

Job Description

Post Title	Mental Health Practitioner: GMMH 24/7 Helpline
Band	6
Location/Base	GMMH Patient Flow offices, Old Trust HQ Prestwich site.
Responsible to	Team Manager 24/7 Helpline.
Accountable to	Strategic Lead for Patient Flow
Hours of Duty	Service operates 24/7 7 Days a week through a 24 hr shift pattern

Job Summary/Purpose

Greater Manchester Mental Health NHS Foundation Trust provides an all age 24/7 helpline that covers the demographic areas of Bolton Salford and Trafford, Manchester & Wigan, incorporating all Trust services and is part of the Greater Manchester Clinical Assessment Service (CAS). There is a dedicated contact number given to all known service users and their carer's and the public via the NHS 111 and CAS system. This is to support a timely, supportive, and quality response to service users (of all ages) and carers when they need support, advice and information or a brief intervention outside of any planned interventions. This could potentially avert distress or anxiety for the service user or their carer and potentially avert presentation to A&E or emergency admission to hospital. The provision of this helpline across GMMH provides a consistent and quality approach across Trust services.

The role of the Mental Health Practitioner is to receive all calls and be able to provide immediate support, expert advice, signpost service users to the most appropriate service, assessment, and/or brief interventions where appropriate via telephone. The Practitioner will have access to known service user's electronic clinical record and will ensure liaison with the service users' existing team/services by the following day via clearly defined clinical routes.

The Mental Health Practitioner will be part of a shift team who work together as well as other colleagues across the Network for discussion and support.

The service operates 24/7 7 days a week, 365 days per year and practitioners will need to work within a 24-hour shift pattern. The service will be based in the GMMH Patient Flow Service in Old Trust HQ on the Prestwich Hospital site and there will be opportunities for staff to work from home on a blended rotational basis whilst still operating as part of a shift team. The Band 6 practitioners will also be asked to lead at the Northwest Ambulance (NWS) Emergency Operations Centre (EOC) in Manchester which will require travel as well as providing support to the Band 7 Clinical lead and Team Manager in reviewing incoming calls in for mental health via the NWS systems and reviewing their operating system and phoning service-users back if necessary to lead them with their recovery as well as providing support to the GMMH helpline junior staff whom are also assisting with NWS (EOC).

As we are part of the urgent care pathway within GMMH there will be a face-to-face element within this role, you will be expected to participate in other community interventions including acting as first responders, this will involve assessing service users in their homes or community environment. The service is constantly evolving.

Main Duties & Responsibilities

Duty/Responsibility		
1) Communication	1.1	To demonstrate high level communication skills across a diverse range of contacts including service users, carers and other service providers.
	1.2	To use interpersonal skills in diffusing potentially emotive situations while undertaking triage assessments and pathway planning over the telephone.
	1.3	To establish and maintain robust communication networks with clients, carers, team members, other health care and social care workers across the GMMH footprint in local geographical areas of Bolton, Salford, Trafford, Manchester and Wigan and across all Trust services.
2) Clinical	2.1	Provision of immediate response to telephone calls from service users and carers open to GMMH mental health services.
	2.2	The post holder will be expected to carry out telephone triage mental health assessments and care planning accessing all available sources of information and including, where appropriate, the views of family and carers.
	2.3	To undertake and record comprehensive clinical records and discussion including update of risk assessments, if needed, and outcome measures.
	2.4	Provide a timely and high-quality response to known and unknown service users and carers needing help.
	2.5	To demonstrate the application of specialist skills and knowledge to maintain professional competence and fitness to practice as a practitioner.
	2.6	The post holder will take account of relevant legislation and guidance (i.e., Mental Health Act, Mental Capacity Act)
	2.7	Ensure awareness of the Trust Risk Management Policy and how to raise concerns and document incidents on Datix in real time and escalate these.
	2.8	To take on the role of Shift Co-ordinator when allocated to provide support and leadership to staff on the same shift.
	2.9	The post holder will apply their understanding of the GMW Suicide Prevention Framework and how their role supports implementation of this framework.
	2.10	The Post holder will apply their understanding of the National Crisis Concordat and how their role supports compliance with this framework.
	2.11	The Post Holder will provide formal management supervision to junior members of staff.
	2.12	The Post Holder will take a lead role working with our urgent care community services for e.g., HBT, Crisis Café.
	2.13	The post holder will take an active role in partaking in the twice daily Huddles, chaired by NWAS and attended by GMP and Pennine MH Trust.
3) Clinical & Social Care Governance & Quality	3.1	Ensure that service users and carers receive clear and accurate information regarding: - <ul style="list-style-type: none"> • Confidentiality • Access to records • The outcome of the telephone discussions/triage assessments and an ongoing management plan • Community resources available • Complaints and compliments procedures.
	3.2	Promote a service philosophy based on a recovery model of care.
	3.3	To undertake local audits and reviews in line with service developments as required.

	<p>3.4 To keep abreast of and apply national and professional guidelines relating to mental health service provision.</p> <p>3.5 To ensure that standards of practice are maintained in accordance with the Governing Professional Body and Trust Policy and procedure.</p>
4) Policy/Service Improvement & Development	<p>4.1 In conjunction with the Directorate leads be actively involved in the development of the 24/7 Helpline service.</p> <p>4.2 Participate in identifying and reporting unmet needs to support service planning and development.</p> <p>4.3 To comply with their own professional Code of Practice and Professional Conduct, Professional Standards and national, Trust and Local Policies and Procedures.</p> <p>4.4 To support the process of implementation, and evaluation of the 24/7 Helpline.</p>
5) Financial and Other Resources	<p>5.1 To exercise good personal time management, punctuality, and consistent, reliable attendance.</p>
6) Service User, Carer and Stakeholder Involvement	<p>6.1 Promote a service philosophy that is strongly 'can do' and recovery focused for service users and carers.</p> <p>6.2 Ensure, as far as practicable, the full involvement of service users – and where appropriate, relatives and carers – in the assessment of their needs and the formulation and review of their management plan.</p> <p>6.3 Establishment of systems to elicit user and carer views of the service and monitor user and carer satisfaction.</p> <p>6.4 Promote user and carer involvement in the evaluation and development of the service.</p> <p>6.5 Implement systems for the receipt and recording of complaints and compliments about the service.</p>
7) Learning, Education and Personal Development	<p>7.1 To take responsibility for own learning and development by recognizing and taking advantage of all opportunities to learn in line with NHS core competencies, including full participation in appraisal and supervision, and acting as role model for self development.</p> <p>7.2 Contribute to the delivery of specialist and multidisciplinary training, including the induction of new staff, students, trainees.</p> <p>7.3 Provide support and supervision to B5 and other junior staff.</p> <p>7.4 To take responsibility of maintaining own professional registration and maintaining professional standards for competence and adhering to the most up to date professional code of practice.</p>
8) Safeguarding Children and Vulnerable Adults	<p>8.1 To adhere to the principles of safeguarding of children and vulnerable adults in line with Trust Policy and reporting local procedures.</p>
9) Equal Opportunities, Equality and Diversity & Dignity in Care and Work	<p>9.1 To carry out all duties and responsibilities of the post in accordance with the Trust's Equal Opportunities, Equality and Diversity and Dignity in care and work policies.</p> <p>9.2 To avoid unlawful discriminatory behavior and actions when dealing with colleagues, service users, members of the public and all other stakeholders.</p> <p>9.3 To promote awareness of and respect for equality and diversity and dignity in care and work in accordance with Trust Policies and Procedures.</p> <p>9.4 To treat all staff, patients, service users, NHS Contractors and the general</p>

	public with dignity and respect at all times.
10) Information Governance & Data Quality	<p>10.1 To access only information, whether paper, electronic or in other media, which is authorised to you as part of your duties.</p> <p>10.2 Not to communicate to anyone outside or inside the NHS, information relating to patients, service users, staff, contractors, or information of a commercially sensitive nature, unless done in the normal course of carrying out the duties of the post and with the appropriate permission.</p> <p>10.3 To maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately, appropriate and kept up to date.</p> <p>10.4 To ensure compliance with the GMMH Information Governance Policy.</p> <p>10.5 Ensure compliance with information management.</p> <p>10.6 To ensure compliance with confidentiality policies and procedures for self and team members.</p> <p>10.7 To contribute to data quality for relevant GMMH Performance indicators.</p> <p>10.8 Understand and fully utilize the IT systems for GMMH.</p>
11) Infection Prevention	<p>11.1 To protect service users, visitors, and employees against the risk of acquiring health care associated infections by consistently observing Trust Infection Prevention Policies and procedures and best practice guidance in order to maintain high standards of Infection Prevention.</p>
12) Health, Safety and Security	<p>12.1 To fulfill Trust mandatory training requirements, including regular appropriate violence and aggression training.</p> <p>12.2 To recognise the need to prioritise and respond appropriate to clinical emergencies/perceived risks.</p> <p>12.3 To demonstrate a high level of self-management skills and be aware of own personal limitations and seek appropriate advice.</p> <p>12.4 To take reasonable care of the health and safety of yourself and other persons who may be affected by your acts or omissions at work and to cooperate with the Trust in adhering to statutory and department safety regulations.</p> <p>12.5 Not to intentionally or recklessly misuse or interfere with anything provided in the interests of health, safety or welfare e.g., misuse of equipment.</p>

Further Information for Post holder(s)

This job description is not exhaustive but is intended to give an overall picture of the role. Other duties within the general scope of the post may be required from time to time. The duties of the post and job description can be reviewed through the agreed process.

All information obtained or held during the post-holder's period of employment that relates to the business of the Trust and its service users and employees will remain the property of the Trust. Information may be subject to disclosure under legislation at the Trust's discretion and in line with national rules on exemption.

All Trust sites have been designated a no smoking area. The post holder is therefore advised smoking is not permitted within the hospital premises or grounds or whilst representing the Trust in the course of their duty. While the Trust will not discriminate against employing smokers, all prospective employees should be aware of this policy.

Post: Mental Health Practitioner GMMH 24/7 Helpline Band 6
Person Specification

Attribute	Essential <i>The qualities without which a post holder could not be appointed.</i>	Desirable <i>Extra qualities which can be used to choose between candidates who meet all the essential criteria</i>	Assessed <i>AP = Application form IN = Interview OA = Other Assessment</i>
Education and Qualifications	<ul style="list-style-type: none"> Registered Mental Health Nurse, Social Worker or Occupational Therapist Evidence of post graduate training and education. Willingness to undertake post registration training and development 	<ul style="list-style-type: none"> Post Graduate training and experience in psychosocial interventions. 	<ul style="list-style-type: none"> AP Certificates IN
Experience	<ul style="list-style-type: none"> Significant post registration experience in various clinical settings/services. 	<ul style="list-style-type: none"> Experience of working within a telephone based crisis response/triage 	<ul style="list-style-type: none"> AP IN

	<ul style="list-style-type: none"> • Experience of working with individuals with mental health/substance misuse, who have complex needs • Experience of working with carers • Experience of working as part of a multidisciplinary team. • Experience of leading and co-ordinating the work of a multi-disciplinary team. • Experience of supervising, training and being a positive role model for junior staff. 	<p>service</p> <ul style="list-style-type: none"> • Experience of working within and delivering services which are part of an acute care pathway • Experience of recording and utilizing outcome measures. 	
Knowledge	<ul style="list-style-type: none"> • Good general understanding and awareness of current mental health legislation, current policy, and guidance. • Good general knowledge of current treatment and interventions appropriate for people with mental health needs. • Awareness of local and national policy and procedures for 	<ul style="list-style-type: none"> • Knowledge and awareness of the National Suicide Prevention framework • Knowledge and awareness of the National Crisis Concordat and how their role supports compliance with this framework. 	<ul style="list-style-type: none"> • AP • IN

	<p>Vulnerable Adult and Children and Young Peoples Safeguarding.</p> <ul style="list-style-type: none"> • Awareness and knowledge of psychosocial assessment and risk management. • Good understanding of national and local policy and procedures regarding Information Governance. 		
Skills	<ul style="list-style-type: none"> • Excellent communication and interpersonal skills • Excellent written and verbal communication skills. • Ability to form and develop an effective, caring, and empathetic working relationship with service users and carers. • Ability to keep the service user and carer's needs at the forefront of any interaction or intervention. • The ability to demonstrate a 'can do' positive attitude in all interactions with service users, carers and other 		<ul style="list-style-type: none"> • AP • IN

	<p>staff.</p> <ul style="list-style-type: none"> • Ability to form effective working relationships with colleagues as part of a multidisciplinary team. • Ability to provide a range of evidence based psychosocial interventions. • Ability to use own initiative where appropriate. • IT literate • Effective organizational skills and ability to prioritize workload. • Good general awareness of mental health services. 		
Other Attributes	<ul style="list-style-type: none"> • Flexibility and willingness to adapt to the changing needs of a developing service. 		<ul style="list-style-type: none"> • AP • IN