

## MENTAL HEALTH RISE DIRECTORATE

### JOB DESCRIPTION AND PERSON SPECIFICATION

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JOB TITLE: 111 - RISE Crisis Mental Health Telephone Response Clinician

BAND: 5

REPORTS TO: RISE 111 Crisis Team Leader

BASE: Whitestone Clinic, Nuneaton CV114SG

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#### **JOB SUMMARY**

The Band 5 post is an integral function of providing telephone support and advise to Children and Young people up to 18 years' old and their families/Carers calling 111 option two/Crisis line seeking urgent help for their mental health. The post holder will provide initial triage as well as information, support, signposting and advice about managing mental health.

They will provide compassionate and professional support to callers and will support and assist Children and young people, families, and Carers to cope more effectively with their mental health.

They will assist callers to manage their distress and challenges/difficulties which they might be struggling to deal with and identify immediate and non-immediate responses to 111/crisis line triage assessments. They will seek advice from the Clinical Leads with any call where the caller may require urgent assessment, or any call which the appropriate response is unclear. The post holder will be part of the RISE Children and young people Urgent Care Mental Health 111 service.



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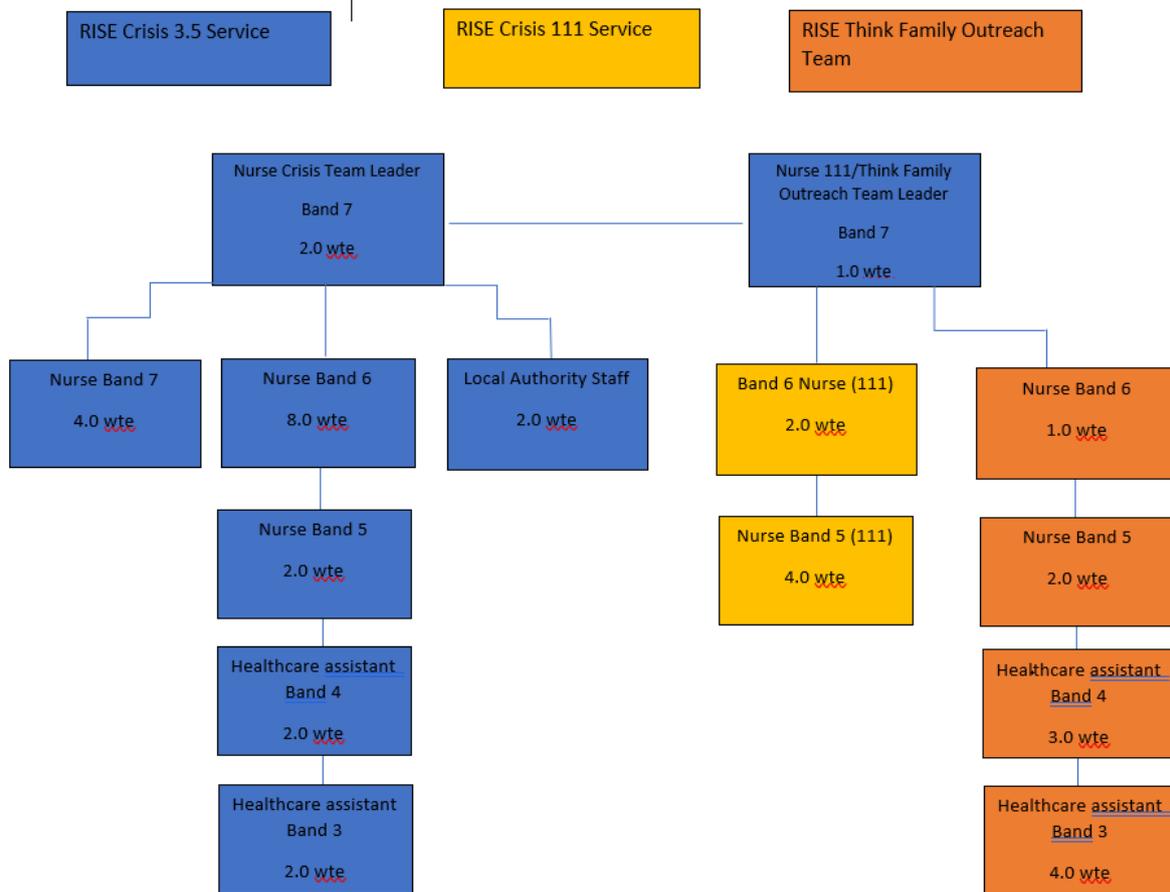


Collaboration



Compassion

# ORGANISATIONAL CHART



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## Organisational Values



## MAIN RESPONSIBILITIES OF THE POST

- When a person calls 111/Crisis line, the post holder will provide clinical risk and mental state triage and assessment.
- Provide emotional support, onward urgent referral, transfer to 999, when necessary, for callers who need emergency and urgent mental health support in a crisis 12 hours a day, seven days a week.
- The post holder will be expert in de-escalating crisis and supporting children, young people (CYP) and family/carers in distress and an emotional state.
- To work in partnership with others to assess and identify the CYP's needs, taking into account parenting capacity and environmental factors as well as the CYP's needs.
- Use a range of interventions to empower patients, parent / carers and families to manage distress and crisis effectively.
- Undertake clinical risk assessment in line with CWPT / RISE procedures and risk assessment policies.
- To Identify areas of need for CYP and their families and to assist their being able to access appropriate services for support.
- Champion patients' rights, including dignity, equality, diversity, choice, and respect.
- Provide advice and guidance on mental health problems.
- To act always in such a way as to promote and safeguard the wellbeing and interests of CYP, and their families / carers in accordance with national occupation standard.
- Work without direct supervision to deliver triage of patients via the telephone.



- Ensure good documentation is provided and entered with the appropriate systems of record keeping.
- Ensuring Patient data is accurately recorded; mistakes corrected and brought to Service Manager's attention.
- Attend regular supervision sessions with appointed supervisor.
- Maintain professional relationships with colleagues to ensure professional standards are met.
- Seek advice and support from senior colleagues / line manager wherever necessary.
- Attend development forum events to reflect on service improvements.
- To take responsibility for own continuing professional development in order to meet statutory requirements and to utilise relevant research and evidence-based practice.
- Attend Team meetings and participate in governance responsibilities of maintaining a high standard of care and service provision.

### **Communication**

- Must be skilled at building rapport with CYP and parents / carers in mental distress via telephone.
- Communication will take place with CYP, Families / Carers, other clinicians including, RISE Crisis and home treatment clinicians, Outside agencies, social care, and the wider community services.
- Advise Families / Carers, voluntary services and other professionals about the care and management of CYP, with reference to the special needs of emotionally and / or mentally ill young people, often imparting sensitive and complex information.
- The post holder will be able to build effective working relationships and liaise closely with all members of the team and members of the wider Trust as needed.
- Able to build and maintain therapeutic relationships with CYP and their families.
- The post holder will be able to manage themselves and others safely, even when working in highly emotive atmospheres.
- Close communication with the Clinical co-ordinator and Team Lead is required.
- The post holder will also need to communicate effectively with members of different departments such as Communications and Human Resources
- The ideal candidate will also have excellent written communication skills which can be adapted to a variety of formats including formal clinical documents, research papers and articles, IT skills for website information about services and appropriate social media communications on behalf of the service.
- Keep accurate, timely records and complete records of communications consistent with relevant legislation, policies and procedures.



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## **Analytical and Judgemental Skills / Freedom to Act**

- To work as an integral part of 111/crisis line Mental Health providing a comprehensive service using word processing, spread sheets, databases, and email.
- The post holder will be supported and supervised by the line manager and/or clinical supervisor but will be capable, following appropriate training, of making judgements within their competency when needed. For example, around risk /risk assessment and clinical decisions as to the outcome of individual cases.
- The post holder will be able to seek guidance and support from the senior clinician on shift when there is a clinical risk that needs further assessment.
- The post holder will possess the ability to work on their initiative to ensure that all tasks are completed in an efficient manner.
- Required to work with the agreed supervision arrangements.
- Work as an autonomous practitioner to the standards dictated by Trust policies and procedures, by the code of conduct set down by the post-holders professional governing organisation.

## **Planning and Organisational Skills**

- The post holder will have excellent organisational skills and effective time management will be required.
- The ideal candidate will be organised and methodical, especially as the service is busy and numerous tasks are in progress at any one time.
- It will be important that the post holder can stay on top of administration and reporting tasks to ensure that data is accurate and readily available for important meetings and presentations.
- The post holder will be punctual and able to manage various responsibilities.
- Determine working hours by local need and work flexibly.
- Plan and prioritise own workload with the support of the senior clinician on shift.

## **Physical Skills**

- Standard key board skills for word processing and preparation of presentations and reports/data.
- Manual handling of office supplies within limits of the Trust's Health and Safety guidelines.
- Competent typing/word processing skills and computer literate (MS Excel and SPSS experience highly desirable).
- Able to facilitate presentations and workshops to varying numbers of people, or willing to learn to.
- Be able to engage with children.



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## **Responsibility for Patients/Clients**

- Post holder will be able to communicate with emotional or distressed CYP / families and carers.
- Post holder will act always in such a way as to promote and safeguard the wellbeing and interests of CYP in accordance with relevant professional regulation.
- Carry out a robust triage and if necessary, an assessment to determine the level of distress and response needed to ensure a safe outcome for a child/young person.
- Notifying other clinical staff if a client appears distressed or expresses risk to themselves or others.
- Ensuring that all communication with CYP is done in a timely, professional, and sensitive manner.
- Dealing with CYP / families and carers in a polite manner, showing empathy and compassion.
- Recording clinical contacts.
- Work towards strengthening information available for CYP and families/Carers who support them.
- Promote mental health awareness, self-management of mental health that is available within the voluntary sector.

## **Policy and Service Responsibilities**

- Familiarity and knowledge of the range of services provided by the service.
- Responsible for ensuring operation in accordance with Trust wide Policies and Procedures and any local service protocols.
- Participating in the clinical governance framework within the team. Identifying areas of the service that may raise concern and report to the Service Manager.
- To strictly adhere to the policy on confidentiality.
- To attend and participate in team meetings.
- Be familiar with and adhere to, policies relevant to children's mental health.
- Where possible, to gain wider knowledge and experience within the NHS through attending appropriate training.
- To take responsibility for independent learning to enhance psychological knowledge base and understanding of CYP Mental Health difficulties. Be familiar with the range of services provided and be able to signpost enquirers to these when necessary.
- Will participate in developing the service and responding to key internal and external stakeholder expectations.
- Be responsible for delivering effective and safe clinical standards of practice in line with national guidance, Trust Operational Policies, and professional regulations.
- Work within the safeguarding Children and adults' procedures and trust policies.



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## **Responsibility for Financial and Physical Resources**

- Observes personal duty of care in relation to equipment and resources used in course of work.
- Organised and maintain Clinical areas and equipment.
- The postholder will adhere to the petty cash system authorised by the team manager to purchase any required resources for group sessions/team learning.

## **Responsibility for Staff**

- Complete clinical records on IT systems in a timely and accurate fashion
- Supporting student placement with their learning and development

## **Responsibility for Information**

- Post holder will be responsible for ensuring that the children's and young people database is kept up to date with minimal mistakes on care pathways and clinical contacts.
- Ensure that personal patients and staff experience questionnaires/evaluations are recorded and reported on.
- Undertake the input, collection, and analysis of data for key performance indicator targets in a timely and precise manner as outlined by the Service Manager.
- Always ensure confidentiality of information.
- Maintain and report on relevant excel spread sheets.
- Report and highlight concerns about service data to Team Lead.
- To contribute to the process of monitoring the quality and quantity of data and implement search strategies for reviewing data and information and summarising the results.
- Reporting statistics in team meetings to staff with support from the service manager.
- To maintain up to date knowledge of legislation, national and local policies, and issues in relation to both the specific patient group and health services generally.

## **Research and Development**

- Research information for workshops and presentations as required.
- Input and export data to support staff and service user feedback/evaluations.
- Create graphs and presentations from research and reports carried out.
- Supporting the Service Manager with service developments and helping to implement changes in referral and recording procedures.



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- Participate in audit; service evaluation and research including implementation of local evaluations as identified by manager.
- Offer advice and support and participate in the training and education of relevant others.
- Be aware of and keep up to date with advances in the spheres of treatment for common mental health problems, including the NICE guidelines, and model specific research and recommendations.
- Help to generate practice-based-evidence for in-house pioneering service developments.
- Ensure clear objectives are identified, discussed, and reviewed with senior clinicians on a regular basis as part of continuing professional development.
- Fully engage in the appraisal process and ensure all statutory and mandatory training requirements are met.

### **Physical Effort**

- Combination of sitting, standing, and walking.
- Required to drive to different locations around the Trust to facilitate on-site workshops for employees and attend Trust training.

### **Mental Effort**

- High levels of concentration when conducting analysis and reports.
- Accuracy and precision when conducting data reports and creating presentations.
- Frequent requirement for concentration when carrying out clinical contacts.

### **Emotional Effort**

- Deal empathetically and compassionately with people accessing the service and staff members.
- Be comfortable and composed with reading and hearing a range of potentially distressing material as and when it happens.

### **Working Conditions**

- Carry out duties and responsibilities effectively in a range of setting and operating a VDU daily.
- The post holder may be working in environments where there is a risk of verbal aggression.

### **OTHER DUTIES**



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1. The post holder will be required to use a computer, either a standalone or as part of a networked system and will be responsible for the quality of information. The amount of time spent on this type of work will depend on the job.
2. The Trust embraces the principles of Improving Working Lives, and all staff will be required to adhere to the standards laid down in this initiative.
3. The post holder will be required to take part in an annual performance appraisal, where this job description will be reviewed, and objectives set.
4. The Trust has a No Smoking Policy that prohibits any smoking whilst at work.
5. To follow and adhere to the Trust's Health and Safety Policies and instructions and be responsible for your own and others health and safety in the workplace.
5. The post holder is expected to contribute to the creation of a working environment where everyone feels respected, valued, and treated with dignity.

This job description is not exhaustive and may be amended in consultation with the post holder. It should be reviewed whenever major changes have been agreed to the post and should be reviewed as part of the annual appraisal process to ensure it remains an accurate reflection of the duties and responsibilities undertaken by the post holder.

### **Safeguarding Children and Adults**

All Trust staff has a responsibility to ensure the safeguarding of children, young people and vulnerable adults. This includes attending statutory and mandatory training, adhering to local Safeguarding Children and Adults boards' policies and procedures and inter-agency guidance as identified in the Trust's Safeguarding policies and procedures.

### **Confidentiality**

Personal information and many of the duties of this post are of a confidential nature and disciplinary action will be taken if confidential information is divulged to inappropriate persons.

### **Data Protection Act**

All staff are reminded of their duties and responsibilities as employees under the General Data Protection Regulations (2018) and in particular to ensure that Personal Data is not negligently or unlawfully handled or disclosed to unauthorised persons.



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## **Infection Control**

As an employee of Coventry and Warwickshire Partnership Trust you are responsible for protecting yourself and others against the risk of acquiring a Healthcare Associated Infection. All staff, clinical or non-clinical are expected to comply with infection control policies and procedures. You will attend the mandatory infection control training and updates as required by the Trust.

## **Environmental issues**

The Trust is committed to reducing its impact on the environment by preventing pollution, continually improving its environmental performance which increases the wellbeing of staff and patients. As a member of staff you are expected to adhere to policies to assist the Trust in meeting its environmental and sustainability targets.

Post holder's Signature

Date:

Post holder's Name:

Manager's Signature

Date:

Manager's Name:



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## Person Specification

**JOB TITLE: Tele-coach**

		<b>HOW MEASURED?</b> A (Application form) I (Interview)	<b>WEIGHTING</b> 1 – Low 2 – Medium 3 – High
<b>Coventry and Warwickshire Partnership Trust Values</b>	Demonstrable ability to meet the Trust's Values  <div style="text-align: center;">                           Respect                            Excellence                            Integrity                            Collaboration                            Compassion                     </div>	A/I	3



<b>QUALIFICATION</b>	Relevant professional qualification, e.g., social worker, nurse Occupational therapist,	Application Form/Interview	3
	Current registration with relevant professional body	Application Form/Interview	3
	Experience working with children and young people and families/carers	Application Form/Interview	3



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<b>KNOWLEDGE &amp; SKILLS</b>	Computer literate including web-based and database-management skills.	Interview	3
	Well developed skills in the ability to communicate effectively, orally and in writing, relating to complex, highly technical and/or clinically sensitive information to clients and other professional colleagues both within and outside the NHS	Interview / Application Form	3
	Able to develop good therapeutic relationships with clients.	Interview / Reference	3
	Ability to function in a largely autonomous fashion, subject to suitable supervision	Interview	3
	Appropriate understanding of confidentiality in a mental health context	Application Form / Interview	3



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	Some knowledge of medication used in anxiety and depression and other. common mental health problems	Application Form / Interview	3
	Some knowledge of child protection issues and other relevant legislation	Application Form / Interview	2
	Ability to demonstrate and apply understanding of safety issues.		



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<b>EXPERIENCE</b>	Experience of working with children and young people who are experiencing a mental health crisis.	Application Form / Interview	3
	Ability to meet agreed / specified service targets. Working in a manner consistent with the service needs	Application Form / Interview	3
	Evidence of working in a service where agreed targets are in place, demonstrating clinical outcomes	Application Form / Interview	3
	Experience of working with diverse communities and within a multicultural setting	Application Form Interview	3



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<b>PERSONAL ATTRIBUTES</b> <i>(Demonstrable)</i>	High level of enthusiasm, motivation, and commitment	Interview/ Reference	3
	Ability to work within a team and foster good working relationships.	Interview / Reference	3
	Ability to use clinical supervision and personal development positively and effectively.	Application Form/ Interview	3
	Regard for others and respect for individual rights of autonomy and confidentiality	Interview	3
	To be open to flexible working hours to meet reasonable client needs.	Application Form/ Interview	3
	Ability to be self-reflective, whilst working with service users, & in own personal and professional development and in supervision	Interview	3
	To engage and foster good professional relationships with all. health professionals in promoting the good integration of this service with the wider health care system	Application Form/ Interview	3
	Able to quickly initiate and establish a positive rapport.	Application Form/ Interview	3
	Able to be appropriately self-aware and interpersonally skilled.	Application Form/ Interview	3
	Able to appropriately manage stresses arising from the job.	Application Form/ Interview	3
Ability to work on own initiative.	Application Form/ Interview	3	



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<p><b>OTHER</b> <i>(Please specify)</i></p>	<p>Non-smoker in working hours</p>	<p>Application Form / Interview</p>	<p>3</p>
	<p>Able to travel to locations throughout the organisation as required</p> <p>Enhanced DBS disclosure</p>	<p>Interview</p>	<p>3</p>



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