

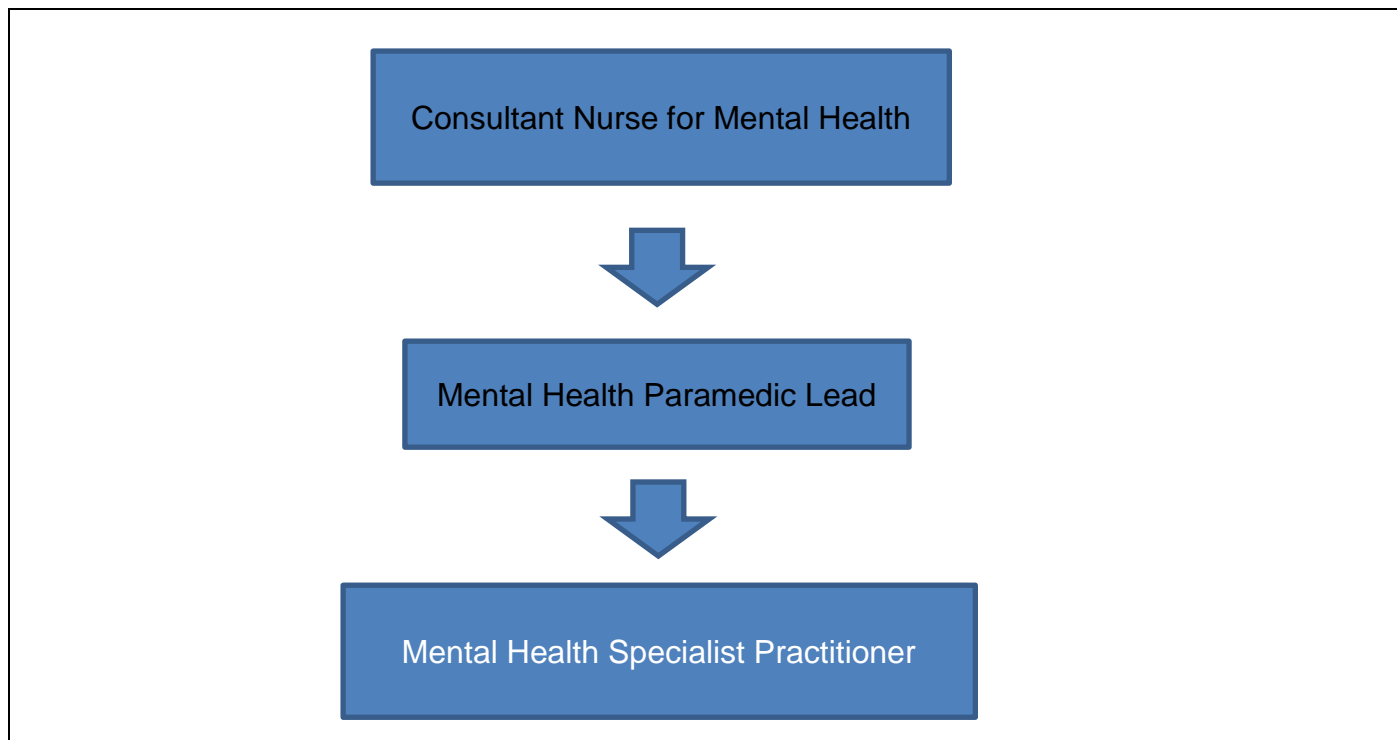


Job Description

Job Title	Mental Health Specialist Practitioner
Band	AfC Band 7
Department/Directorate	Quality Directorate
Location	Pan London – Emergency Operations Centre at Waterloo or Bow and Sector based mental health joint response car
Reporting to	Consultant Nurse for Mental Health

Job Purpose

- The Mental Health Specialist Practitioner will provide specialist enhanced clinical assessment and support specifically to patients who have called the London Ambulance Service for Mental Health issues, or suspected Mental Health issues.
- The post-holder will follow a six week rolling rota that will see them complete shifts within our Emergency Operations Centre undertaking telephone assessments on patients experiencing a mental health crisis as well as working alongside a paramedic on our Mental Health Joint Response Car.
- Working as an autonomous practitioner the post holder is expected to provide advanced assessment, clinical decisions and co-ordinated complex and challenging situations in regards to the management and treatment of this patient group. The Mental Health Specialist Practitioner will be deployed to as both a primary and an additional resource to mental health patients as well as conducting telephone assessments and provide remote advice to crews on-scene with mental health patients.
- As a highly proficient Mental Health Practitioner they will provide mental state/ risk assessment of callers and be expected to practice with a positive risk taking framework. They will demonstrate advanced breadth of knowledge and critical thinking and provide expert second opinion in terms of diagnostics and management, where required. At times the role will be demanding and the Mental Health Specialist Practitioners will be expected to manage an autonomous workload.
- In addition, the Mental Health Specialist Practitioner will be expected to have a special interest area and will deliver training to a range of staff groups across the trust as well as promoting joint working with colleagues within other MH trusts
- The JD provides a general outline of the post but it is not intended to be a rigid final list of duties. Therefore, from time to time, it may be amended in consultation with the post holder to meet the service needs.



Key Result Areas & Performance Indicators

Provide specialist mental health input as part of pre-hospital mental health care within the London Ambulance Service by:

- Rotating through the Emergency Operations Centre conducting telephone based assessments and face to face assessments as part of the Mental Health Joint Response Car.
- Ensuring that there is a parity of esteem for patients using the LAS for a Mental Health crisis.
- Maintaining consistently high CPI scores for clinical care as per audit procedure.
- Regular delivery of training sessions to LAS staff
- Developing strong local links with relevant Mental Health providers
- Supporting the Consultant Nurse and Paramedic Mental Health in the development of services.
- Being a visible leader and champion of evidence based mental health care.

Key Relationships & Stakeholders

- Establish and maintain collaborative working relationships across all Sectors/services in the organization, and external partners, e.g. EOC, Clinical Hub, A&E department leads, Other NHS providers, including Mental Health Providers and Service user groups.
- Work collaboratively with the Consultant Nurse in the development and/or delivery of the MH training portfolio for all staff, ensuring a blended delivery approach that meets the organizational needs and the learning objectives of Core Skills Framework.

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Key Responsibilities

Operational Delivery

- Work a rolling shift pattern to provide Mental Health Specialist input on our mental health joint response cars and conducting telephone based assessments within our Emergency Operations Centre.
- Supervise and mentor junior staff, including paramedics and students.

Quality Care & Governance

- Demonstrate expertise in acute mental health care in the pre-hospital setting.
- Operate as an autonomous practitioner responding at times as a sole resource
- Demonstrate clinical leadership and co-ordination to the management of patients in a Mental Health Crisis.
- Delivery of evidence based care.
- Respond to patients with undifferentiated and undiagnosed mental health conditions and undertake assessment, investigation and care planning as per evidence base and guidelines.
- Undertake complex bio psychosocial mental health risk assessments and formulate interim care plans.
- Manage hostile and potentially hostile situations, with appropriate support where needed.
- Demonstrate excellent negotiation skills and be able to access appropriate care pathways and manage situations where there is not an agreed care pathway.
- Communicate care decisions to other clinicians clearly and concisely with reasoned clinically focused rationale.
- Provide effective brief intervention/treatment to Mental health patients and ensure safe discharges on scene when indicated.
- Provide second opinion and advanced Mental Health Care advice both face to face and over the telephone
- Have an in-depth knowledge of the Mental Health Act and Mental Capacity Act.
- Complete accurate records
- Constructively influence, and where necessary, direct the treatment options to ensure the appropriate outcome for the patient.
- Ensure high standards of MH practice, and professionally challenge inappropriate care, behaviour or practice, escalating concerns when indicated, using a range of communication skills and Trust processes.

Stakeholder Relationships

- Actively participate in service development, appropriate to the scope of practice across the organisation.
- Lead in clinical audit and research across this innovative service.

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- Participate in regular supervision and demonstrate excellent reflection skills.
- Develop and deliver specialist mental health training across the trust to a variety of staff groups.
- Have a commitment to Continuous Professional Development.
- Take a liaison lead with named Mental Health Trusts to support on-going evaluation of care pathways developing productive partnership relationships with crisis teams, identifying areas for improvement and feeding back organisationally.
- Support mechanisms for the management of frequent callers where the predominant presenting complaint is mental health related supporting with multidisciplinary forums, care planning and evaluation.
- Provide support with multidisciplinary forums, care planning and evaluation

People Management

- Be a key member of the MH team to ensure that key functions are covered during leave periods to facilitate safety and productivity within the service
- Promote the role and function of the MH team across the Trust and externally
- Manage the work schedule efficiently, i.e., prioritization of complex activities to the needs of the LAS and demonstrating flexibility when unforeseen circumstances arise
- Attend and promote the MH Champion network, specific Task and Finish Groups, interdepartmental and external meetings as appropriate
- Responsible for own self-development.

Resource Management

- Verify, analyse and synthesise complex assurance data from audit programmes; ensure robustness of data received through a planned programme
- Identify, report, investigate and manage complex MH risks, as well as regular oversight and update risks on the Datix
- Provide complex reports regarding specific areas of responsibility, contribute to the MH annual report, training packages, enhance/ develop policies/procedures, and prepare information pitched at the correct level to upload to the Pulse
- Maintain accurate up-to-date records for specific projects and provide regular complex reports in a timely way, ensuring confidentiality is maintained at all times
- Attending external meetings as required with key partners such as the Metropolitan Police Service, Mental Health Trusts, Acute Trusts, Social Care, Commissioners, Healthy London Partnership, Ambulance Trusts and NHS England as required.
- Ensure high standards of MH practice, and professionally challenge inappropriate care, behaviour or practice, escalating concerns when indicated, using a range of communication skills and trust processes

Infection Prevention & Control

All Trust employees, whether involved directly or indirectly in the provision of healthcare, have a duty to co-operate with and implement Trust policies and procedures in preventing and controlling infection. This includes co-operation with colleagues and contractors also involved in the provision of healthcare so far as is necessary to enable the Trust to meet its obligations under the Health and Social Care Act 2008.

Safeguarding

The London Ambulance Service NHS Trust is committed to safeguarding and promoting the welfare of children and young people and adults at risk and expects all staff and volunteers to share this commitment and ensure they work in accordance with the LAS Safeguarding Child and Adult at Risks Policies and Procedures.

Staff should ensure that they remain up to date with safeguarding training requirements and know how to report safeguarding concerns or allegations against staff and should follow safeguarding policy and procedures and the allegations against staff policy.

Confidentiality

Maintain confidentiality in relation to personal data held for colleagues and patients, ensuring that it is processed lawfully; for no purpose other than that for which it was obtained; is relevant to that purpose; is retained for no longer than is necessary; is processed in accordance with the rights of the subject to access and accuracy; and is protected from accidental loss or damage in accordance with the requirements of the Data Protection Act (as amended), and records management guidance.

Maintain confidentiality of patient-identifiable personal data using a non-identifiable alternative, where practicable, and limiting access on a strictly need to know basis in accordance with the responsibilities of the Trust's Caldicott Guardian.

Risk

Accept personal responsibility for contributing to the Trust's management of risk, including the reasonable avoidance of any action which would knowingly cause unacceptable risk to self, others, or to the Trust.

As far as is reasonably practicable attempt to prevent other people from undertaking tasks or actions which would knowingly cause risks to self, others, or to the Trust, in accordance with Trust policy and training.

Identify and report actual or potential hazards/ risks in the work environment in accordance with Trust policies, and take immediate action to minimise risks where it is reasonably practicable to do so.

Identify and report to the appropriate authority incidents of risk, neglect, abuse or endangerment to vulnerable adults and children.

Follow LAS policy on use of PPE (Personal Protective Equipment) e.g. Stab Vests, Hi- Visibility Clothing, Gloves, Visors etc.

Awareness of and compliance with Health and Safety Regulations.

Equality and Diversity

The Trust recognises the need for a diverse workforce and is committed to Equal opportunities in employments and seeks to eliminate unlawful discrimination. To promote equality of opportunity and good relations between staff and patients (including volunteers, contractors and bank staff) must at all times fulfil their responsibility with regards to the Trust Equality and Diversity policy and the Equality Act of 2010. All individuals have responsibility to highlight any potential discriminatory practice

Health and Safety at work

In addition to the Trust's responsibilities under the Health and Safety legislation, you are reminded of your responsibilities for health and safety at work under the Health and Safety at Work Act 1974 (as amended) and associated legislation. These include the duty to take reasonable care of the health and safety of yourself and others in your work activities and to co-operate with your employer in the discharge of its statutory duties. You must adhere strictly to the Trust's policies and procedures on health and safety and report all accidents, dangerous occurrences, unsafe practices or damage to your manager promptly using the Trust's incident reporting system. You must make use of appropriate training, safety equipment, protective clothing and footwear and attend training. Failure to comply with these requirements may result in disciplinary action.

Disclosure and Barring Service (DBS)

If the post you are undertaking requires you to complete a DBS disclosure, this will be managed and processed in line with the DBS Policy and you will be required to sign up and maintain your subscription to the DBS Update Service.

Person Specification

Qualifications, Accreditations, Education		
	Essential	Evidence
BSc in relevant degree or equivalent experience	√	A/I
Significant post registration experience with current NMC/HCPC registration	√	
Mentorship Qualification and experience of mentoring students	√	A/I
Commitment to CPD	√	
Willingness to undertake the Advanced Practice Course	Desirable	A/I/T
Master's degree in healthcare related subject or equivalent experience	Desirable	
Experience		
Advanced bio psychosocial mental health assessment skills, including formulation and differential diagnosis and experience of autonomous decision making	√	A/I/T
Significant post registration experience in acute mental health care	√	A
Working with patients in their own home		A/I/T
Current understanding of research, and application of evidence based practice	√	A/I/T
Significant experience of working within a positive risk taking framework and feel confident in doing so.	√	A/I/T
Ability to work in high pressured environments.	√	A/I/T
Ability to make sound clinical decisions which are evidence based	√	A/I/T
Management of agitated and hostile patients	√	A/I/T
Be able to implement brief interventions to be able to help alleviate distress to patients.	√	A/I/T
Sound awareness of current mental health services and their functions	√	A/I/T
In-depth knowledge of the Mental Health Act and Mental Capacity Act and be able to confidently work within legislation and demonstrate use of application within practice.	√	A/I/T
Excellent negotiation and conflict resolution skills.	√	A/I/T
Good understanding of the effects of alcohol and street drug (including legal highs) on a patient's presentation	√	A/I/T
Experience of management of first episodes of suspected mental illness	√	A/I/T
Able to manage and co-ordinate other staff members who may not be from a Mental Health background.	√	A/I/T
Ability to provide clinical advice and guidance to other colleagues	√	A/I/T
Experience of co-ordinating staff	√	A/I/T
Knowledge and Skills		
Well-developed leadership and influencing skills with the ability to enthuse, motivate and involve individuals and teams, and have them understand the Trust's and your performance expectations	√	A/I/T

Experience of working autonomously as a practitioner with patients experiencing a mental health crisis	√	A/I/T
Contributing to the development of policy, protocols and procedures	√	A
Proven ability to analyse complex problems and to develop and successfully implement practical and workable solutions to address them	√	A/I/T
A strong sense of personal and team accountability coupled to a clear understanding of the boundaries around delegated authority	√	A/I/T
Ability to collaborate constructively with internal and external partners to create the conditions for successful partnership working	√	A/I/T
Autonomous working, managing a clinical caseload and being able to prioritise accordingly which is matched to clinical need, risk and resources.	√	A/I/T
Experience of clinical leadership	√	A/I/T
Dynamic risk assessment skills	√	A/I/T
Effective time management; able to manage own workload	√	A/I
Timely completion of task and accurate record keeping	√	A
Experience of undertaking telephone based assessments	Desirable	A/I/T
Experience of practising Mental health nursing in non-traditional settings	Desirable	A/I/T
Personal Abilities		
Ability to remain calm in a busy environment	√	A/I/T
Assertiveness	√	A/I/T
Ability to deal confidentially with personal and sensitive information	√	A/I/T
Flexible approach to work with good organizational skills	√	A/I/T
Ability to work using own initiative and as part of multidisciplinary team	√	A/I/T
Excellent inter-personal and communication skills with good listening skills;	√	A/I/T
High level of work organisation, self-motivation, drive for performance and improvement, and flexibility in approach and attitude;	√	A/I
Strong sense of commitment to openness, honesty and integrity in undertaking the role.	√	A/I
Willing to undertake further training as necessary	√	A/I
Prolonged VDU use	√	A/I
Willingness to work shift pattern as laid out by the Trust	√	A/I
Ability to work PAN London and be accepting of changes at relatively short notice	√	A/I
Evidence of Reliability	√	A/I

Key:

(A = application, T = test, I = interview)

Updated: **October 2020**