

AVON & WILTSHIRE MENTAL HEALTH PARTNERSHIP NHS TRUST

JOB DESCRIPTION

Job Title:	Specialist Practitioner- MH Control Room Triage
Pay Band:	Band 6
Responsible to:	Team Manager
Base:	Police Headquarters, Devizes
Hours:	Full time 37.5hrs

Job Purpose

This role is focussed on working closely to support the police ensure the most effective pathway is followed when the police are called upon to address the needs of persons with Mental Health problems.

The aim of the role is to facilitate the following:

- Reduction in inappropriate detention for S136 MHA.
- Improved communication as a result of Partnership working
- Improved police confidence in dealing with persons suffering with Mental Health issues
- Faster response to deal with those suffering from Mental Health problems
- Reduction in number of people accessing A&E inappropriately
- Improved information sharing between agencies
- Improved patient outcomes and experience
- Improved working relationships between Police and Health services
- Direct access to Mental Health services

This role will necessitate working rotational shift patterns, which will include unsocial hours (24hr shift pattern). The role involves working closely with Wiltshire Police colleagues, mainly through use of technology.

AWP Recovery Statement

We in AWP place recovery and re-ablement 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.

Patient Experience Statement

In all service user and carer contact, your attitude, actions and ambitions should reflect wholeheartedly the Trust'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 our Trust.

Living our Values – Shared Statement

In all your contacts with our stakeholders, your behaviours should reflect whole heartedly the Trusts 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

Organisational chart:

- MD/HOPP/CD
- Community Service Manager
- Team Manager
- 5.8 B6 FTE Specialist Practitioner
- B4 Administrator

Dimensions:

Budget Managed: £0

Number of staff responsible for: 0

Number of sites working across: 1+

Key Result Areas

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, Progress notes
- b. Accessing available information on Ri0 and recording on Ri0
- 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 (If required) 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

Communications and Working Relationships

- Police
- Services Users and Carers
- Health and social care teams
- Primary care
- Third sector/voluntary agencies
- Community groups and local authority provision
- Other statutory agencies

Most challenging part of this role

Working autonomously in a non-healthcare environment where the understanding of mental health needs of individuals may be limited.

The workload will be unpredictable and a key challenge will be balancing priorities and being able to confidently make decisions and communicate these effectively with non-healthcare professionals.

Policies and Procedures

Trust employees are expected to follow Trust policies, procedures and guidance as well as professional standards and guidelines. Copies of Trust policies can be accessed via the staff intranet (Ourspace) or from your manager.

In particular, attention is drawn to the Trust's arrangements in relation to safeguarding children and vulnerable adults as well as infection prevention and control.

All employees are expected to be familiar with the Trust's approach to risk management, take a risk management approach to their own work and take responsibility for the management of the risks they own.

Confidentiality

Much of the work is of a confidential nature. This means that no discussion should take place about the care, needs, or activities of any service user, except in the clear interest of that service user or other members of staff.

Staff are reminded that personal information concerning colleagues is also confidential.

This role is unique in that there is a high probability that somewhere along the line, you will see a Police Log involving/ reported by someone you know outside of work and you need to be aware of how to deal with that in a professional manner.

Equality and Diversity

Avon and Wiltshire Mental Health Partnership NHS Trust is committed to the fair treatment of all people, regardless of their gender, gender re-assignment, race, colour, ethnicity, ethnic or national origin, citizenship, religion, beliefs, disability, mental health needs, age, domestic circumstances, social class, sexual orientation, ex-offender status, political allegiance or trades union membership.

The Trust requires all of its employees to treat all of its stakeholders including colleagues, service users, carers and their visitors with dignity and respect.

Smoking

Smoking by Trust Staff is not permitted whilst on duty whether that be on Trust premises or grounds or out in the community. Staff must also be mindful of public perception and must therefore not smoke whilst travelling in Trust identified vehicles or when in uniform or can otherwise be identified as Avon and Wiltshire Mental Health Partnership NHS Trust staff.

Review

These duties are intended to be a guide to the post and should not be considered exhaustive. It is subject to review, depending on the needs of the department. The post holder will be encouraged to participate in any such review. The Trust is committed to regular performance appraisal (including setting objectives for review annually) and agreement of personal development plans for all staff to enhance their ability to fulfil the requirements of their post.

Person Specification
Specialist Practitioner- Street Triage
Band 6

Essential knowledge, skills and experience

- Diploma level/Degree in relevant health/social care profession, eg RMN, Social Worker
- Current relevant registration with governing body e.g. NMC and commitment to CPD.
- Demonstrates substantial post-registration experience gained working in a range of frontline adult mental health services, undertaking assessment and delivering interventions
- Demonstrates substantial experience of assessing risk and developing risk management strategies
- Able to articulate a detailed understanding of the relevant legal frameworks/legislation including CPA process, Mental Health Act , Mental Capacity Act, and Safeguarding.
- Highly developed verbal communication skills, able to engage effectively with people at all levels even when a more assertive approach is needed.
- Highly developed active listening skills, which allow for reframing and testing of understanding
- Highly developed written communication skills, with experience of compiling and sorting notes and reports, establishing statistical data and analysing information
- Substantially developed IT skills including competent use of Microsoft Office, and the use of electronic record keeping systems

Desirable knowledge, skills and experience

- Demonstrates a knowledge and understanding about Mental Health Control Room Triage services' and their purpose.
- Demonstrates a willingness to embrace new technology and processes
- Demonstrates a developed understanding of the recovery principles, and the role of Secondary mental health services in the delivery of care
- Demonstrates experience of, and relevant professional practice qualification in mentoring/assessing students and learners
- Demonstrates a developed understanding of the recovery principles, and the role of secondary mental health services in the delivery of care.
- Demonstrates a good understanding of local Mental Health services.