

Job Description

Post:	Senior Mental Health Liaison Practitioner
Band:	6
Location/Base:	Mental Health Liaison Team (Borough Base)
Responsible to:	Clinical Lead – Mental Health Liaison team
Main Contacts:	Acute Hospital Trust, Mental Health Services, Community and Social Services and Primary Care.

Job Summary

The mental health liaison service offers a comprehensive range of mental health specialities within one multi-disciplinary team so that all patients with a suspected or actual mental health problem within the general hospital can be assessed, treated, signposted or referred appropriately regardless of age, presenting complaint, time of presentation or severity of condition.

The service puts an emphasis on diversion and discharge from A and E and the facilitation of early but effective discharge from the acute hospital site.

The service operates 24 hours a day, 7 days a week and posts will be on rotational shift basis. Mental Health Liaison is delivered from a Specialist Mental Health Trust with teams located within the Acute Hospital setting.

Main Duties and Responsibilities

- Work as part of the multi-disciplinary Mental Health Liaison team to deliver an effective and efficient response to referrals from the acute trust, providing clinical assessments and interventions focussing on relapse prevention, early discharge and improved quality of life for patients referred.
- Be expected to undertake mental health assessments for people attending the Emergency Department, offering highly developed clinical and risk assessments and managements plans
- Provide a service to the wards within the general hospital, assessing individuals with a range of complex physical and mental health needs. This would include both functional and organic illnesses of later life in addition to younger people
- Provide support and training to acute hospital staff regarding recognising mental health conditions and appropriate management and onward referral pathways
- Provide information and clinical support to police and ambulance staff in order to help them make appropriate pathway decisions

- Provide support and care for individuals brought to an identified Place of Safety under Section 136 of the Mental Health Act and co-ordinate the assessment process.

Clinical Assessment and Treatment

- To provide in-reach into the Emergency Department and general hospital wards and competently undertake comprehensive mental health and risk assessments to identify the needs of individuals referred.
- To have an understanding of physical health conditions and the impact they can have on mental health
- To work in close liaison with staff within the Acute Trust and Health & Social Care Services in upholding and implementing clinical standards for the care of people with mental health needs within the Acute Trust.
- To be able to engage and establish an empathic rapport with individuals with a wide spectrum of mental health conditions in difficult settings
- To possess the knowledge of the different components of mental health assessments for a range of conditions including robust risk assessments and management of risk following assessment
- To ensure the timely and comprehensive completion of specialist mental health assessments for individuals within the general hospital to support discharge planning and funding of ongoing care
- To have up to date knowledge of, and practice in a wide range of psychosocial and psychological interventions and be able to apply these to a varied patient group
- To ensure appropriate patient and carer involvement in care
- To support best interest meetings as required
- To have an up to date knowledge of a range of clinical pathways within the mental health and acute trust setting
- To be able to competently make clinical decisions, particularly in relation to referring patients on to other services, admitting for treatment and discharging individuals.
- To possess a sound knowledge of issues surrounding the management of violence and aggression and to be able to diffuse potentially difficult and volatile situations.
- Be able to effectively support non-mental health colleagues from a range of disciplines

Communication and Record Keeping

- To have a high level of competency in relation to communication skills including the ability to negotiate and provide professional and assertive challenge in a difficult environment.
- To be able to promote and develop communication, interpersonal and self-awareness skills in non-mental health settings.

- Create and maintain effective systems of written and verbal communication including competent use of electronic patient records
- Maintain own standards of record keeping and inputting to information systems.
- To be able to prepare comprehensive documentation following assessment and treatment
- To be able to complete detailed and accurate comprehensive specialist reports
- Work in collaboration with patients and carers to resolve any concerns / complaints in relation to their care
- Contribute to data collection and inputting to support service evaluation and reporting, working within established and developing outcome frameworks.
- The post holder must work to the requirements of data protection laws as applicable to the UK, which includes the General Data Protection Regulations (GDPR).

Supporting discharge / Signposting

- To have a comprehensive knowledge of the Statutory and Voluntary services in the local area to be able to refer / signpost individuals to appropriate discharge support
- To have an understanding of social care issues that may impact on mental health and an ability to address these issues through appropriate signposting
- Support discharge planning from the acute hospital wards, promoting therapeutic risk taking and the personalisation agenda for individuals and their carers'.
- Where required refer individuals for on-going secondary care mental health services input ensuring the involvement and agreement of individuals and their carers'.
- Take a lead role in facilitating transfer to mental health inpatient services when required.

Leadership / Professional

- To have the ability to manage own caseload and work autonomously
- To have the ability to recognise and work within your own limitations and raise any concerns to senior staff
- To be able to prioritise workload, completing the necessary tasks within the available time
- To participate in service planning, evaluation and development
- To comply with Trust Uniform Policy including the principle of 'bare below the elbows'
- In the absence of the clinical lead, act as shift co-ordinator and take responsibility for referral triaging and management, planning and allocating the workload on a day to day basis.
- To deal appropriately with clinical incidents, complaints etc from patients, relatives and members of the public, via line manager, in accordance with Trust policy

- To participate in the rota planning for the Service and ensure that the Team Manager is informed of any gaps in service provision.
- Adhere to relevant professional codes of conduct

Multidisciplinary Working

- Work collaboratively within the multi-disciplinary team across organisations providing a team approach to service delivery
- To be able to manage conflict and consider other professionals perspectives in the best interests of individuals referred to the service
- To participate in professionals meetings in relation to complex cases
- To act as a conduit between the mental health trust and acute hospital in relation to patient care

Policies and Procedures

- To participate and contribute to the development of clinical policies, procedures and guidelines for the Mental Health Liaison service.
- To ensure that Trust policies and where required acute trust policies are adhered to.
- To observe and practice within the legal requirements of the Mental Health Act 1983 and Mental Capacity Act.

Training and Personal Development

- To utilise resources and incorporate research into evidence based practice where applicable
- To participate in Trust wide initiatives to improve practice
- Have the ability to use a range of clinical and managerial supervision and to provide supervision to junior members of staff
- Lead on providing support and training to acute hospital staff across a range of topics in relation to mental health
- To maintain an up to date professional portfolio and personal development plan
- To participate in the induction process of staff
- To participate in team and service meetings and teaching sessions
- Contribute to ongoing audit and service development.
- To provide mentorship, education and training to learners from a range of professional backgrounds.

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.

General Duties of all post holders

- To undertake any other reasonable duty, which is appropriate to the band, when requested by Senior Staff.
- To be familiar with and comply with all Trust and departmental policies, procedures, protocols and guidelines.
- To be aware of and work towards the Trusts strategic goals.

Standards of Business Conduct

- The post holder will be required to comply with the organisations standing order and standing financial instructions and at all times, deal honestly with the organisation with colleagues and all those who have dealing with the organisation including patients, relative and suppliers.
- The post holder must ensure that their behaviour and interests inside and outside work do not conflict with their Trust position, duties and/or responsibilities.
- The post holder must comply with and support the development of the performance standards within the service/department to ensure the service is responsive to and meets the needs of its customers.
- The post holder will be required to develop and maintain good working relationships with all patients, service users, staff, contractors and where appropriate, members of the public.
- The Trust aims to maintain the good will and confidence of its own staff, patients, service users, NHS contractors and the general public. To assist in achieving this objective it is essential that at all times, the post holder carries out their duties in a courteous, sympathetic and professional manner.
- All post holders who are members of a professional body must comply with standards of professional practice / conduct. It is the post holders' responsibilities to ensure they are both familiar with and adhere to these requirements and maintain their professional membership to the relevant body.

Equality and Diversity and Equal Opportunities

- The post holder must carry out all duties and responsibilities of the post in accordance with the Trust's Equal Opportunities and Equality and Diversity policies, avoiding unlawful discriminatory behaviour and actions when dealing with colleagues, service users, members of the public and all other stakeholders.
- The post holder must promote awareness of and respect for equality and diversity in accordance with Trust policies and procedures.
- The post holder is responsible for treating all staff, patients, service users, NHS contractors and the general public with dignity and respect at all times.

Safeguarding

- Appointments to regulated and controlled activities require an enhanced DBS disclosure.
- All staff have a responsibility to promote the welfare of any child, young person or vulnerable adult they come into contact with and in cases where there are safeguarding concerns, to act upon them and protect the individual from harm.
- All staff should refer any safeguarding issues to their manager and escalate accordingly in line with the Trust Child and Adult Safeguarding Policies.
- All staff should familiarise themselves with the NICE Guidelines “when to suspect child maltreatment 2009.”

Professional and Personal Development

- The post holder must ensure that they are aware of their responsibilities by attending the Trust Mandatory Training and Induction Programme.
- The post holder will be involved in a formal IPDR/KSF review with their manager at least every 12 months. Once performance / training objectives have been set, the staff member’s progress will be reviewed on a regular basis, so that new objectives can be agreed and set, in order to maintain progress in the service delivery.
- The post holder will be expected to take responsibility for their own professional development and will be supported by the Trust to achieve development opportunities as appropriate.

Confidentiality and Information Governance

- Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to confidential documents and information relating to patients, service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the NHS unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence has been established.
- All information obtained or held during the post-holders 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.
- The post holder must maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately, appropriately and kept up to date. The post holder must only access information, whether paper, electronic or in other media, which is authorised to them as part of their duties.
- The post holder must work to the requirements of data protection laws as applicable to the UK, which includes the General Data Protection Regulations (GDPR).

Health and Safety at Work

- The post holder is required to take reasonable care of the health and safety of themselves and other persons who may be affected by their acts or omissions at work and to co-operate with the Trust in adhering to statutory and departmental safety regulations.
- The post holder is responsible for ensuring that they do not intentionally or recklessly misuse or interfere with anything provided in the interests of health safety or welfare e.g. misuse of equipment.
- The post holder is required to contribute to the control of risk and must report immediately, using the Trust Incident reporting system, any incident, accident or near miss involving patients, service users, carers, staff, contractors or members of the public.
- 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.

Infection Control

- Infection Prevention and Control is the responsibility of all Trust staff.
- All staff members have a responsibility to protect service users, visitors and employees against the risk of acquiring health care associated infections by consistently observing Trust Infection Prevention and Control Policies and procedures and best practice guidance in order to maintain high standards of Infection Prevention and Control.