across Bristol and South Gloucestershire.

This is a rotational post, with opportunities to across a number of bases, including the SWASFT (South West Ambulance Service Foundation Trust) clinical hub (999 ambulance control room) in Bradley Stoke, NHS 111 (Brisdoc, Whitchurch, Bristol), Urgent Assessment Centre (Southmead, Bristol) and on our Rapid Response Vehicle providing face to face assessments in the community.

As a senior practitioner, you will provide a specialist and timely response for people who may be experiencing a mental health crisis, facilitating improved patient outcomes and experience. You will identify a person's needs, enabling appropriate signposting and onward referrals to services, with the aim of reducing inappropriate access to Accident and Emergency departments and detention under S136 of the Mental Health Act. This will be via telephone triage and also via face to face assessments in the community. The IAP workforce is made up of registered and non-registered colleagues from a range of backgrounds and senior practitioners are the most senior of this workforce. As such, you will be able to practice autonomously and provide support and supervision to the wider team, including undertaking the role of the Clinical Coordinator on shift, who has overall oversight of risk and incident demand and allocation to the team for that shift.

This role will necessitate working rotational shift patterns and unsociable hours across a number of bases. The service runs from 24/7 and so this position includes a range of day, night and weekend working.

Description of the duties

1. Under the direction of the Team Manager to be responsible for developing and leading an efficient mental health service for a defined population in accordance with commissioned services.
2. To develop and support a service that delivers high quality effective health and social care interventions which lead to positive outcomes for service users and carers.
3. To lead by example, motivating and empowering others and promoting positive attitudes, mutual understanding and collaboration between all services involved in the care process.
4. To support the team manager to ensure staff within the team ensuring effective processes where this is delegated.
5. To proactively work towards continuous service improvement by positively assisting in the planning and development of services. This could include participating in the design and introduction of a new service, communicating effectively with staff about proposed changes and gaining commitment for change.
6. To support the team manager to supervise and authorise decision making on issues requiring statutory intervention including all aspects of initial investigations and necessary follow-up action.
7. To maintain an awareness of complex cases and projects for which allocated staff are responsible and ensure the team manager is appropriately informed regarding cases of particular risk or concern. This role does not include carrying a caseload.
8. To be responsible for the effective management of workload.
9. To support the team manager to manage the performance of all designated specialist practitioners and mental health workers within the team in line with the requirements of care co-ordination so as to ensure that consistent clinical and quality standards are maintained.
10. To ensure close working relationships and protocols with other internal and external services, encouraging their involvement in the planning and provision of the care plan, through effective liaison roles between Trust services and the commissioners.
11. To ensure appropriate compliance with Trust and Local Authority policies in relation to people management activities. These include recruitment and selection activity, effective sickness and attendance management and the application of standards in relation to conduct and performance at work as well as undertaking regular practice and management supervision.
12. Where indicated, to be responsible for ensuring ongoing completion of staff appraisals and that all team members have a development plan linked to the KSF.
13. To provide and ensure an effective learning environment for student placements across all professions.
14. To maintain a skill mix within the team which provides effective agreed services which can respond to statutory requirements, in line with relevant professional guidance and norms established by the Trust.
15. To support the team manager to manage the performance of the team as measured by key performance indicators defined nationally and locally, and set out in the SBU.
16. Balanced Scorecard covering both health and social care parameters.
17. To undertake investigations into complaints from service users and carers, untoward incidents and staffing matters, preparing reports as needed and working in partnership with others to meet required deadlines.
18. To be responsible for ensuring health and safety and other relevant risk assessments are undertaken, delegating responsibility as appropriate. This includes infection control.

19. To ensure appropriate systems are in place at team level to engage in integrated governance activity.
20. To engage with and contribute to relevant SBU and corporate management and governance forums.
21. To ensure the complete and accurate recording of all clinical and performance data on relevant paper and electronic systems (eg Rio, MHIS, CAST, CAD)
22. To ensure that case records and data are collected within approved policies and that data held on computer systems are accurate, so as to enable planning and monitoring of services.
23. To support the team manager to be responsible for ensuring compliance with defined quality standards such as CQC, CNST and Standards for Better Health, identifying responsibility within the team for key roles including infection control and emergency planning.
24. To support the team manager to be responsible for maintaining up to date evidence of quality and safety outcomes and providing these as required for inspection.
25. Dependent on the team location, to ensure relevant contributions are made by the team to the effective management of Trust estate and facilities.
26. Demonstrate responsibility for developing own practice in line with professional qualifications and for the development of others, both practitioners, and those in training by making use of and providing, effective feedback, coaching and appraisal.

1. People leadership and management

- 1.1 Provide inclusive, compassionate and effective leadership for your team by setting clear vision and direction.
- 1.2 Develop a culture and environment in which members of staff are encouraged and supported to deliver high- quality services and are supported to innovate and improve services where appropriate.
- 1.3 Encourage your team to feel able to raise concerns openly and safely.
- 1.4 Promote equality of opportunity in service delivery and employment, ensuring that no person receives less favourable treatment than another on the grounds of gender, marital status, race, religion, creed, colour nationality ethnic or national origin, sexual orientation or disability.
- 1.5 Support prompt recruitment by identifying vacancies to the AWP Recruitment Team as soon as they arise, and participate in the selection and effective induction and onboarding of new joiners to the team.
- 1.6 Ensure that all team members have a very positive introduction to the team and a well-supported first year.
- 1.7 Take responsibility for encouraging people to stay with AWP, ensuring that you are aware whenever a member of your team is considering leaving, seeking to understand their reasons and encouraging them to stay.
- 1.8 Ensure that key messages are cascaded in your team and that your team are encouraged to put forward suggestions.
- 1.9 Show appreciation to your team when they do good work and support them when they are struggling.
- 1.10 Consider the individual needs of team members for a healthy work-life balance and think about how their needs can be supported by providing flexible ways of working.
- 1.11 Support all team members to keep their mandatory and statutory training up-to-date and identify the learning and development needs of all team members of the team ensuring that everyone has an up-to-date personal development plan (PDP).

- 1.12 Ensure that every team member has at least an hour of supervision (one-to-one meeting) each month, this may include both managerial and clinical supervision.
- 1.13 Ensure all team members receive a constructive assessment of their performance each year and set SMART objectives for the coming year.
- 1.14 Seek support from the HR Team to tackle any worries regarding matters of discipline, including both conduct and capability concerns, supporting a 'just and restorative culture'. Take prompt action regarding serious concerns and ensure clear plans are in place for problems which are less serious in nature but prove difficult to resolve.
- 1.15 Act as a positive role model at all times, encouraging people to feel equal members of the team whilst working within clear frameworks and policies.
- 1.16 Promote effective use of bank and agency nursing staff, providing a safe and effective service, complying with regulatory standards.

2. Performance and information management

- 2.1 Ensure that you and your team understand all of the agreed key performance indicators for your service, particularly relating to outcomes and essential standards to be met.
- 2.2 Ensure that you and your team understand data quality standards and that all the necessary records for your service are maintained and reported.
- 2.3 Ensure that you and your team understand all of the clinical and business action plans relevant to your services.
- 2.4 Ensure that you and your team understand all of the monitoring, auditing and reporting systems relevant to your services.

3. Service development and planning

- a. Actively seek opportunities for improvement for the services which you and your team provide by identifying research evidence and best practice elsewhere, interpreting/translating and facilitating adaptation for AWP.
- b. Analyse and interpret data to inform the strategic direction of the services which you and your team provide
- c. Ensure multidisciplinary involvement and the use of quality improvement (QI) techniques in service improvement, by negotiating shared solutions, facilitating the resolution of complex or contentious issues and managing any conflict into constructive outcomes.
- d. Ensure effective risk identification, analysis, mitigation and management within your services, encouraging all members of your team to be aware of and to manage risks.

4. Governance and policy

- a. Ensure that you understand all of the key governance requirements, policies and standards for your services and that these are communicated to your team; make sure your team understand the importance of good governance.
- b. Support the development of policies relevant to your services, including your team in this work.

5. Financial and resource management

- a. Monitor and exercise appropriate control over the budget(s) for your team, ensuring that both you and your team understand the resources available to support provision of a high quality and cost-effective service.

b. Challenge and manage poor financial management and poor use of any resources.

5.3 Ensure optimum use of people and other resources; particularly though emphasizing use of substantive staffing and effective use of bank and agency staff.

5.4 Ensure that whenever you authorise expenditure you are thoughtful and careful about whether there could be a more cost-effective solution.

5.5 Ensure that your use of resources is in accordance with AWP Standing Orders and Standing Financial Instructions.

6. Stakeholder involvement

6.1 Ensure that you are aware of the many stakeholders to your services (your key stakeholders will include all members of your multi-disciplinary team, other teams, service users, families, carers, local communities, other statutory agencies, other healthcare providers etc)

6.2 Develop and maintain positive relationships with your key stakeholders, this may include proactive communications to ensure full involvement and engagement in the delivery of services and aims and objectives.

Implement and lead effective two-way communications to ensure that the Service areas are responsive to the needs of patients/service users and external pressures

General information for all employees

Below is the section of the Job Description with general information for all employees and the requirements on all employees to behave in accordance with AWP values and to support and comply with Policy and Legislation. Some policies are highlighted and must be read by all employees – all AWP policies are available on the intranet to employees or you can ask your manager for the policy. Anyone who has any difficulty understanding these requirements please highlight this to your line manager.

Values and behaviours

AWP has a set of values. Your behaviours should reflect AWP **PRIDE** values:

Passion: Doing my best all of the time

Everything I do is in the interests of everyone who uses our services

I am positive and enthusiastic in my work

I am receptive to new ideas and service improvements

I actively seek opportunities to learn and develop

Respect: Listening, understanding and valuing what you tell me

I show compassion and kindness at all times

I am a team player and support my colleagues

I listen carefully and communicate clearly

I respond positively to differences of opinion

Integrity: Being open, honest, straightforward and reliable

I encourage and value feedback from others to help me develop

I try to always do what I say I will do

I am open and honest about when things have not gone well

I raise concerns and report incidents that arise

Diversity: Relating to everyone as an individual

I try to listen without judging

I respect other people's culture, beliefs and abilities

I actively take account of the needs and views of others

I understand and support the benefits that diversity brings to my team

Excellence: Striving to provide the highest quality support

I set high standards for my work and personal conduct

I plan my workload and deliver on my commitments

I make best use of available resources

I put forward ideas to improve the quality of services

AWP Recovery Statement

AWP places recovery and reablement at the heart of our service. Therefore we all demonstrate the recovery principles of:

- Hope.
- Partnership.
- Maximising opportunities every day, in all that we do.

Service User Experience Statement

In all service user and carer contact, your attitude, actions and ambitions should reflect wholeheartedly AWP's motto of 'You matter, we care'. Your goal must be to provide for each individual the quality of care, support and involvement that you would personally expect from a leading mental health trust. 'You matter, we care' should shape your approach to all those who have contact with AWP.

Other Information

CONFIDENTIALITY

The post holder must ensure that personal information for patients, members of staff and all other individuals is accurate, up-to-date, kept secure and confidential at all times in compliance with relevant legislation, the Caldicott principles and the common law duty of confidentiality. The post holder must follow record-keeping guidelines to ensure compliance with the Freedom of Information Act.

VALUING DIVERSITY & HUMAN RIGHTS

No person should receive less favourable treatment on the grounds of sex, sexual orientation, marital/partnership status, race, religion, age, creed, colour, ethnic origin, disability, part time working status and real or suspected HIV/AIDS status and must not be placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. AWP has an **Equality Policy** and it is for each employee to contribute to its success.

INFECTION CONTROL AND HEALTH AND SAFETY

The prevention and control of infection is the responsibility of all employees. Employees must be aware of **Infection Control Policies**, procedures and the importance of protecting themselves and their clients in maintaining a clean and health environment. All staff must comply with all **Health & Safety Policies and Procedures**. Staff must be aware of the responsibilities placed on them under Health and Safety legislation and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

NO SMOKING

There is a **Smoke Free Policy** in operation. In accordance with this policy smoking is positively discouraged and is not permitted anywhere within the buildings, on the premises or grounds.

DATA PROTECTION

If you have contact with computerised data systems you are required to obtain, process, and/or use information held on a computer or word processor in a fair and lawful way, to hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed. All staff who contribute to patients' care records are expected to be familiar with, and adhere to the **Information Governance Policy**. Staff should be aware that patients' care records will be subject to regular audit.

RISK MANAGEMENT

All AWP employees are accountable, through the terms and conditions of their employment, professional regulations, clinical governance and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the **Risk Management Policy** and emergency procedures and attendance at training as required.

SAFEGUARDING & DUTY OF CANDOUR

AWP is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All staff are expected to implement the **Safeguarding Policy** and Procedures, act promptly on concern, communicate effectively and share information appropriately. All staff must be familiar with and adhere to AWP's safeguarding procedures and guidelines. All staff have a Duty of Candour to inform their line manager/supervisor as soon as practicable, when they believe or suspect that treatment or care it provided has caused death or serious injury to a patient.

STANDARDS OF BUSINESS CONDUCT AND 'BOUNDARIES'

You are required to adhere to all corporate policies, including AWP **Standing Orders and Standing Financial Instructions**. This includes not accepting gifts or hospitality in the course of your duties, not acting fraudulently and maintaining appropriate behavioural 'boundaries' regarding your interactions with service users, staff and stakeholders.

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder on a regular basis. You may be required to work at other locations within AWP as determined by the duties of your post. You may be required to undertake any other duties at the request of the line manager, which are commensurate with the role, including project work, internal job rotation and absence cover. This job description describes responsibilities, as they are currently required. It is anticipated duties will change over time and the job description may need to be reviewed in the future.

PERSON SPECIFICATION

JOB TITLE: Senior Practitioner Band 7 IAP

Requirements	Essential	Desirable
<p>Education and Qualification</p>	<p>Registered healthcare professional with professional qualifications in a relevant discipline (Social Worker, Occupational Therapist, Nurse) For nurses RMN (parts 3 or 13 of NMC register)</p> <p>Formal post-graduate diploma level qualification in a relevant field eg THORN, Non- Medical Prescribing, Clinical Leadership, AMHP, CBT, Brief Therapy or can demonstrate an equivalent level of knowledge and expertise gained in practice, alongside a willingness and relevant competence to apply for and complete.</p> <p>Clear record of on-going continuing professional development</p>	<p>Formal management qualifications</p>
<p>Experience and Knowledge</p>	<p>Significant post-qualifying clinical experience obtained in a variety of settings, at band 6 or equivalent</p> <p>Demonstrates an understanding of budget management.</p> <p>Demonstrates significant experience in providing effective caseload management, Experience in prioritising and managing the work of a team or others.</p> <p>Experience of motivating and engaging others in challenging situations to maintain progress towards goals.</p> <p>Able to articulate an advanced and detailed understanding of the relevant legal frameworks/legislation including CPA process, Mental Health Act , Mental Capacity Act, and safeguarding, in order to lead and manage others</p> <p>Demonstrates a clear knowledge and understanding of the issues and Statutory processes involved in caring for vulnerable people.</p> <p>Significant supervisory experience with clear</p>	<p>Previous experience gained in a team management / supervisory role</p> <p>Experience gained working in both health and social care</p>

	evidence of effective people management skills including clinical supervision, sickness management, performance and conduct issues.	
Skills and Abilities	<p>IT literate with an ability to use a wide range of programmes eg MHIS, RIO, CAST, Rosterpro, Microsoft Office suite, including PowerPoint, as required.</p> <p>Skills in the investigation and analysis of complicated issues and data</p> <p>Able to deal effectively with multiple deadlines and competing priorities</p> <p>Able to demonstrate personal resilience in the face of change</p> <p>Demonstrates excellent communication skills, both written and verbal particularly relating to sensitive and effective written communication with service users and carers</p> <p>Demonstrates the ability to work constructively with people across the organisation and with relevant external partners, engendering confidence in others</p> <p>Confident in presenting complex information to varied audiences</p>	
Other Requirements	Empathy for individuals who have experienced mental health problems and ability to cope with behaviour which may be challenging at times.	

Date Job Description and Person Specification agreed: Click or tap to enter a date.