

CNWL Mental Health Services

Job Description

Job Title: Community Mental Health Practitioner /Psychiatric Triage Nurse

Grade: Band 6 Registered Mental Health Nurse

Location: **Borough Community Mental Health Team**

In order to meet the needs of the Trust's services you may be required from time to time to work outside your normal place of work. The Trust reserves the right to change your normal place of work to any other location within the Trust.

Responsible To: Team Manager

Accountable To: Borough Director

Managerial supervision: Team Manager or Clinical Team Leader or Senior Practitioner

Key Relationships: Service users and their families and friends.
GPs and Key surgery personnel
Adult mental health services in the boroughs
Harrow Adult Social Services
Harrow Council
Children and Adolescent Mental Health Service
Local Crisis Resolution Services
Substance Misuse Services
Single Point of Access
Assessment and Brief intervention Team
Harrow supported accommodation providers
Statutory and non-statutory external agencies and community groups and organisations

Job Purpose:

To be an active member of the multidisciplinary Harrow Mental Health Triage Team and to undertake or provide triage, assessments, time-limited interventions, treatment and individually tailored care packages for adults of working age, and their families/carers, who have acute or severe and enduring mental illness or who otherwise require intervention or input from our service.

To work in a therapeutic, client-centred way and use a range of evidence-based interventions to help promote recovery through individual or joint working with other professionals.

To work in close liaison with GP surgeries aligned to the hubs to provide a seamless service for patients of those surgeries and the local population

Job Summary:

The post holder will be a member of the Mental Health Triage Team. The Mental Health Triage team provides a point of access for all mental health referrals across 5 PCNs within Harrow.

The post holder holds responsibility for providing effective day to day mental health care and management to clients with mental health problems presenting in Harrow. The post holder will be responsible for assessment, referral management and sign-posting on behalf of patients with more complex mental health. The post holder will offer short term mental health interventions to support this client group within the Mental Health Hub and primary care setting within an integrated community mental health services in Harrow. A substantial part of the post holders working time will be based at Bentley House.

The post will involve the responsibilities laid down under the following key headings:

- ☐ **Clinical**
- ☐ **Communication and Liaison**
- ☐ **Training and Education**
- ☐ **Administrative and Professional Practice**
- ☐ **Research and Development**

Clinical

1. To receive referrals from GPs and undertake comprehensive psycho-social mental health assessments to establish care needs.
2. To act as a contact point and provide a link/liaison role to GP practices with regard to patients with more complex mental health problems and/or co-morbidities
3. To screen non-urgent GP Adult mental health referrals, identifying patients who are suitable for management in primary care according to agreed thresholds and with any adjustments to reflect MH resource available at individual practices
4. To facilitate onward referral and rapid access to mental health services and other agencies in line with agreed thresholds and shared protocols and criteria, and/or to provide support/advise referring GP on effective management
5. To ensure early detection and fast tracking of clients with severe mental health problems.
6. To provide appropriate short-term interventions for clients with more complex and severe, enduring mental illnesses (SMI).
7. To support the safe discharge case management of patients discharged from secondary care, with a focus on enabling GP practices to provide effective, continuing care and to ensure access to support in terms wider social and social inclusion/self-management needs.

8. To refer-on patients assessed as having common mental health problems to the primary care psychological therapy pathway or to external resources
9. To facilitate, where necessary, the onward transfer of suitable clients from secondary care to primary care.
10. To develop and maintain a high standard of mental health professional care using a liaison model of nursing with a problem solving and evaluation approach.
11. To utilise a range of therapeutic techniques.
12. To understand the social factors which are relevant to mental health problems and to be aware of and respectful of the cultures, customs, values and spiritual/religious practices and beliefs of all clients, particularly those from minority ethnic communities.
13. To receive regular appropriate supervision, as agreed with the Mental Health Triage Team Manager.
14. To support the work of the depot clinic if required as part of a rota.
15. To undertake risk assessments, according to Trust policy.

Communication and Liaison

1. To act as a mental health resource to the respective GP practices by offering advice and support for the management and care of clients with mental health difficulties.
2. To provide overall liaison between primary and secondary care for clients known to mental health services. This may involve liaising with key mental health professionals in Harrow and other mental health services well as with social services and other agencies.
3. To participate in Mental Health Triage professional team meetings.
4. Recommend and facilitate admission for clients when it is clinically indicated.
5. Identify any conditions, which may affect the mental, emotional or physical well-being of clients or family and refer to appropriate agencies.
6. Establish and maintain working relationships with individuals and agencies working in the field of mental health.
7. Provide written reports about clients to referrers and other relevant agencies.

Training and Education

1. To facilitate teaching and health promotion in primary care setting through education, advice and support to GP's and others.
2. To promote exchange of skills and joint training on issues of common interest for wider primary care team e.g. detection of mental health problems, post-natal depression.
3. Participate in the teaching of GPs and practice staff, e.g. nurses, health care assistants, practice managers and reception team.
4. Seek appropriate opportunities to contribute to mental health education within the community.
5. Attend conferences and workshops associated with mental health and psychiatry or related topics and keep abreast of developments by reading professional journals etc.
6. To undertake relevant training and education courses to keep up-to-date with professional developments and practices.

Administrative and Professional Practice

1. To bring to the immediate attention of the Team Manager and/or Operational Manager, any situation which cannot be adequately supported, supervised or managed.
2. To maintain accurate electronic patient notes using Systm One in line with CNWL and Social Services guidance and The Data Protection Act.
3. To ensure that treatments and interventions are carried out in a safe environment for clients and staff and agreed policies and procedures are complied with.
4. Assist in the induction of new staff.
5. To keep a diary of daily work.
7. To ensure that agreed CNWL Complaints Procedures are adhered to and assist in investigation and monitoring of complaints.
8. To supervise and monitor the storage and administration of prescribed drugs in accordance with the District Drug Policy.

9. To uphold the principles of the NMC Code of Professional Conduct (nursing staff) or other professional body as relevant.
10. To adhere to Health and Safety at Work Act and Fire Policies.

Research and Development

1. To participate in learning sets and to adjust working processes to match developments.
2. To attend respective Primary Health Care Team meetings, and shared learning events to increase the team's awareness of current developments in mental health services.
3. To have regular meetings with GPs, Locality meetings and attend Mental Health Triage meetings.
4. Provide an overview of mental health service for respective GP practice teams.
5. Improve information exchange between GP practices and secondary care services e.g. referral routes/pathways, quality of referrals, speed and quality of discharge information.
6. To participate in research within the service as agreed by the Team Manager, Professional Leads and Community Recovery Services Manager.

3. Training

1. To participate actively in clinical supervision, as well as in management supervision and annual appraisal with line manager, and to pursue further professional development and training appropriate to the age range covered by the team, according to a Personal Development Plan
2. To maintain up to date knowledge through networking, training and reading, and to comply with professional requirements for the maintenance of professional registration.
3. To participate in and contribute to induction and training within the team, act as mentor or supervisor to students, and to support the development of a working environment conducive to learning.
4. To act as an expert in the field of depot medication administration and management to the team through regular updates of changes and introduction of newer anti-psychotic injectable medication.

4. Policy and Service Development

- To work within and contribute to the development of service policies and procedures, within the overall operational policy for CMHT working.
- To participate in and contribute to the development of the expanded Team, using discussion and wider liaison with other teams and community agencies.

Rider Clause

This is an outline of the post-holder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of the Trust and Department.

Job Flexibility

The post holder will be required to work flexibly, providing assistance as and when necessary, which may involve them in a developing role.

Working Relationships

The working relationship between all members of staff should be mutually supportive, with staff deputising and covering for each other when appropriate.

Health and Safety

Central and North West London Mental Health NHS Trust has a Health and Safety Policy applicable to all employees. Employees must be aware of the responsibility placed on them under the Employment Rights Act 1996, to ensure that agreed safety procedures are carried out, and to maintain a safe environment for employees, patients and visitors.

Infection Control

The prevention and control of infection is the responsibility of everyone who is employed by Central and North West London Mental Health NHS Trust. Employees must be aware of infection control policies, procedures and the importance of protecting themselves and their clients in maintaining a clean and healthy environment.

Improving Working Lives

Central and North West London Mental Health NHS Trust is committed to the principles of Improving Working Lives and all managers are encouraged to follow Improving Working Lives practices. Consideration will be given to all requests for flexible working in line with Trust policy.

Staff Involvement

Central and North West London Mental Health NHS Trust is committed to involve staff at all levels in the development of the organisation.

Managers should ensure that staff are encouraged and involved in organisational and service developments including business planning and they are able to influence discussions, which affect them and their working conditions.

All managers should engender a culture of openness and inclusion so that staff feel free to contribute and voice concerns. They should develop and implement communication systems that ensure staffs are well informed and have an opportunity to feedback their views.

Smoking

Central and North West London Mental Health NHS Trust acknowledges its responsibility to provide a safe, smoke free environment to its employees, patients and visitors. In expressing its commitment to the prevention of smoking related diseases, the Trust has a 'Non-Smoking Policy' and all Trust buildings and vehicles are designated as smoke free areas.

Alcohol

Employees are expected to be aware of and understand that Central and North West London Mental Health NHS Trust has a policy on alcohol and the consumption of alcohol. Alcohol is not permitted whilst on duty.

Confidentiality

Employees should be aware that the Trust produces confidential information relating to patients, staff and commercial information. All employees have a responsibility for ensuring the security of information and to comply with the Data Protection Acts, Access to Health Records and Computer Misuse Act. Disclosure of personal, medical, commercial information, systems passwords or other confidential information to any unauthorised person or persons will be considered as gross misconduct and may lead to disciplinary action which may include dismissal.

Equal Opportunities

All employees of Central and North West London Mental Health NHS Trust are expected to be aware of, and adhere to, the provision of the Trust's Equal Opportunities Policy, and to carry out their associated duties and responsibilities under this policy. As users of the disability symbol, the

Trust guarantees to interview all disabled applicants who meet the minimum essential criteria for a vacant post.

Grievances, Disputes, Disciplinary and Other Industrial Relations Procedures

Central and North West London Mental Health NHS Trust has grievance, disputes, disciplinary and other industrial relations procedures. Employees are required to make themselves aware of these procedures, copies of which are available on the Trustnet, from your manager and the Human Resource Directorate.

Personal Development

The post holder is expected to co-operate in activities which line management believes will contribute to personal and/or to team growth. This includes attending supervisory sessions and training modules, both at their work base and other selected venues of instruction.

Conflict of Interest

Employees are expected to declare any private 'interest or practice', which might conflict with their NHS employment, and be perceived to result in actual or potential financial or personal gain.

Working Time Regulations

The Working Time Regulations 1998 require that you should not work more than an average of 48 hours each week i.e. no more than 816 hours in a 17-week period. To work more than 48 hours you must have management authorisation and you will be required to sign an opt out agreement.

The Trust policy has a limit of 60 hours per week and all staff must ensure a 24-hour rest period is taken in every 7 days.

Conditions of Employment

The Trust will screen all staff who will be working with children and police checks will be carried out on all staff appointed to posts which have access to children.

This will also apply if role develops to include access to children.

Terms and Conditions

The terms and conditions of service associated with this position are those agreed by the Trust.

PERSON SPECIFICATION CRITERIA

Primary Care Mental Health Professional – Harrow Community Mental Health Triage Team - Person Specification. Criteria	Essential	How Tested? (Application form: A) / (Interview: I)	Desirable	How Tested? (Application for
Education and Qualifications	Current Professional Qualification in mental health nursing Registration must be live with professional body. Evidence of post registration training and CPD.	A A	Training in Psychosocial Interventions Other relevant training, e.g. psychosocial interventions	A A A A
Experience	Extensive post-registration experience Experience of working in multidisciplinary mental health team with clients with acute/severe and enduring mental health problems	A	Work with clients with acute/severe and enduring mental health problems who are homeless/rootless Work with people experiencing mental health crisis. Supervision of students and junior staff. Audit and research; Teaching; Working with people who use substances	A & I A & I A & I A & I A A & I A & I A A
Skills and knowledge	Excellent verbal and written communication skills, including report writing and presentations / IT skills. Ability to assess, plan, implement and evaluate a comprehensive care package for the identified client group, using a wide range of resources. Able to develop a comprehensive programme of intervention and support for the identified client group and their families	A & I A & I A & I	Skills in leadership: ability to motivate others, use initiative and manage change. Basic counselling and group work skills.	A & I A A