

Job Description

Post:	Mental Health Practitioner (Adult)
Band:	6
Location/Base:	Ashton Old Baths
Responsible to:	Line Manager
Main Contacts:	Internal or external contacts

Job Summary

The Manchester Resilience Hub is a unique, all age, mental health coordination service established after the Manchester Arena Attack on 22nd May 2017. The service is hosted by Pennine Care NHS FT with staff seconded in from a range of partner organisations.

As a clinician within the Hub the postholder will:

- Deliver telephone consultations and support to individuals impacted by the Manchester Arena attack;
- Support clients of the Hub in accessing appropriate treatment, including making referrals on their behalf to mental health services across the UK;
- Deliver a range of interventions including 1:1; family interventions and group interventions;
- Provide specialist advice and consultation to other professionals involved in supporting people affected by the Arena attack or other major incident;
- Play an active role in supporting the development of the Hub in becoming a GM centre of excellence in the care of those experiencing psychological difficulties as a result of involvement in a major incident or other trauma

Main Duties and Responsibilities

Clinical and Professional

- Provide an effective and responsive service to ensure there are safe and appropriate care pathways in place for clients impacted by the Manchester Arena attack, or other major incidents, including referring them into NHS mental health services across the UK
- Develop an understanding of occupational health and other support services available to uniformed services and others involved in the Manchester Arena attack in a work capacity

- Review screening information and other referrals received in the Hub
- Provide direct assessment, risk assessment and formulation of clients undertaking the outreach screening programme or referred to the Hub by other agencies
- Contribute to care planning and advise on the range of services available to those impacted by the Arena attack or other major incidents
- Deliver group interventions to CYP, families and adults, including professionals, with a focus on psycho-social interventions for trauma
- Undertake home visits to families impacted by the Arena attack or other major incidents as required
- Promote and maintain safety, privacy and dignity of all clients in the delivery of patient centred care, recognising and respecting differences including spiritual and cultural beliefs
- Take steps to obtain consent to care and treatment
- To communicate effectively in a sensitive manner information concerning the assessment, formulation and treatment recommendations to clients and other multi-agency professionals involved in their care
- Responsible for recognising the potential for or signs of harm, abuse or neglect, including poor clinical practice, reporting all such concerns and taking all reasonable steps to protect clients.
- Responsible for identifying and reporting concerns regarding the safeguarding of children and adults who may be at risk.
- Responsible for ensuring the highest professional standards and attitudes towards the care of clients are maintained at all times and that care is delivered in accordance with evidence based practice by all professionals involved in the care.
- Provides clinical advice on complex issues to other members of the Hub team and staff from other disciplines/agencies e.g. occupational health, police and charities
- Works collaboratively with other professionals to facilitate access to relevant services / support
- Contribute to the safety planning for clients where required.
- Has responsibility for a designated number of clients and takes responsibility as lead professional within the hub in coordinating the referral process until a satisfactory outcome is achieved.
- Ensures referral outcomes are based on presenting need, 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.
- Undertakes direct assessments, risk assessments, formulation and telephone case management as required
- Participate in clinical and professional supervision

Staffing / Management

- To attend team, clinical, business and other meetings as required.
- To manage own workload and time effectively.
- To undertake accurate record keeping, including the use of routine outcome measures
- To provide and enter data for local information management systems.
- To contribute to peer supervision within the team
- To be responsible for the supervision of other staff as appropriate inc. junior staff and students.
- To give and receive regular clinical, management supervision and to participate in appraisal.
- To participate in the development of education and training programmes throughout the network
- To maintain own education and awareness of current developments within mental health, with a particular emphasis on psychological trauma.
- May participate in or lead local projects to develop services to meet the changing needs of the patient group.
- May participate in service improvement projects which impact across other services.
- Maintain a current professional portfolio and participate on programmes of personal development and training, which will be identified as part of the individual performance and development review.
- Undertake personal development in line with identified needs and IPDR.
- Maintain professional registration requirement.
- To participate in any duty rotas as required
- To work flexibly including weekends and unsocial hours
- Plans own and others workload, managing competing demands to ensure care is delivered according to clinical priority.
- 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.
- Demonstrates clinical leadership through personal practice.
- Participates in the induction of new staff to the clinical area.
- Provides training to all members of the clinical team, monitoring and evaluating learning outcomes, providing feedback and assessing competencies to facilitate learning in practice.
- Provides training in relation to own work to other professionals and agencies as required

Information / Performance

- To participate in regular service reviews, audits and evaluations
- To evaluate clinical practice and outcomes using appropriate evaluation tools

- To ensure the collection and inputting of appropriate data relevant to individual case load
- Maintain accurate records and information for the purpose of statistical returns
- Ensure routine outcome measures are collated and embedded within the team
- Contribute to service or contract reports as indicated
- Participate in research and development initiatives, delegating as appropriate
- Responsible for the maintenance of accurate and comprehensive patient records by self and others, using electronic patient records, in accordance with the Trust and professional record keeping standards.

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 his or her 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.