

## **JOB DESCRIPTION**

### **Section One**

<b>Job Title:</b>	<b>Crisis Clinician or Community Clinical Lead</b>
<b>Band:</b>	6
<b>Service:</b>	Crisis and Home Treatment Service
<b>Accountable to:</b>	Locality Manager
<b>Responsible to:</b>	Crisis Team Manager or Community Team Manager
<b>Responsible for:</b>	Day to day management of the clinical team

### **Organisation Chart:**



## **2.0 Job Summary**

- 2.1** To improve the lives of people with mental ill health and/or learning disabilities by minimising the impact of their condition through the delivery of excellent services to promote recovery and well being.
- 2.2** To be compassionate in meeting the needs of patients and their carers.
- 2.3** To be responsible for the provision of excellence in clinical care, providing clinical leadership to the team and promoting a culture of evidence-based practice.
- 2.4** To act as shift co-ordinator on a rota basis, ensuring the efficient and effective running of the team.
- 2.5** To be professionally accountable and responsible for patient care in response to crisis situations, undertaking a range of clinical/therapeutic interventions in patients' homes and other community settings, covering a 24-7 service.
- 2.6** To act as lead professional or care co-ordinator as appropriate and depending on work area.
- 2.7** To promote social inclusion, community access and participation through the provision of patient care.
- 2.8** When working as the Senior Nurse On-Call, during a rostered period of duty the post holder will provide a senior nursing presence on a supernumerary basis, supporting Mental Health Services for Older People, Adult Learning Disabilities, Adult Mental Health and Children's Services within an identified locality. During this roster period, the post holder will work between the hours of 8pm – 8am providing support, clinical advice, ad hoc supervision, coaching to junior members of staff and coordination of nursing resources as appropriate during this period of duty. This presence may be face to face or via telephone dependent upon the need of the situation. When there are no on-call duties to perform during a rostered period of duty, the post holder will undertake other duties in accordance with this job description as part of the Crisis Team.
- 2.9** To facilitate others in the team to develop competence by providing leadership, day to day supervision, clinical advice and clinical supervision to registered healthcare professionals as appropriate, community support workers / support, time and recovery workers and students.
- 2.10** To be committed to and take a lead role in activities integral to the Trust's Quality Improvement System.
- 2.11** To promote at all times a positive image of people with mental ill health or learning disabilities.
- 2.12** To promote at all times a positive image of the Crisis and Home Treatment 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 centred 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 potential for or signs of patient harm, abuse or neglect, including poor clinical practice, reporting all such concerns and taking all reasonable steps to protect the patient. Responsible for identifying and reporting concerns regarding the safeguarding of children who may be at risk.
- 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. Patients have a range of mental health conditions (and/or may present with learning disabilities at initial assessment), may demonstrate behaviours that challenge and may have difficult family situations of relevance, a history of child abuse etc.
- 3.1.6 Provides clinical advice on complex issues to other members of the clinical team and staff from other disciplines.
- 3.1.7 Assesses patients presenting in crisis and those considered by other professionals to require hospital admission to acute beds e.g. community mental health practitioners, GPs, police etc.
- 3.1.8 Manages risk and provides care pertaining to the immediate situation and decides the appropriate course of action e.g. short term home treatment provided by the Crisis Team, referral to community mental health teams or counselling services or admission to an inpatient unit.
- 3.1.9 Works collaboratively with the care team in facilitating early discharge.
- 3.1.10 For patients requiring home treatment, including those with complex needs, develops, implements and evaluates intervention plans as part of the multi-disciplinary team, with the involvement of the patient and where appropriate, their carer.
- 3.1.11 Has responsibility for own caseload of patients and takes responsibility as lead professional or care co-ordinator as appropriate.
- 3.1.12 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.

- 3.1.13 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.
- 3.1.14 On occasions, may be required to accompany and provide support to patients in a variety of community settings, dependent on current risk assessment. This includes visits to outpatient appointments, other hospital departments, local pharmacy, Citizen's Advice Bureau etc.
- 3.1.15 Where professionally appropriate, may be responsible for the safe transport and administration of medicines in accordance with Trust policy, legal requirements and NMC guidance. May be a non-medical prescriber.
- 3.1.16 Supports individual patients and their families/carers in the community, providing advice and liaising with other support services to co-ordinate individual support packages.
- 3.1.17 Provides health education and advice on health promotion to patients and their carers.
- 3.1.18 May carry out venepuncture as required, if trained.
- 3.1.19 Demonstrates safe breakaway techniques in the management of violence and aggression as required.
- 3.1.20 Where appropriate and with authorisation, acts as an advocate for patients/carers.
- 3.1.21 May be required to attend Mental Health Act tribunals.

### **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 the maintenance of accurate and comprehensive patient records by self and others, using PARIS, 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 May be required to writes reports for Mental Health Act tribunals.

### **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 When shift co-ordinator, takes and allocates referrals into the service.
- 3.4.3 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.
- 3.4.4 May be required to undertake care co-ordination, depending on work area.
- 3.4.5 Plans training and appraisals for members of the clinical team.
- 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.

### **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 community team or special interest group.
- 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.

### **3.7 Financial Responsibilities**

- 3.7.1 May monitor and request re-ordering of stock as required.
- 3.7.2 May be an authorised signatory for staff expenses and petty cash expenditure.

### **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 Where professionally appropriate, responsible for the safe custody and storage of drugs in accordance with Trust policies.

### **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 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 audits using research methodology.

### **3.10 Staff Management, Training and Development, HR**

- 3.10.1 Demonstrates clinical leadership through personal practice.
- 3.10.2 When shift co-ordinator, responsible for the day to day running of the clinical team including allocation of work and resources and the resolution of day to day issues that may arise.
- 3.10.3 Depending on work area, may be responsible for conducting delegated appraisals, ensuring appropriate training is delivered and undertaking the informal stages of sickness management, grievance, disciplinary and capability matters.
- 3.10.4 Provides clinical supervision to members of the clinical team as professionally appropriate.
- 3.10.5 Provides preceptorship / mentorship to team members as appropriate.
- 3.10.6 May participate in the recruitment and selection of staff in the clinical team, following appropriate training.
- 3.10.7 Participates in the induction of new staff to the clinical area.

- 3.10.8 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 / clinical educator for students as professionally appropriate.
- 3.10.9 Provides training in relation to own work to GPs, statutory, private and voluntary providers of care and other primary care agencies as appropriate.

#### **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, social workers, 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 When shift co-ordinator, may handle sensitive information regarding staff, as appropriate.
- 4.7 Responsible for ensuring that communication with the public is professional and courteous at all times.
- 4.8 Resolves informal complaints effectively, avoiding escalation where possible and informs the team manager in a timely manner.
- 4.9 Participates in professional forums and special interest groups.

#### **5.0 Analysis and Judgement**

- 5.1 Analyses and interprets a range of complex facts and situations when assessing patients in order to determine the best course of action with regard to the immediate situation and/or the most appropriate form of on-going care. Judgements may be required where there exists a range of options.
- 5.2 Uses analysis and judgement when developing intervention plans for patients receiving home treatment.

- 5.3 Decides when to escalate issues to more senior staff
- 5.4 Is aware of own limitations and scope of practice.
- 5.5 Uses judgement when providing advice and guidance on complex clinical cases to other members of the clinical team and staff from other disciplines.
- 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 team manager.
- 6.2 Works within 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 **Other requirements**

- 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 **Person Specification**

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Current professional registration with an approved professional body.</li> <li>• Evidence of Continuing Professional Development.</li> <li>• For registered nurses: MIP, FLIP, ENB 998 Teaching &amp; Assessing in Clinical Practice or City &amp; Guilds 730 Teaching in Adult Education. Must be achieved within agreed timescale.</li> </ul>	<ul style="list-style-type: none"> <li>• Leadership or management qualification</li> <li>• Post-graduate qualification in a relevant area</li> </ul>

	<ul style="list-style-type: none"> <li>• Clinical Supervisor.</li> <li>• Recognised sign-off mentor, clinical educator or equivalent. Must be achieved within agreed timescale.</li> <li>• Key skills in literacy, numeracy and ITQ level 2 (or equivalent)</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Significant experience working with people with mental ill health in a community setting.</li> <li>• Working collaboratively with service users and their families/carers.</li> <li>• Providing clinical supervision to individuals or groups as professionally appropriate.</li> <li>• Mentoring or facilitating students on practice placement.</li> <li>• Working in a multi-disciplinary team</li> <li>• Quality improvement activities</li> </ul>	<ul style="list-style-type: none"> <li>• Leadership or management experience</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Demonstrable knowledge to post-graduate level of evidence-based practice in caring for patients in the designated field.</li> <li>• Understanding of relevant legislation (e.g. Mental Health Act, Mental Capacity Act).</li> <li>• Care Programme Approach and its application in practice.</li> <li>• Detailed understanding of Safeguarding and its application in practice.</li> <li>• Clinical Risk Assessment and Management and its application in practice.</li> <li>• Clinical Governance and its application in practice.</li> <li>• Research and development methodology.</li> <li>• Understanding of psychological models of care and treatment.</li> </ul>	<ul style="list-style-type: none"> <li>• The Trust's Quality Improvement System (QIS)</li> </ul>
<b>Skills</b>	<p>Must be able to:</p> <ul style="list-style-type: none"> <li>• Provide leadership and monitor, co-ordinate and prioritise the activities of a team.</li> <li>• Communicate complex and sensitive information effectively to patients, carers/families and all members of the multidisciplinary team.</li> </ul>	<ul style="list-style-type: none"> <li>• Competency in venepuncture</li> </ul>

	<ul style="list-style-type: none"> <li>• Work effectively as part of a multidisciplinary team and undertake lead professional and/or care co-ordinator responsibilities</li> <li>• Provide effective clinical supervision, teaching, training and assessing in clinical practice.</li> <li>• Write reports.</li> <li>• Use multimedia materials for presentations in professional settings.</li> <li>• Use approved breakaway techniques.</li> </ul>	
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Able to work in accordance with the Staff Compact and Trust Values and Behaviours.</li> <li>• Compassionate in meeting the needs of vulnerable people and their families and carers.</li> <li>• Able to engage with vulnerable people and work effectively in distressing and challenging circumstances</li> <li>• Able to work flexibly and co-operatively as part of a team</li> <li>• Able to use own initiative and make decisions independently</li> <li>• Committed to continual quality and service improvement</li> <li>• Self aware and committed to professional and personal development. Able to accept and respond positively to feedback from supervision</li> </ul>	
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>• Ability to travel independently in accordance with Trust policies and service need.</li> <li>• This post is subject to a satisfactory Criminal Records Bureau Disclosure.</li> </ul>	

**JOB DESCRIPTION AGREEMENT** SNM072: v4: 6 March 2018

**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:
  - respect – we listen, we are inclusive and we work in partnership
  - compassion – we are kind, we are supportive and we recognise and celebrate achievement
  - 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](http://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>