

JOB DESCRIPTION

JOB DETAILS

Job title:	Mental Health Practitioner
Job code:	
Band:	Band 5
Location:	The First Point of Contact Centre (FPCC), Waterwells, Tri services Centre.
Accountable to:	Operational Manager

JOB PURPOSE

- The post holder will be part of the Gloucestershire Health and Care NHS Foundation Trust First Point of Contact Centre (FPCC) and will manage and triage mental health referrals coming in to into the Trust.
- The service is a professional referral service accepting telephone, letter, or e-mail referrals from patients, carers, GP's, Health Care Professionals within mental health working, police, ambulance staff, and some external agencies – this list is not exhaustive.
- We are an extended hrs, 7 days a week service, and current hours of business are 7am to 10pm 7 days a week. As the service is developing the hrs of business could extend to cover 24/7 if indicated.
- The practitioners within the team are responsible for initial screening, triaging and the allocation of referrals to the appropriate service within the Trust or signposting to a relevant external service.
- The FPCC is a developing access/self-referral service – A Single Point of Access to the Trust. This will encompass taking telephone calls from services users, their families, friends and so on.
- The post holder will be responsible for triaging referrals, routine and urgent made to the Trust and directing them to the most appropriate service.
- The post holder will be involved in the triaging of crisis referrals under supervision of senior colleagues.
- The referrals coming through the FPCC could be directed to all specialisms within the Trust including MHARS, older adult/ organic mental health needs, adult acute services, learning disability, eating disorders, and others.
- The post holder will engage with referrers, services users, and carers, seeking support and access to services.
- The post holder will provide support and supervision to junior or lower banded colleagues within the FPCC, alongside their senior practitioners.
- Provide informal teaching and education sessions to other agencies accessing the service – GP and Team networking.

- To work closely within a multi-disciplinary team to provide administration support in accordance with the requirements of the service as led by the Team Manager/Line Manager.
- To project the professional image of the business through demonstrating excellent customer care in all activities
- To adopt a constantly flexible approach to ensure that all individual and team objectives are completed efficiently and within given timescales
- To maintain confidentiality at all times

DIMENSIONS

- The post holder will be working within the FPCC which offers a single point of entry for the Trust services for mental health across the county of Gloucestershire.
- To work as a central resource for referrers and Trust staff to ensure the effective receipt and subsequent processing of referrals into the Trust's services.
- Good knowledge and effective signposting to a wide range of services external to the Trust will also be required.
- Telephone support to individuals calling in periods of distress or crisis – This could be the referrer or service user.
- Knowledge of the 6 domain model of mental health, including a holistic assessment of a person's individual's needs
- To establish and maintain effective communication within and external to Trust services across Gloucestershire's health services and partner agencies.
- The FPCC is located in a Tri-Service facility within Police HQ, closely working with our emergency services colleagues, and Police/Fire personnel in Gloucestershire Police Force Control Room/Fire Control Room.
- The service is the first stage in the Trust's care navigation system receiving requests using contact methods, including letters, e-mail and telephone.
- The service focus will be to ensure callers or requests are directed to the appropriate person/resource in the Trust in the most effective manner. Where the request is for advice or a specialist opinion, the centre staff will link the request to either internal or external sources in a timely manner. The intention will be to leave the person making the request, feeling valued and satisfied with the outcome, before ending the contact. Where an immediate response for advice/specialist opinion is not available staff will work to an agreed response time, which will be shared with the person making the request.
- The FPCC Business hours are 9am to 10pm, 7 days a week currently, this may change to encompass 24/7 working.

CORE KEY RESPONSIBILITIES

Core

1. To participate in an in-depth 1 month or longer induction process, spending time within other teams within the Trust, and external agencies, understanding their criteria and specialism, and bringing this back to the team.
2. To provide a first line screening and triage telephone service, including consideration of risk, for referrals received through the FPCC.
3. To identify and subsequently facilitate the smooth handover of mental health assessment and care.
4. Triage referrals that cover a broad spectrum of mental health disorders
5. Ensure a dynamic risk assessment is carried out with proportional intervention and contingency plans; where clinically appropriate.
6. To signpost those people, who do not require current or further intervention, to other suitable services in line with the stepped care model. Such services may be delivered either internally or externally to the Trust.
7. To be able to identify the most appropriate intervention required, to those people referred to the service.
8. To provide education, support and advice to referrers and service users accessing the service.
9. To ensure all activity data and any other relevant information is input into the relevant clinical database in relation to one's own and others practice at the level of the Single Point of Access.
10. To utilise appropriate assessment tools as required.
11. To keep an up to date working knowledge of services offered within GHC and their subsequent criteria for referrals.
12. Undertaking other duties appropriate to the post as requested by the team manager.

Advisory/Liaison

1. Promote and maintain links with staff within the trust and all other referring agencies to help coordinate the provision of an effective First Point of Contact Centre for the Trust.

Leadership/Management

1. Contribute to service development and quality initiatives in line with local and national policies through the use of audit, policy development and occasional project work.
2. Ensure sufficient time is allocated to provide and receive clinical and managerial supervision, to include workload management, focusing on improving quality of care.
3. Participate in the delivery of supervision to other members of the FPCC team (lower banded).

General

1. To contribute to the development of best practice within the Trust.
2. To maintain up to date knowledge of legislation, national and local policies and procedures in relation to Mental Health Services. All employees have a responsibility and a legal obligation to ensure that information processed for both patients and staff

is kept accurate, confidential, secure and in line with the Data Protection Act (1998) and Security and Confidentiality Policies

- Communicating effectively with a wide range of people including colleagues, Managers and members of the public, ensuring at all times that a professional approach is presented.
- Transferring internal and external calls, mail and emails and taking messages, ensuring that all issues are actioned or passed on and followed up in a timely manner.
- Using Microsoft office applications such as Microsoft Word for word processing.
- Actively participating in team meetings and discussions with colleagues and manager to make constructive suggestions as to how services could be improved within own work area, and implementing such changes with guidance from line manager
- As far as possible within own role, ensure a professional, proactive service is provided to customers, including helping as far as possible with the absence of colleagues to deal with enquiries and avoid potential problems
- Prioritise own workload, organising work to meet priorities and highlighting to appropriate colleagues when potential problems may occur
- Keep all files, systems, and paperwork up to date in line with departmental procedures, highlighting any difficulties or potential issues to line manager
- Ensure all paperwork is filed or shredded promptly and securely
- Acts in ways that; support equality and value diversity. Treat everyone with whom you come in contact, with dignity and respect & recognise and report behaviour that undermines equality and diversity

SPECIFIC KEY RESPONSIBILITIES

Professional

1. To maintain accurate electronic and written records, where required, in line with Trust policy to ensure that service user details and details of care given are recorded in clinical records.
2. Provide information, education and support to service users and carers.
3. Where required ensure the physical health needs of service users are addressed, including advice, support and health education to referrers, service users and carers
4. To act as mentor to students who are placed within the team
5. To contribute to service development initiatives being implemented within the service.
6. Ensure adherence to National and local confidentiality guidance and legitimately share information where protocols allow, in the best interests of service user or others.
7. Keep up to date records in relation to C.P.D and ensure personal development plan maintains up to date knowledge of service delivery models and developments.

ORGANISATIONAL CHART



COMMUNICATIONS AND WORKING RELATIONSHIPS

- All concerned with the care of the service-user whilst maintaining confidentiality within the relevant guidance and legislation. This includes: the Service User who may have difficulty/inability to communicate due to sensory impairment and / or their mental health state and / or may not have a good command of English; including -
- Service users and carers
- Multidisciplinary teams (Primary Care Assessment & Treatment Team (PCAT), Crisis Resolution & Home Treatment Team (CRHT), Recovery, Gloucestershire Recovery in Psychosis Team (GRIP) and AOT
- Other specialist teams both within and outside the Trust
- Professional leads
- Inpatient staff
- Community staff
- Voluntary and statutory agencies including employment, education, housing and leisure services
- Police and probation services and county and district councils services
- Educational departments
- Accident & Emergency Department
- Child Protection Unit
- Approved Social Workers
- Transport providers

EFFORT AND HEALTH & SAFETY FACTORS

- Working with service users in distress, who on occasion may be suicidal, hostile, confused and have difficulty communicating and as a result may pose risks to themselves or the safety of others
- Long periods of intense concentration are required regularly throughout the shift
- Working to deadlines, ensuring they are met and work is produced to a high quality standard
- Exposure on a daily basis to a VDU
- Emotional upset due to content of the work (when necessary)
- Concentration is required for a high proportion of the time especially when entering details onto the system
- Exposure to frequent interruptions
- Some requirement for manual handling of light loads up to 11 kilograms

MOST CHALLENGING PART OF THE JOB

- Working and adapting to the changing demands of a developing service.
- Ability to work across all Trust services, including MHARS, older adult, learning disability, acute adult services and more.
- The use of clinical judgement in uncertain circumstances (e.g. managing risk of harm).
- Containing the emotional distress of people with complex needs.
- Adapting strategies to the unique needs of clients/situations.
- Advocating an approach in circumstances that may challenge the prevailing patterns of care or the views of others.
- Managing the expectations for others making referrals into the Trust
- Providing an appropriate response and advice to other agencies, providers, professionals in managing crisis situations.
- Reacting positively and appropriately to clients / carers who may be distressed or abusive either in person or on the telephone
- Having to organise and prioritise workload in an environment with constant interruptions and a necessity to manage numerous tasks at once
- Reacting positively and appropriately to emergency situations
- Dealing effectively with very busy situations on a regular basis

GENERIC RESPONSIBILITIES – ALL POST / ALL EMPLOYEES

The following are applicable to all posts and all employees:

Trust Values

The post holder will be expected to work in line with the Trust values which are:

- Working together

- Always improving
- Respectful and kind
- Making a difference

General Duties

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 demonstrate an understanding and commitment to Trust values and Staff Charter.

Professional and Personal Development

All staff must ensure that they are aware of their responsibilities by attending the Trust Mandatory Training and Induction programme.

All staff will have a formal appraisal 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.

Those with management/supervisory responsibility are required to ensure that their direct reports have an appraisal in line with Trust policy.

All staff will be expected to take responsibility for their own professional development and will be supported by the Trust to achieve development opportunities as appropriate.

Infection Control

All staff have a responsibility to ensure that infection control policies, procedures and guidelines are adhered to and to support the Trust's commitment to preventing and controlling healthcare associated infections (HAI).

Health and Safety

All staff have a responsibility to maintain health and safety of self and others within the performance of duties in accordance with Trust health and safety policies, and to undertake specific health and safety responsibilities as directed. All staff have a responsibility to adhere to the Trust's Risk Management Policies & Procedures.

All staff are required to contribute to the control of risk, and must report immediately any incident, accident or near miss involving patients, service users, carers, staff, contractors or members of the public using the Trust Datix system.

Confidentiality

All staff may gain or have access to confidential information about the diagnosis or treatment of patients, information affecting the public, private or work related staff information, or Trust matters. A breach of confidentiality will have occurred where any such information has been divulged, passed (deliberately or accidentally) or overheard by any unauthorised person or person(s). Breaches of confidentiality can result in disciplinary action, which may involve dismissal.

All staff must maintain a high standard of quality in corporate and clinical record keeping, ensuring information is always recorded accurately, appropriately and kept up to date. Staff must only access information, whether paper, electronic or in other media which is authorised to them as part of their duties.

All staff must ensure compliance with the data protection legislation.

Safeguarding: Adults and Children (Section 11 of the Children Act 2004)

Safeguarding: Adults (Care Act 2014) and Children (Section 11 of the Children Act 2004)

Every member of staff has a responsibility to be aware of and follow at all times, the relevant national and local policy in relation to safeguarding children and safeguarding adults. This includes keeping up to date with relevant training and seeking supervision.

Freedom of Information

All members of staff must be aware of their responsibilities under the Freedom of Information Act 2000. The Act gives individuals or organisations the right to request information held by the Trust. Staff must manage information they hold in such a way that meets the requirements of the Act. All requests for disclosures under the Act must be passed to the Freedom of information Officer.

Working on Non-Trust Premises

All staff when working on non-Trust premises are bound by Trust policies and procedures, including home working policy; IT security policy; email and internet acceptable use policy information.

Smoke Free Premises

The Trust is committed to protecting and improving the health and welfare of staff, service users, carers, visitors and contractors, and protecting smokers and non-smokers from the health dangers of second-hand smoke. Therefore all Trust premises are 'smoke free' and staff (and external contractors and visitors) must refrain from smoking in Trust buildings, vehicles and grounds.

Diversity and Promoting Dignity at Work

The Trust recognises the contribution of all employees to deliver responsive and quality services. We expect staff to value and respect the diversity of those who use or contact our services and to respond to the differing and diverse needs of others. We aim to have an environment free of bullying or harassment which would create an intimidating and unpleasant atmosphere impacting on staff wellbeing and service delivery. We want staff to be able to report issues knowing they will be dealt with promptly and sensitively.

All forms of bullying and harassment are unacceptable and will not be tolerated.

This job description seeks to provide an outline of the duties and responsibilities of the post. It is not a definitive document and does not form part of the main statement of Terms and Conditions. The job description will be reviewed as part of the annual appraisal process and will be used as the basis for setting objectives.

Data Quality

The Trust recognises the role of reliable information in the delivery and development of its services and in assuring robust clinical and corporate governance. Data quality is central to this and the availability of complete, comprehensive, accurate and timely data is an essential component in the provision of high quality mental health services. It is therefore the responsibility of all staff to ensure that where appropriate, information is recorded, at all times, in line with the Trust's Policy and Procedures for Data Quality

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Breakaway – Practical training in Breakaway techniques is intended to enable staff to reduce the likelihood, and risk of personal injury due to aggressive verbal or physical behaviour of others by providing evasion and self-protection strategies (**clinical and non-clinical**). Training involves a degree of physical exertion; trainees are required to stand for the duration of the practical training session and to make controlled body movements. This will include the ability to adopt a stable body position to prevent being pulled or pushed off balance, be able to shift body weight rapidly, and to achieve some limited rotation of the torso.