



Job description and specification



**HCPC registered Principal
Clinical/Counselling
Psychologist (8B) in Emergency
Department (1.0 wte)**



JOB DESCRIPTION

JOB TITLE: HCPC Registered Principal Clinical/ Counselling Psychologist in Emergency Department, BHRUT

BAND: 8B

BASES: Queen's Hospital, Romford and King George Hospital, Ilford

RESPONSIBLE TO: Lead Psychologists in Occupational Health, NELFT

KEY RELATIONSHIPS:

Internal	External
Lead Psychologists in Occupational Health Head of Occupational Health BHRUT Clinical Lead for Clinical Health Psychological Services (CHPS) NELFT Strategic and Clinical Lead for Clinical Health Psychological Services (CHPS) NELFT Trust Lead CHPS Clinical Health Psychological Services NELFT and BHRUT Line Manager ED Staff, BHRUT Psychiatric Liaison Teams, NELFT Other teams in BHRUT IAPT and Psychological Services, NELFT Other Mental Health Services, NELFT	Community Health Services General Practice Social Services Professional organisations Voluntary sector organisations

CONTROLS ASSURANCE STATEMENT:

The purpose of this job description is to outline the level of responsibility and accountability of this post. This will ensure that all work undertaken by our staff is clearly identified and carried out under clear lines of accountability.

Aim of the role:

The post holder will be expected to support their team, department and organisation to achieve the Trust's Values in their day to day work. These are the 5P's:

- Putting people first
- Prioritising quality
- Being progressive, innovative and continually improve



- Being professional and honest
- Promoting what is possible – independence, opportunity and choice

This is a joint post based at Queen's Hospital and King George Hospital, in partnership with NELFT and BHRUT. The purpose of this post is to develop, co-ordinate and ensure the systematic, responsive and effective provision of a highly specialist psychology service for members of staff across the two sites of the Emergency Department at Queens and King George's Hospital.

Barking, Havering and Redbridge Universities NHS Trust (BHRUT) consists of 2 large associate teaching hospitals in North East London serving a population of 750,000 people. The ED department works across the two sites and employs a staff of 340.

The Trust recognises the significant psychological impact that providing care within the ED has on its staff. It is working closely with North East London NHS Foundation Trust (NELFT) to provide the psychological support that is such a significant aspect of care for anyone involved in delivering these services. It is well documented that staff can suffer from increased levels of anxiety and low mood, workplace stress, substance abuse, burnout, bullying at work and more. This post aims to provide the psychological expertise to improve levels of well-being of staff within the ED.

The post holder will be responsible, with the support of the Lead Psychologists in Occupational Health for providing a highly skilled psychology service in the specialist areas of the ED. An emphasis will be on the provision of psychological support to all staff working within ED. This will include providing a range of psychological interventions to support the team on the ground. This will include offering psychological consultation, supervision, psych-education, debriefing following critical incidents as well as having an input into the active management of work relationships through psychological support and input into compassionate leadership for managers. It will also include assisting the staff in managing relationships with patients as when required through offering consultation and mediation.

The post holder will provide clinical supervision and consultation, as appropriate, and will ensure that systems are in place and working effectively for the clinical and professional supervision and support of other psychologists within the acute psychology service. They will undertake service evaluation, audit, research and policy development. They will work as an autonomous professional within HCPC and BPS guidelines and codes of conduct, and guided by principles and policies or procedures of the service, taking responsibility for interpreting policies, within defined parameters, and will agree outcomes with the Lead Psychologists of the Occupational Health Department.

The post holder will have significant expertise in working psychologically within physical health care settings and acute hospital teams, as well as within a wider clinical health psychological context. This post will be working closely with the Occupational Health Department in order to promote psychological mindedness across clinical divisions of the Trust with experience required in clinical assessment, interventions and signposting, as well as risk assessment/management and individual/group psychology programmes, within a timely and professional manner. The post holder will form a key function in providing consultation, liaison and support to all ED team members, including consultants, junior doctors, nursing staff, AHPs, and non- clinical staff, as well as providing training and education as required.



Key Responsibilities:

1. To increase levels of psychological support available to all members of staff working within ED
2. To provide brief psychological support interventions to staff within the ED of BHRUT based at Queen's and King George Hospitals as appropriate and necessary, including: consultation, supervision, psych-education, debriefing following critical incidents as well as having an input into the active management of work relationships.
3. Collaboration with Health & Well-being services and Organisational Development to develop preventative / protective measures to address mental health and stress issues, and to promote and participate in health and well-being events
4. Supporting ED staff to help them better understand patients with psychological needs. When required to help develop a psychological perspective on such cases.
5. Offering reflective practice/ complex case groups to help staff to detect and manage psychological distress and mental health difficulties.
6. Identify the need for formal psychological therapies and refer these cases to the Occupational Health Psychology Department. Signposting to other mental health services e.g. IAPT, Secondary Care services (based on the staff member's home address)
7. With the support of the Lead Psychologists of the Occupational Health Psychology to lead the planning and implementing, monitoring and evaluating the ED psychology service.

Leadership

1. To work closely with the Lead Psychologists of the Occupational Health Psychology in the development and co-ordination of a high quality, responsive and ED psychology service within BHRUT.
2. To support the development of a highly skilled supervision and consultation service, in which non-psychological team members are skilled up in the detection and management of psychological distress and mental health concerns in their patient population, as well as regular training events in the field of ED psychology.
3. To participate in the audit process, linking in with the clinical governance agenda.
4. To deliver a culturally and ethically sensitive, equitable psychological therapy service to all groups regardless of race, ethnicity, age, gender, sexual orientation, culture, religion, marital status, and disability. This would include involving service users in the design and delivery of the service.
5. To plan and oversee the systematic delivery of psychological assessments, consultation and other interventions, including the provision of clinical supervision for other psychologists and trainees in the service.



Clinical Skills

1. To provide a range of specialist psychological interventions to members of ED staff. This will include offering psychological consultation, supervision, psych-education, debriefing following critical incidents as well as having an input into the active management of work relationships through psychological support and input into compassionate leadership for managers
2. To work in close relationship with other services in health, social and voluntary sectors, as and when required.
3. To assess and manage clinical risk and mental health conditions, where appropriate, and to liaise with the Occupational Health Psychology Department, other mental health services (such as IAPT, secondary mental health and psychiatric liaison) signposting patients to such services when indicated. To advise team colleagues on the psychological aspects of clinical risk and its management.
4. To show highly developed skill and capability in working with a broad range of professionals and teams, from several areas of BHRUT and NELFT. This would require that the post holder shows expertise in developing and maintaining relationships with a broad range of staff, patients and carers.
5. To communicate skilfully, highly complex and sensitive information, to members of staff in the ED services, taking account of sensory, cognitive and cultural challenges to communication.
6. To attend and participate in clinical health psychological services team meetings, special interest groups and events.
7. To have knowledge, experience and expertise in assessments for a range of psychological presentations arising from work-place stress. To have an understanding of the complex dynamics that can arise within relationships at work.

Computer/Administration

1. To ensure accurate recording of actions, and updating patient's records, maintaining confidentiality at all times in both NELFT and BHRUT settings.
2. To take responsibility for ensuring caseloads are regularly managed and updated.
3. To oversee and support junior psychological team members in maintaining their clinical caseloads and professional development

Communication

1. To have a wide range of knowledge in approaches to communicating and managing patient care.
2. To be able to effectively communicate with colleagues, peers, senior managers and clinical leads within BHRUT, and CHPS NELFT services.
3. To ensure accurate recording of actions, and updating patients' records, maintaining confidentiality at all times in both NELFT and BHRUT settings.



4. To ensure that information systems are monitored and information carefully shared between NELFT and BHRUT.
5. To take responsibility for ensuring caseloads are regularly managed and updated.
6. To be able to communicate complex psychological presentation.
7. Participate in the review and development of clinical practice in lines with NICE endorsed evidence-based psychological treatment and identify any improvements to service provision.

Training and Supervision

1. To receive regularly agreed (monthly) managerial supervision from the Lead Psychologists of the Occupational Health Psychology Department.
2. To receive at least once monthly clinical supervision from relevant senior NELFT psychologists.
3. To ensure that all statutory and mandatory training is regularly undertaken and up to date, and reviewed in managerial supervision.
4. To show dedication and commitment to furthering clinical and specialist skills training through in-house and external training opportunities.
5. To be responsible for the provision of line management to junior psychological team members and ensure they receive the required hours of clinical supervision per month.
6. To provide supervision and support to trainee clinical or counselling psychologists on accredited training courses.
7. To attend training opportunities, conferences and specialist interest groups relevant to the work.

Management, Policy and Service Development

1. To contribute to the development, evaluation and monitoring of the ED psychology service through the deployment of professional skills in research, service evaluation and audit.
2. To work alongside the Lead Psychologists of the Occupational Health Psychology Department and the ED team to develop the psychology service along agreed principles and guidelines.
3. To identify areas for development in the ED psychology service and advise on how these might be achieved, and participating in their implementation.
4. To include, consult and engage with ED staff in planning and developing psychology services within ED services.
5. To participate in integrated governance initiatives, providing a psychological perspective.
6. To attend service development and planning meetings and participate in shaping new initiatives for the service.



7. To work closely with psychology and non-psychology colleagues to ensure that the agreed NELFT and BHRUT key targets and performance indicators are met.

Research and Service Evaluation

1. To utilise theory, evidence-based literature and research to support evidence based practice in individual work and work with other multidisciplinary team members.
2. To undertake audit, collect appropriate service data and complete annual service reports, as part of evaluating the current provision of psychological services ED.

Additional Information

Health & Safety

Employees must be aware of the responsibilities placed upon them under the Health & Safety at Work Act (1974) and subsequently published regulations to ensure that the Trust's Health and Safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees.

Infection Control

Each staff member has a duty to take personal responsibility for the prevention and control of infection, in accordance with Trust Infection Prevention and Control Policies, which reflect the statutory requirements of the Health Act 2006 – Code of Practice for the Prevention and Control of Healthcare Associated Infection. They must attend mandatory training in Infection Control and be compliant with all measures required by the Trust to reduce HCAs.

Risk Management

You will be responsible for adopting the Risk Management Culture and ensuring that you identify and assess all risks to your systems, processes and environment and report such risks for inclusion within the Trust Risk Register. You will also attend mandatory and statutory training, report all incidents/accidents including near misses and report unsafe occurrences as laid down within the Trust Incidents

Safeguarding Children and vulnerable adults

North East London NHS Foundation Trust (NELFT) is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. The Trust recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults and families in their care. Staff are required to comply with Trust policies on Safeguarding.

Standards of Business Conduct & Conflict of Interest



The NHS Code of Conduct and Standards of Business conduct for NHS Staff require all employees to declare all situations where you or a close relative or associate has a controlling interests in a business [such as a private company, public organisation or other NHS or voluntary organisation] or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. All such interests must be declared in the Trust's register of interests either on appointment or when such interests are gained.

As an employee you are required to make yourself aware of and adhere to the Trust's governance policies, such as Standing Orders and Standing Financial Instructions.

Sustainability

All staff has a responsibility for delivering high quality healthcare in a low carbon environment, where energy is used wisely and not wasted. It is the responsibility of all staff to minimise the Trust's environmental impact by recycling where possible, switching off lights, computers, monitors and equipment when not in use, minimising water usage and reporting faults promptly.

Smoking Policy

It is the Trust's policy to promote health. Smoking, therefore, is actively discouraged. It is illegal within the Trust buildings and vehicles.

Codes of Conduct

North East London NHS Foundation Trust (NELFT) requires the highest standards of personal and professional conduct from all of its employees. All employees must comply with the Code of Professional Conduct appropriate to their professional governing body.

As an NHS employee, you are required to observe the following principles:

- Make the care and safety of patients my first concern and act to protect them from risk;
- Respect the public, patients, relatives, carers, NHS staff and partners in other agencies;
- Be honest and act with integrity;
- Accept responsibility for my own work and the proper performance of the people I manage;
- Show my commitment to working as a team member of working with all my colleagues in the NHS and the wider community;
- Take responsibility for my own and continuous learning and development

Data Protection

Personal data is protected under the Data Protection Act (1999) and the post holder will ensure that it is securely held and that the requirements of the Act are followed. It is the responsibility of all staff whose jobs requires them to record information in Trust Computer systems (e. g RIO and ESR) to ensure that the data entered into these systems is of high data quality and that information is recorded correctly and in a timely manner. Failure to adhere to this requirement could be considered a disciplinary matter

Information Security and Confidentiality

All employees are required to observe the strictest confidence with regard to any patient/client information that they may have access to, or accidentally gain knowledge of, in the course of their duties.

All employees are required to observe the strictest confidence regarding any information relating to the work of the Trust and its employees.

You are required not to disclose any confidential information either during or after your employment with the Trust, other than in accordance with the relevant professional codes.



All person identifiable information must be held in the strictest confidence and should be disclosed only to authorised people in accordance with NHS Confidentiality Guidelines [Caldicott] and the Data Protection Act 1998 unless explicit written consent has been given by the person identified, or where information sharing protocols exist.

Failure to comply with these regulations whilst in the employment of the Trust could result in action being taken under the Trust Disciplinary Policy and Procedure.

Equality and Diversity

North East London NHS Foundation Trust (NELFT) is committed to the implementation of the Equality and Diversity at Workplace policy which ensures equal opportunities for all. NELFT is also committed to embracing diversity and eliminating discrimination in both its role as an employer and as a provider of services. It aims to create a culture that respects and values each other's differences, promotes dignity, equality and diversity and encourages individuals to develop and maximise their potential. The Trust will ensure that it provides equal and fairness for all, and not to discriminate on the grounds of gender, marital status, race/ethnicity, disability, sexual orientation, religion, transgender or gender reassignment status, age, marriage or civil partnership/same sex marriage, and because of you being pregnant or being on maternity/paternity leave. All staff are required to observe this policy in their behaviour to employees and patients/service users.

Key Performance Indicators (KPI)

Each individual and service will be set KPIs and achievement against these will be regularly reviewed. Performance against individual and service KPI's will be routinely monitored by your manager.

Review of this Job Description

This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder.

Other Duties

There may be a requirement to undertake other duties as may reasonably be required to support the Trust. These may be based at other Trust managed locations.

For HR Use Only:

Date of template:

Version: 1

For Manager Use Only:

Date last reviewed:

Date to be reviewed:

Signed:.....
(Manager)

Dated:

Signed:
(Employee)

Dated:.....



Person Specification

Qualifications	Essential	Desirable	
NVQ level 2 or equivalent standard of literacy and numeracy	x		Application Form Interview Assessment
Doctoral level training in clinical/counselling psychology, or equivalent accredited by the BPS	x		Application Form
HCPC registration as a practitioner clinical/counselling psychologist.	x		Application Form
Additional specialist training in advanced therapy skills, such as CBT, Mindfulness-Based individual/group interventions, EMDR, reflective practice, and family interventions		x	Application Form Interview
Experience			



Experience of working in physical healthcare services within hospital inpatient and outpatient settings.		x	Application Form Interview
Experience of working with complex physical health conditions.		x	
Experience of working with individuals and families.	x		
Experience of working in a multidisciplinary team.	x		
Experience of delivering evidence-based psychological interventions in physical health services		x	Application Form Interview
Experience working with trauma presentations in individuals and their families		x	Application Form Interview
Demonstrate further specialist training/ experience through having received a regular clinical supervision while working as a specialist psychologist over a minimum of 4 years		x	Application Form Interview
Experience of delivering psychological therapy to a wide variety of client groups, ages, contexts and presenting problems, reflecting the full range of clinical severity, across a range of care settings, within the NHS.		x	Application Form Interview
Able to maintain a high degree of professionalism and competence when presented with complex, emotive and distressing problems.	x		Application Form Interview
Ability to work with a high level of autonomy and flexibility within the bounds of the job description and professional competence.	x		Application Form Interview
Experience of teaching, training and clinical supervision.	x		Application Form Interview



Sensitivity to issues of equality with experience of the application of clinical psychology in different cultural contexts	x		Application Form Interview
Experience of delivering psychological assessment and interventions with patients presenting with acute and chronic pain		x	Application Form Interview
Experience of working flexibly when working with others	x		Application Form Interview
Knowledge			
An awareness of relevant NHS Plan, NICE and clinical governance priorities	x		Application Form Interview
Knowledge of the theory and practice of specialised psychological therapies as applied to specific difficult to reach groups (such as people with severe physical disabilities or learning disabilities)		x	Application Form Interview
Interest in research and contributing to developing the evidence base for ITU psychology		x	Application Form Interview
Up to date knowledge of NHS policies in the field of ITU and trauma		x	Application Form Interview
Knowledge and enthusiasm for working psychologically with people with long term physical health conditions	x		Application Form Interview
Doctoral level knowledge of research methodology, design and complex, multivariate data analysis as practised within the fields of clinical/counselling psychology	X		Application Form Interview
Knowledge of models of supervision		x	Application Form Interview
Skills			
Basic awareness of IT and IT skills	x		Application Form Interview
Skills in the application and delivery of complex methods of psychological assessment, intervention, management and evaluation, including risk assessment and management.	x		Application Form Interview



To show skill in the identification, and signposting of co-morbid mental health needs	x		Application Form Interview
To ensure psychological clinical practice is of the highest standard, and supported by research, evidence based practice, literature and peer review.	x		
Able to administer and interpret cognitive and neuropsychological assessments		x	Application Form Interview
Well-developed skills in the ability to communicate effectively, orally and in writing, complex, highly technical and/or clinically sensitive information to clients, their families, carers and other professional colleagues within and outside the NHS	x		Application Form Interview
Able to work effectively in a team forming good working relationships with staff of all professions.	x		Application Form Interview
Other			
To be aware and demonstrate NELFT and BHRUT Trust Values	x		Application Form Interview
To be able to travel efficiently throughout the area	x		Application Form Interview

