

# JOB DESCRIPTION AND PERSON SPECIFICATION

<b>Job Title:</b>	Specialist Practitioner- Integrated Access Partnership
<b>Band:</b>	Band 6
<b>Hours:</b>	37.5hrs/week
<b>Base:</b>	South Western Ambulance Service EOC, St James A, Bradley Stoke, Bristol, BS32 4QJ <b>OR</b> BrisDoc Healthcare, Unit 21 Osprey Court, Hawkfield Business Park, Whitchurch, Bristol, BS14 0BB
<b>Reports to:</b>	Team Manager
<b>Professionally Accountable to:</b>	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 specialist 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. As a registered member of staff, you will be able to practice autonomously and provide support and supervision to the wider team.

## Description of the duties

1. In a wide range of situations and locations to undertake the full range of activities required to deliver comprehensive mental health assessment, in an emergency for service users who may be distressed and in crisis. This will include:
  - a) The use of standardised assessment tools i.e. SBAR, Risk Assessment
  - b) Accessing available information on RiO and recording on RiO
  - c) History, strengths and aspirations
  - d) Mental state
  - e) Impact of culture and diversity
  - f) Functional needs
  - g) The needs of family and carer
  - h) Evaluation of risk
  - i) Physical health
  - j) Complicating factors
  - k) Identifying and ensuring specialist involvement where required.
  - l) The interventions and treatments required to enable positive change.
  - m) Social Care
  - n) Safeguarding and public protection
  - o) Capacity under the Mental Capacity Act
2. To participate in developing comprehensive plans for persons with mental health needs who frequently contact emergency services, including strategies to manage risk for service users with complex needs, bringing in other resources as required.
3. To provide effective liaison with healthcare and other professionals.
4. Coordinating and undertaking protective interventions which maybe required in the protection of others, as outline in the protection plan, taking individual action where indicated.
5. Undertake active clinical leadership and supervision within the team, covering for the manager and colleagues as required.
6. To maintain the single health and social care record, ensuring both paper and electronic records are kept up to date in accordance with professional and organisational standards.
7. To provide mentoring/ training for others in relevant practice areas, according to professional requirements, taking a collaborative approach to practice development and evidence-based care. Specifically this means providing a safe and effective learning environment for the mentoring and supervising of students , participating in their learning objectives and assessments
8. Demonstrate responsibility for developing own practice in line with professional qualifications and for contributing to the development of others, by making use of and providing, effective feedback, supervision, coaching and appraisal.
9. To adhere to professional codes of conduct ensuring required skills and competencies required are maintained.
10. Monitor and maintain health, safety and security of self and others, undertaking assessments and taking appropriate action where required. Develop own knowledge and practice, and contribute to the development of others, making use of available

feedback, supervision and appraisal to identify appropriate areas of development for this work role, taking responsibility for accessing identified learning and training opportunities.

11. Lead, maintain and participate in practices, which enable effective team working.

12. To participate in local arrangements where required to manage unexpected staff absences

## 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: Band 6 Specialist Practitioner – Integrated Access Partnership

Requirements	Essential	Desirable
<b>Education and Qualification</b>	<ul style="list-style-type: none"> <li>• Diploma level/Degree in relevant health/social care profession, eg RMN, OT, Social Worker</li> <li>• Current relevant registration with the NMC or HCPC and commitment to CPD.</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant post-registration qualifications, such as Thorn, Non-Medical Prescribing, CBT, AMHP, Brief Interventions etc</li> </ul>
<b>Experience and Knowledge</b>	<ul style="list-style-type: none"> <li>• Demonstrates substantial post-registration experience gained working in a range of frontline mental health services, undertaking assessment and delivering interventions</li> <li>• Demonstrates a developed understanding of the recovery principles and the role of secondary mental health services in the delivery of care.</li> <li>• Experience of undertaking carers' assessments.</li> <li>• Demonstrates experience of mentoring/assessing students and learners</li> <li>• Demonstrates experience of assessing risk and developing risk management strategies.</li> <li>• Demonstrates experience of supervising others, monitoring their performance appraisal and ensuring delivery of activity.</li> <li>• Able to articulate a detailed understanding of the relevant legal frameworks/legislation including CPA process, Mental Health Act , Mental Capacity Act, and Safeguarding.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience gained in a wide variety of settings</li> </ul>

<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Is able to deliver from a range of possible key therapeutic interventions such as; CBT, psychosocial interventions, family Interventions, DBT/CBT approaches</li> <li>• Highly developed verbal communication skills, able to engage effectively with people at all levels even when a more assertive approach is needed.</li> <li>• Highly developed active listening skills, which allow for reframing and testing of understanding.</li> <li>• Highly developed written communication skills, with experience of compiling and sorting notes and reports, establishing statistical data and analysing information</li> <li>• Substantially developed IT skills including competent use of Microsoft Office, and the use of electronic record keeping systems and the Ambulance CAD system (full training will be undertaken).</li> <li>• Ability to work effectively with emergency service colleagues with limited knowledge of mental health and available services.</li> <li>• Demonstrates a willingness to embrace new technology and processes</li> <li>• Mobile with the facility to move quickly across a geographically dispersed area with limited access to public transport.</li> </ul>	
<b>Other Requirements</b>	<p>Empathy for individuals who have experienced mental health problems and ability to cope with behaviour which may be challenging at times.</p>	

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