

Job Description

Post:	Senior Mental Health Practitioner (Adult)
Band:	7
Location/Base:	Ashton Old Baths
Responsible to:	Clinical Team Leader
Main Contacts:	NHS Mental Health Services across the UK; GM Police; GM Emergency Planning; Charities

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 senior 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 access 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, consultation, supervision and training 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;
- Play an active role in the development of qualified and unqualified staff within the Hub.

Main Duties and Responsibilities

Clinical and Professional

- Support the Clinical Team Leaders to ensure there are safe and effective care pathways in place for those impacted by the Manchester Arena attack, or other major incidents, including referring people into NHS mental health services across the UK

- Develop an understanding of occupational health and other support available to uniformed services and others involved in the Manchester Arena attack, or other major incidents, in a work capacity.
- Undertake clinical reviews of screening information and other referrals received in the Hub
- Provide direct assessment, risk assessment and formulation of complex/high risk adults, including professionals, open to the Hub
- Take a lead on care planning and provide expert advice on the range of services available to adults, including professionals, impacted by the Arena attack or other major incidents
- Plan and deliver group interventions to CYP, families and adults, including professionals, with a focus on psycho-social interventions for trauma
- Support the Clinical Team Leader (Engagement) in the planning and delivery of training events for other professionals working with those affected by the Manchester Arena attack or other major incidents
- Be the senior clinician on home visits to families impacted by the Arena attack or other major incidents as required
- Remain committed to ensuring a clear, timely and optimum outcome and resolution for all referrals into the Hub
- Promote and maintain partnerships and effective interfaces with other professionals and agencies that work alongside mental health services in supporting those affected by the Manchester Arena attack or other major incidents
- Take a lead on care planning and the provision of advice on accessing the range of services available to those impacted by major incidents.
- To coordinate with other Hub staff and staff in mental health services across the UK in clinical decision making and the expediting of treatment where appropriate
- To improve and positively develop clinical practice in relation to the assessment and formulation of those impacted by major incidents
- To use sound clinical knowledge and awareness of national guidance in relation to trauma focussed interventions to support practitioners in the services offered to survivors of the Manchester Arena attack, wherever they live in the UK
- To maintain an agreed level of clinical activity as agreed through job planning
- To provide telephone support to those affected by the Manchester Arena attack or other major incident where this is required in addition to local interventions
- Coordinate and manage individual adults' pathways to ensure high quality services and care planning outcomes are achieved.
- To provide direct assessment, risk management, formulation and case management for adults and contribute to safety plans for them where required
- Ensure services work in collaboration with children's and adults' community mental health teams to provide safe care for families impacted by major incidents
- To maintain links with clinicians across the UK to ensure appropriate pathways are in place for those impacted by the Arena attack or other major incidents

- To ensure safeguarding practices are routinely followed and managed and action taken in relation to Child and Adult Safeguarding policies and procedures, as required
- To ensure risk assessments regarding physical and psychological safety are undertaken for each person referred to the service
- To undertake risk assessment and risk management for individuals and provide general advice to other professionals on psychological aspects of risk assessment and management of trauma symptoms
- To provide specialist advice, guidance or consultation to team members and other professionals contributing directly to clients' formulation, diagnosis and treatment plans
- To communicate in a highly skilled and sensitive manner, information concerning the assessment, formulation and treatment plans to individuals, families and other professionals involved in their care
- To ensure user, family and carer views are accessed routinely in relation to service review and development
- Comply with requirements for professional registration, standards, codes of conduct and continuous professional development
- To offer and participate in clinical and professional supervision
- Provide education and support for others in the care of clients, working to reduce stigma, misconception and alienation of service users.
- To model a collaborative and influencing style of working, negotiating with others to achieve the best outcomes
- To develop and implement clinical policies that impact within the department.

Staffing / Management

- To ensure that safe and effective pathways are in place to facilitate the movement of clients through the relevant services, including the identification and reporting of deficits within service provision whether this is occupational health, NHS or other service provision
- Operate effectively in a flexible and demanding environment and proactively engage stakeholders within the NHS, occupational health providers, other public and third sector working on a variety of topics
- Proactively involve stakeholders, respond to and support the resolution of conflict between different stakeholders when this arises through facilitation and or other appropriate mechanisms
- Deputise for the Clinical Team Leaders and Clinical Leads, within the Hub and externally, as required.
- Ensure case management systems and record keeping are maintained and kept up to date
- To support and motivate other team members as the service evolves.
- Support the recruitment, line management, development and evaluation of staff working within the service

- Proactively engage with evaluation, audit and research undertaken within the Hub by external organisations
- To supervise and support the assessment, formulation and case management provided by practitioners within the team
- Whilst working in partnership with multiple providers (NHS, third sector and private sector) ensure the focus remains firmly on the provision of evidence-based interventions which meet the need of individuals
- Support the Clinical Team Leaders in the development and maintenance of effective systems to monitor individuals for whom treatment is expedited with local providers.
- To offer and contribute to specialist advice, support, education and training to all members of this team and wider services as required
- Ensure case management systems and record keeping are maintained and kept up to date
- To participate in evening/weekend working rota arrangements
- Maintain a flexible approach to service delivery
- Support Clinical Team Leaders with the immediate management of complaints and compliments within the service
- To support the identification and sharing of best practice in relation to psycho-social support following major incidents across GM, and nationally and internationally as appropriate

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

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.