JOB DESCRIPTION

Section One

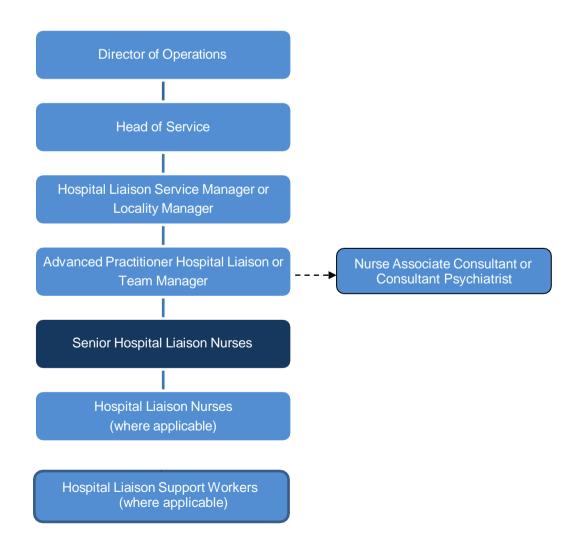|	
Job Title:	**Mental Health Liaison Clinician**
Band:	6
Locality:	As designated (D&D, Tees or NY)
Service:	**Hospital Liaison Service / Liaison Psychiatry Service**
Managerially Accountable to:	Liaison Service Manager or Locality Manager
Professionally Accountable to:	Nurse Associate Consultant or Consultant Psychiatrist
Responsible to:	Advanced Practitioner Liaison or Team Manager
Responsible for:	Day to day supervision of Hospital Liaison Support Workers and Hospital Liaison Nurses (where applicable)

Organisation Chart:

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            Director of Operations
                    |
             Head of Service
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   Hospital Liaison Service Manager or
            Locality Manager
                    |
 Advanced Practitioner Hospital Liaison or  - - - >  Nurse Associate Consultant or
            Team Manager                              Consultant Psychiatrist
                    |
      Senior Hospital Liaison Nurses
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        Hospital Liaison Nurses
          (where applicable)

       Hospital Liaison Support Workers
          (where applicable)
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2.0   Job Summary

2.1   To improve the lives of people with mental ill health by minimising the impact of their condition through the delivery of excellent services to promote recovery and wellbeing.

2.2   To be compassionate in meeting the needs of patients and their carers.

2.3   To liaise with staff in acute and/or community hospitals on the admission of patients for reasons of physical ill health, but who may also have a mental health condition about which the patient may be unaware at the time of admission.

2.4   To be professionally accountable and responsible for giving specialist advice and support to facilitate the mental health care given to patients in acute or community hospitals. In some cases, liaison with outpatient services may be required and direct care may be provided to patients at home.

2.5   To act as lead professional as appropriate.

2.6   To present the views of patients and carers to the clinical teams in acute and community hospitals to facilitate collaborative working between all parties.

2.7   To enhance knowledge and skills in the field of mental ill health for staff employed in acute hospitals or other community-based healthcare providers through the provision of specialist advice and training.

2.8   To facilitate others in the team to develop competence by providing leadership, day to day supervision, clinical advice and clinical supervision to hospital liaison nurses, hospital liaison support workers and students (where applicable).

2.9   To be committed to and take a lead role in activities integral to the Trust's Quality Improvement System.

2.10   To promote, at all times, a positive image of people with mental ill health.

2.11   To promote, at all times, a positive image of the Hospital Liaison Service and the wider Trust.

3.0   Main Duties and Responsibilities

3.1   Clinical Responsibilities, Patient Contact

3.1.1   Promotes and maintains safety, privacy and dignity of all patients in the delivery of patient centered care, recognising and respecting differences including spiritual and cultural beliefs

3.1.2   Takes steps to obtain patient consent to care and treatment in accordance with the Mental Capacity Act, ensuring that patients who lack mental capacity remain at the Centre of decision-making and are fully safeguarded.

3.1.3   Acts, wherever applicable, in accordance with the Mental Health Act and associated policies and procedures.

3.1.4   Responsible for recognising the signs of patient harm, abuse or neglect, including poor clinical practice, identifying issues regarding the safeguarding of adults and children who may be at risk and reporting all such concerns in accordance with Trust Safeguarding procedures.

3.1.5   Responsible for ensuring the highest professional standards and attitudes towards the care of patients are maintained at all times and that care is delivered in accordance with evidence-based practice by all members of the team. In addition to physical ill health, patients have a range of mental health conditions, may demonstrate behaviours that challenge and may have difficult family situations of relevance. Patients may be unaware that they have a mental health condition at the time of admission/referral.

3.1.6   Provides specialist clinical advice on complex mental health issues to other members of the clinical team and to staff from other healthcare providers including acute and community hospitals, GPs, social Services etc.

3.1.7   Responds to requests from acute and community hospital services to assess patients admitted or referred to them with physical health needs and possible additional mental health issues and develops, implements, and evaluates specialist intervention plans as part of the multi-disciplinary team and with the involvement of the patient and where appropriate, their carer.

3.1.8   Has responsibility for own caseload of patients and takes responsibility as lead professional as appropriate.

3.1.9   Ensures intervention plans are based on current risk assessment, evidence-based practice, critical thinking and whole system support requirements that take account of relevant physical, social, cultural, psychological, spiritual, genetic and environmental factors.

3.1.10   Undertakes risk assessments in accordance with the Trust's Clinical Risk Assessment and Management Policy, devising and implementing actions and intervention plans which take the risk formulation fully into account.

3.1.11   May be required to accompany and provide support to patients within a variety of community settings, dependent on current risk assessment. This may include social inclusion/community integration/transfer to and from appropriate areas e.g., acute hospitals, dentist, place of worship etc.

3.1.12   May be responsible for the safe transport and administration of medicines in accordance with Trust policy, legal requirements and NMC guidance, where applicable. May work as a non-medical prescriber within the NMC Framework and Trust policy, in accordance with qualification and competence to practice.

3.1.13   Supports individual patients and their families/carers in acute and community hospital settings, providing advice and liaising with other support services to co-ordinate individual support packages.

3.1.14 Provides health education and advice on health promotion to patients and their carers.

3.1.15 Responsible for decision making and coordination in a crisis situation, where necessary seeking advice and guidance from other relevant professionals.

3.1.16 Demonstrates safe moving and handling of patients using equipment as required.

3.1.17 Demonstrates safe breakaway techniques in the management of violence and aggression as required.

3.1.18 Participates in statutory Safeguarding Review Panels.

3.1.19 Responsible, where applicable, for working in accordance with the policies and procedures of the health care provider to whom the patient was admitted.

3.2 Administrative Responsibilities

3.2.1 Undertakes administrative tasks in relation to own work

3.2.2 Uses Microsoft Office applications

3.2.3 Uses Trust-approved electronic systems as required e.g., ESR, Datix, CRS, IIC etc.

3.3 Responsibility for Information Systems

3.3.1 Responsible for maintaining accurate and comprehensive patient records by self and others using PARIS, or other electronic systems approved by the Trust, in accordance with the Trust and professional record keeping standards

3.3.2 Uses clustering tools, related assessments, and other performance measures accurately, as a key part of the Payment by Results system to facilitate clinical reporting, monitoring, and improvement activities.

3.3.3 Accesses information and inputs data on clinical information systems in other healthcare organisations as appropriate.

3.3.4 Writes specialist assessment reports with clinical recommendations for other healthcare providers.

3.3.5 May be required to write reports for statutory Safeguarding Review Panels.

3.4 Responsibility for Planning/Organising & Strategic/Business Development

3.4.1 Plans own and others workload, managing competing demands to ensure care is delivered according to clinical priority.

3.4.2 Delegates tasks to members of the clinical team whose competence has been established whilst maintaining professional accountability and ensuring their work meets required care standards.

3.4.3   When shift coordinator / duty bleep holder, co-ordinates the response to urgent referrals during the course of the shift.

3.4.4   May plan training and appraisals for members of the clinical team.

3.4.5   Plans training for staff in acute hospitals and other community-based healthcare providers.

3.4.6   Contributes to the business planning process as a member of the team.

3.5   Policy Development

3.5.1   As a member of working groups, proactively engages in or leads the development of local policies and procedures.

3.5.2   Responsible for ensuring robust implementation, monitoring, and evaluation of new or revised policies and procedures in the workplace.

3.5.3   As a member of working groups, may contribute to the development of policies which impact across other services including acute hospitals and other community-based healthcare providers.

3.6   Service Development, Project Management

3.6.1   Uses the techniques of the Trust's Quality Improvement System to facilitate continual safety and quality improvement activities as part of the Liaison Team.

3.6.2   May participate in or lead local projects to develop services to meet the changing needs of the patient group.

3.6.3   May participate in service improvement projects which impact across other services including acute hospitals and other community-based healthcare providers.

3.7   Financial Responsibilities

3.7.1   May handle patient cash during the course of community-based activities.

3.8   Responsibility for Physical Resources, Estates, Hotel Services

3.8.1   Ensures all equipment is used safely and effectively by self and staff, following manufacturer's instructions, and immediately reporting any defects in accordance with local procedures.

3.8.2   Ensures that available resources are used efficiently and effectively by self and staff.

3.8.3   Responsible for the safe custody and storage of drugs in accordance with Trust policies, as applicable.

3.9 Research and Audit

3.9.1   Keeps up to date with new developments in the field, evaluating available research and disseminating information to inform evidenced based practice.

3.9.2   Maintains a personal professional portfolio of learning activity in compliance with registering body requirements.

3.9.3   Leads practice development initiatives within the team.

3.9.4   In conjunction with the advanced practitioner / team manager, sets and monitors quality standards for clinical work, reports outcomes and proposes action plans to address areas of concern, facilitating implementation and evaluation of agreed action plans.

3.9.5   Participates in and may lead research projects and complex cross-trust audits using research methodology.

3.10 Staff Management, Training and Development, HR

3.10.1   Demonstrates clinical leadership through personal practice.

3.10.2   Depending on work area, undertakes day to day supervision of hospital liaison nurses and hospital liaison support workers including work allocation, checking record keeping and quality of care delivered and providing clinical advice and guidance as required.

3.10.3   Provides clinical supervision to members of the clinical team.

3.10.4   Provides preceptorship / mentorship to team members as appropriate.

3.10.5   May participate in the recruitment and selection of staff in the clinical team, following appropriate training.

3.10.6   Participates in the induction of new staff to the clinical area.

3.10.7   Provides training to all members of the clinical team, monitoring and evaluating learning outcomes, providing feedback, and assessing competencies to facilitate learning in practice. Sign-off mentor for student nurses.

3.10.8   Provides training in relation to own work to GPs, acute and community hospital staff, statutory, private, and voluntary providers of care and other primary care agencies as appropriate.

3.10.9   May be the senior nurse in charge of the team in the absence of the advanced practitioner / team manager.

4.0   Communication

4.1   Communicates in a way which recognises difference and ensures that people feel included and their individual communication needs are met.

4.2 Communications with patients must at all times be safe (appropriate) in content, effective and respectful and made compassionately and positively to minimise anxiety and distress related to their health and well-being.

4.3 Ensures that effective communication systems are maintained within the team and strengthens partnership links with GPs, acute and community hospital staff, Social Services, local authorities, statutory, private and voluntary independent providers of care and other primary care agencies, attending multidisciplinary and other meetings as required.

4.4 Uses appropriate communication methods to ensure effective therapeutic engagement with patients including the giving and receiving of complex or sensitive information where understanding may be limited.

4.5 Communicates complex and sensitive information regarding patients' needs and progress accurately and in a timely manner to their carers/relatives as appropriate having due regard for confidentiality at all times

4.6 Responsible for ensuring that communication with the public is professional and courteous at all times.

4.7 Resolves informal complaints effectively, avoiding escalation where possible and informs senior staff in a timely manner.

4.8 Participates in professional forums.

5.0 Analysis and Judgement

5.1 Analyses and interprets a range of complex facts and situations promptly when assessing patient conditions in order to develop appropriate intervention plans or to determine the best course of action in particular circumstances. Judgements may be required where there exists a range of options.

5.2 Decides when to escalate issues to more senior staff

5.3 Is aware of own limitations and scope of practice.

5.4 Responds appropriately to crisis situations, where necessary seeking advice and guidance from other senior professionals. Implements prescribed strategies/interventions to manage the crisis effectively and informs relevant staff in a timely manner.

5.5 Uses judgement when providing advice and guidance on complex clinical cases to other members of the clinical team and staff from other healthcare providers.

5.6 May assist in the investigation of Serious Untoward Incidents.

5.7 Responsible for maintaining appropriate boundaries with patients.

6.0   Freedom to Act

6.1   Line managed by the Advanced Practitioner, Team Manager or Liaison Service Manager (depending on work area).

6.2   Works within NMC Professional Code of Conduct, accountable for own professional practice.

6.3   Uses discretion as appropriate in applying clinical policies.

7.0   Personal Responsibilities

The post holder must:

7.1   Comply with the terms of the contract of employment, the Staff Compact and the Trust's Statement of Values and Behaviours.

7.2   Be aware of, comply with and keep up to date with all Trust Policies and Procedures and other communications relevant to the role.

7.3   Maintain registration with the appropriate professional body where applicable and comply with the relevant code of conduct and standards of professional practice.

7.4   Fully participate in management, clinical and professional supervision sessions relevant to the role, as required by the Trust.

7.5   Fully participate in annual appraisal and appraisal reviews.

7.6   Maintain up to date knowledge and competency in the skills required to perform safely and effectively in the role. Undertake relevant training (including statutory and mandatory training) and be responsible for personal development agreed with the line manager and in line with the requirements of the AFC Knowledge and Skills Framework.

8.0   General

The post holder must:

8.1   Comply with the Trust's Information Governance Policies and maintain confidentiality of information at all times in line with the requirements of the Data Protection Act.

8.2   Comply with the Trust's Health and Safety Policy and risk management procedures and report as necessary any untoward incident or hazardous event in accordance with local procedure.

8.3   Carry out the duties of the post with due regard to the Equality and Diversity Policy.

8.4   Comply with the Trust's Infection Control Policies as appropriate to the role.

8.5   Comply with the Safeguarding of Children and Adults policies and protocols as appropriate to the role.

8.6   Comply with the Behaviours that Challenge Policy as appropriate to the role.

9.0   <u>Other requirements</u>

9.1   The post holder may be required to undertake duties not specified in the job description, but which are commensurate with the role and/or band as required by service need.

9.2   The post holder may be required to work in locations other than those specified in the job description as required by service need.

9.3   The post holder may be required to work flexible hours as required by service need.

9.4   There may be a requirement to change the job description in light of developing service needs.

10.0 <u>Person Specification</u>

	Essential	Desirable
Qualifications	• RNMH, AHP or SCW with current professional registration with NMC/ HCPC/ Social Work England • Evidence of Continuing Professional Development. • MIP, FLIP, ENB 998 Teaching & Assessing in Clinical Practice or City & Guilds 730 Teaching in Adult Education (or must be achieved within agreed timescale). • Clinical Supervisor (within agreed timescale). • Recognised sign-off mentor (or must be achieved within agreed timescale). • Key skills in literacy, numeracy and ITQ level 2 (or equivalent)	• Leadership or management qualification • Post-graduate qualification in a relevant area e.g. older people's nursing, physical health conditions etc. • Non-medical prescriber
Experience	• Recent and significant experience in the assessment and care of adults and older people with mental ill health. • Experience working with people with dementia. • Experience managing own caseload. • Working collaboratively with service users and their	• Recent experience nursing across a range of settings e.g. acute hospitals, mental health units, care homes etc and including adults and older people. • Recent experience in assessing and caring for older

	families/carers.	people with dementia.
	• Supporting/mentoring students on practice placement experience.	• Leadership or management experience
	• Working in a multi-disciplinary team	• Providing clinical supervision.
	• Quality improvement activities	
Knowledge	• Demonstrable knowledge to post-graduate level of evidence-based practice in caring for patients in the designated field including specialist knowledge of co-morbidity (physical and mental health) in relation to acute and chronic conditions.	• Palliative care
		• The Trust's Quality Improvement System (QIS)
	• Understanding of relevant legislation (e.g. Mental Health Act, Mental Capacity Act).	
	• Detailed understanding of the relationship between physical and mental health conditions and associated patient needs.	
	• Detailed understanding of the acute hospital environment and methods of working (within agreed timescale).	
	• Detailed understanding of adult/child Safeguarding and its application in practice.	
	• Clinical Risk Assessment and Management and its application in practice.	
	• Clinical Governance and its application in practice.	
	• Research and development methodology.	
	• Understanding of psychological models of care and treatment. .	
Skills	Must be able to:	
	• Provide leadership and monitor, co-ordinate and prioritise the activities of a team.	
	• Interpret complex clinical information from a variety of sources and make clear and prompt clinical decisions.	
	• Communicate complex and sensitive information effectively to patients, carers/families and all members of the multidisciplinary team.	
	• Work effectively as part of a multidisciplinary team and undertake lead professional responsibilities	
	• Provide effective clinical supervision, teaching, training and assessing in clinical practice.	

	• Produce comprehensive, accurate and contemporaneous documentation. • Use multimedia materials for presentations in professional settings. • Use approved breakaway techniques.	
Personal Attributes	• Able to work in accordance with the Staff Compact and Trust Values and Behaviours. • Compassionate in meeting the needs of vulnerable people and their families and carers. • Able to engage with vulnerable people and work effectively in distressing and challenging circumstances . • Able to work flexibly and co-operatively as part of a team • Able to use own initiative and make decisions independently • Committed to continual quality and service improvement • Committed to promoting a positive image of people with mental health conditions. • Committed to promoting a positive image of the Liaison Service. • Self-aware and committed to professional and personal development. Able to accept and respond positively to feedback from supervision	
Other Requirements	• Ability to travel independently in accordance with Trust policies and service need. • This post is subject to a satisfactory Disclosure and Barring Service check.	

JOB DESCRIPTION AGREEMENT SNM070: v3: 23 May 2017

Post Holder

Sign.. Date.......................................

Print Name...

Line Manager

Sign... Date.......................................

Print Name...

Print Job Title...

Our Journey To Change key messages

It's really important that as we continue to raise awareness and embed Our Journey To Change we use key messages. They will help us to use a shared language to communicate consistently with everyone and to make sure that what we say is simple and human. The key messages below are for use in the communications we share and conversations we have about Our Journey To Change.

Key messages:

- Our Journey To Change sets out why we do what we do, the kind of organisation we want to become and the way we will get there by living our values, all of the time. To help us achieve this we have also committed to three big goals over the next five years.

- Our Journey To Change was created with more than 2,500 colleagues, service users, families, carers, partners and our local communities who all took part in Our Big Conversation. We listened to every piece of feedback – and we will continue to listen.

- Through our conversations it was clear that the experience we provide to our service users, carers and colleagues was not consistently good and partners told us we weren't always easy to work with. We are committed to ensuring that we improve this experience for everyone.

- Change won't happen overnight but Our Journey To Change will be placed at the centre of everything we do and will inspire all actions and decision making at all levels, all of the time.

- This is our journey with you – it's important that everyone continues to be part of this.

Our values - key messages

- We are committed to co-creating safe and personalised care that improves the lives of people by involving them as equal partners. The most important way we will get there is by living our values, all of the time.

- Our values are respect, compassion and responsibility. They were created with more than 2,500 colleagues, service users, families, carers, partners and our local communities who all took part in Our Big Conversation.

- Our values are:
    o respect – we listen, we are inclusive and we work in partnership
    o compassion – we are kind, we are supportive and we recognise and celebrate achievement
    o Responsibility – we are honest, we are always learning and we are ambitious.

- Our values are at the heart of everything we do.

Further information

Further information is available at www.tewv.nhs.uk/about-us/our-journey-to-change

There is also further information for colleagues on our internal staff intranet https://intranet.tewv.nhs.uk/our-journey-to-change

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