

JOB DESCRIPTION

CARDIFF AND VALE UNIVERSITY HEALTH BOARD

09327

JOB DETAILS

Job Title:	Emotional Wellbeing & Mental Health Single Point of Access Practitioner
Pay Band:	Band 6
Department:	CAMHS
Directorate:	Children, Young People and Family Health Services
Clinical Board:	Children & Women
Base:	Cardiff

ORGANISATIONAL ARRANGEMENTS

Managerially Accountable to:	Emotional Wellbeing & Mental Health Single Point of Access Lead
Reports to:	Service Manager
Professionally Responsible to:	Head of Professional Body

Our Values: 'CARING FOR PEOPLE; KEEPING PEOPLE WELL'

Cardiff and Vale University Health Board has an important job to do. What we do matters because it's our job to care for people and keep them well. We all want to do this to the best of our abilities – but we know that good intentions are not always enough.

At Cardiff and Vale University Health Board our values and example behaviours are:

We care about the people we serve and the people we work with	Treat people as you would like to be treated and always with compassion
We trust and respect one another	Look for feedback from others on how you are doing and strive for better ways of doing things
We take personal responsibility	Be enthusiastic and take responsibility for what you do.
We treat people with kindness	Thank people, celebrate success and when things go wrong ask 'what can I learn'?
We act with integrity	Never let structures get in the way of doing the right thing.

Our values guide the way we work and the way we behave with others. Post holders will be expected at all times to behave in accordance with our values demonstrating commitment to the delivery of high quality services to patients.

JOB SUMMARY/JOB PURPOSE

- Provide specialist evidence based consultation advice to professionals, patients and their families and liaison with third sector services, voluntary organisation and education and service user lead organisations.
- Mental health screening, triage and assessment.
- Signposting and onward referral to relevant services as identified at triage.
- To work with other clinicians, in providing effective, evidence based therapeutic care and delivery of care pathways.
- Provision of information for service users and carers.
- Short term therapeutic work with clients with mild to moderate or stable severe and enduring mental health problems;
- The post holder is required to be flexible and adaptable in order to respond to the diverse and demanding nature of this post.
- To provide a commitment to Safeguarding Children and Young People

The post may include some unsocial hours.

DUTIES AND RESPONSIBILITIES

The post holder will:

- To work as a member of the Emotional Wellbeing and Mental Health team and deliver care to a range of children, young people and families that require emotional, wellbeing and mental health support.
- Work autonomously and flexibly to competently screen, prioritise and triage mental health referrals from Primary Care and Secondary Care, including the assessment and management of risk. In addition, signpost to relevant agencies, e.g. voluntary organisations and other non-statutory support services
- Provide specialist clinical consultation and advice to GPs, primary care counsellors and other disciplines working within education and the primary care sector with regard to mental health issues.
- Provide specialist evidence based mental health assessment and intervention to children and young people involved with the service.
- Make decisions that are based on best practice and in-line with NICE guidelines thus enabling the young person and family to address their identified needs in a manner that minimises their stay within the service.

- Have an understanding of young people's issues and how best to address them utilising the most appropriate therapeutic intervention.
- Ability to undertake risk assessments and identify appropriate plans in partnerships with the young person, families and other agencies.
- Understand how to interpret data from patient feedback tools and to understand the limits of any interpretation.
- Understanding of the decision processes in choosing treatment components based on routine outcome measures.
- To be able to communicate highly complex, sensitive or contentious information where agreement and cooperation is required using highly developed interpersonal skills. Take into account issues of confidentiality and the consent of adults and young people. Consider and appropriately assess a child's maturity to consent.
- Utilising mental health skills and knowledge to assess the mental state of children and young people to formulate and implement appropriate care plans and therapeutic interventions. Where appropriate seek supervision and consultation from specialist staff.
- Assess, devise and deliver care plans for children and young people presenting with mental health problems requiring an urgent response. Proactively liaise with external agencies as indicated at assessment.
- Deliver individual therapy or other evidence based mental health intervention models to children, young people and/or their carers as part of an agreed care package in line with evidence base.
- As part of the multi-disciplinary team support the delivery and devising of complex packages of care, which include intensive follow up and regular review through to discharge.
- As required undertake mental health and risk assessment on service users under 18 years old who are admitted to the Children's Wards or Adult Medical Assessment Unit following episodes of deliberate self-harm or overdoses.
- Assist in the development and delivery of culturally appropriate, non-discriminatory treatment strategies and deliver evidence based interventions to children and young people experiencing mental health problems within an appropriate community or primary care setting, using a stepped care model.

- Establish rapport and maintain supportive and collaborative professional relationships with clients and their carers and where appropriate to deliver evidence based interventions to families and carers.
- Establish effective liaison between primary care, secondary community mental health services, Crisis Services and the inpatient units by improving the transfer of clinical information and by the promotion of good communication.
- Work in partnership with external agencies thus ensuring that the needs of service users and carers are addressed in a proactive manner.
- Work collaboratively with statutory and voluntary services to create a seamless transition process into and through the service.
- To undertake safeguarding referrals when disclosures are made and to ensure this is followed up.
- Participate in the delivery of therapeutic and/or psycho-educational groups.
- Actively participate in clinical supervision in accordance with the health board's supervision framework. Provide clinical supervision where appropriate to junior team members and students.
- Participate in implementing change within the service, particularly in relation to adopting local and national strategies.
- Maintain knowledge of all University Health Board, Directorate and department policies including those concerning accurate record keeping and required documentation.
- Maintain clinical competence, theoretical and practical knowledge to enable safe practice.
- Undertake an active role in developing audit and research studies, independently or in conjunction with other health professionals, in order to continue improving and evaluating the provision of emotional, wellbeing and mental health services.

GENERAL

- **Performance Reviews/Performance Obligation:** The post holder will be expected to participate in the UHB individual performance review process, and as part of this process to agree an annual Personal Development Plan with clear objectives and identified organisational support.

- **Competence:** At no time should the post holder work outside their defined level of competence. If the post holder has concerns regarding this, they should immediately discuss them with their manager. All staff have a responsibility to inform those supervising their duties if they are not competent to perform a duty.
- **Confidentiality:** In line with the Data Protection legislation and the Caldicott Principles of Confidentiality, the post holder will be expected to maintain confidentiality in relation to personal and patient information including clinical and non-clinical records, as outlined in the contract of employment. This legal duty of confidentiality continues to apply after an employee has left the UHB. The post holder may access information only on a need to know basis in the direct discharge of duties and divulge information only in the proper course of duties.
- **Records Management:** The post holder has a legal responsibility to create, maintain, store and destroy records and other UHB information handled as part of their work within the UHB in line with operating procedures and training. This includes all records relating to patient health, financial, personal and administrative, whether paper based or on computer. The post holder has a duty to maintain the highest levels of data quality for all records through accurate and comprehensive recording across the entire range of media they might use. All staff have a responsibility to consult their manager if they have any doubts about the correct management of records with which they work.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will, in many cases, include access to personal information relating to service users.
- **Health & Safety:** The post holder is required to co-operate with the UHB to ensure health and safety duties and requirements are complied with. It is the post holder's personal responsibility to conform to procedures, rules and codes of practice; and to use properly and conscientiously all safety equipment, devices, protective clothing and equipment which is fitted or made available, and to attend training courses as required. All staff have a responsibility to access Occupational Health and other support in times of need and advice.
- **Risk Management:** The UHB is committed to protecting its staff, patients, assets and reputation through an effective risk management process. The post holder will be required to comply with the UHB Health and Safety Policy and actively participate in this process, having responsibility for managing risks and reporting exceptions.
- **Safeguarding Children and Adults:** The UHB is committed to safeguarding children and adults therefore all staff must attend the Safeguarding Children and Adults training.

- **Infection Control:** The UHB is committed to meet its obligations to minimise infection. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of and complying with the UHB Infection, Prevention and Control procedures/policies, not to tolerate non-compliance by colleagues, and to attend training in infection control provided by the UHB.
- **Registered Health Professionals:** All employees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** The All Wales Health Care Support Worker (HCSW) Code of Conduct outlines the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed in NHS Wales. Healthcare Support are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Health Improvement:** all staff have a responsibility to promote health and act as an advocate for health promotion and prevention
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all UHB sites including buildings and grounds are smoke-free. Staff are encouraged to promote and actively support our No Smoking Policy. Advice and support on quitting smoking is available for all staff and patients. A hospital based service can be accessed by telephoning 02920 743582 or for a community based service, Stop Smoking Wales can be contacted on 0800 0852219
- **Equality and Diversity:** All staff have a personal responsibility under the Equality Act 2010 to ensure they do not discriminate, harass, or bully or contribute to the discrimination, harassment or bullying of any colleague(s) or visitors or condone discrimination or bullying because of someone's 'protected characteristics'. These protected characteristics are: age, religion, sexual orientation, belief or non-belief, sex, disability, race, gender identity, pregnancy and maternity, marriage and civil partnerships. The line manager and post holder will be responsible for promoting diversity and equity of opportunity across all areas of your work. This applies to service delivery as an employee and for anyone who you may be working with, whether they are patients, family/carer, visitors or colleague. You will be made aware of your responsibilities to uphold organisational policies and principles on the promotion of equality valuing diversity and respecting people's human rights as part of your everyday practice.

- **Dignity at Work:** The UHB condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the UHB Disciplinary Policy.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of the current UHB Welsh Language Standards and take every opportunity to promote the Welsh language in their dealings with the public. The UHB also encourages employees to use their available Welsh language skills
- **Job Description:** This job description is not inflexible but is an outline and account of the main duties. Any changes will be discussed fully with the post holder in advance. The job description will be reviewed periodically to take into account changes and developments in service requirements.

PERSON SPECIFICATION

CARDIFF AND VALE UNIVERSITY HEALTH BOARD

Job Title:	Emotional Wellbeing & Mental Health Single Point of Access Practitioner	Department:	CAMHS
Band:	Band 6	Clinical Board:	Children & Women
Base:	St David's Children Centre		

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	<p>Degree plus a Post Grad Diploma and professional qualification (one or more of the following):</p> <ul style="list-style-type: none"> Registered Mental Nurse (Nursing & Midwifery Council Registered), Registered Nurse for Learning Disabilities (Nursing & Midwifery Council Registered) 	<p>Specialist Qualification in CBT, FT or other appropriate therapy</p> <p>A qualification, or have undertaken a program of formal training in Clinical Supervision</p>	<p>Application Form Certificate Check Registration Card – Nurse/AHP</p>

QUALIFICATIONS (CONT'D)	<ul style="list-style-type: none"> • Degree or Diploma in Social Work (General Social Care Council or Health and Care Professions Council or Care Council for Wales Registered), • Degree or Diploma in Occupational Therapy (Health Professional Council Registered) • Evidence of continuing professional development relevant to CAMHS 		
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EXPERIENCE	<p>Demonstrable post qualification experience, including experience of working with clients with mental health problems and working with children and families in particular.</p> <p>Managing and prioritizing a complex caseload</p> <p>Experience of Multi-Disciplinary Working</p> <p>Currently engaged in an advanced level of practice and able to demonstrate a degree of professional autonomy</p> <p>The ability to provide patient-centred assessment, care planning, implementation and evaluation with children, young people, parents and families using mental health nursing skills.</p> <p>Ability to undertake Risk Assessments and identify appropriate plans in partnerships with the young person, families and other agencies.</p>	<p>Significant experience of working with children, young people and families</p> <p>Experience in delivering comprehensive family work in a child and family setting</p>	Application Form Interview References
SKILLS	<p>Clinically competent. Excellent communication & interpersonal skills, both written & verbal.</p> <p>Ability / Skills to support change and improvement, support and inspire colleagues /</p>	<p>Clinical supervision skills. Teaching skills. Therapy skills- e.g. CBT, family work and solution focused brief therapy</p> <p>Experience of</p>	Application Form Interview References

	<p>act as a role model.</p> <p>Ability to motivate others.</p> <p>Good planning and organizational skills.</p> <p>Good Assessment skills selecting treatment from a range of options.</p> <p>Able to manage caseload and to prioritise under time pressures for self and team.</p> <p>Good clinical reasoning skills.</p> <p>Ability to work autonomously.</p> <p>Flexible approach to problem solving.</p> <p>Effective communication skills with all disciplines and agencies to optimize patient management.</p> <p>Effective communication skills both orally and in written form.</p> <p>IT literate – use of Microsoft Word, PowerPoint and email and Internet</p> <p>Manage a varied workload and deliver to deadlines under pressure.</p>	<p>facilitating groups</p> <p>Experience of teaching within an education setting.</p> <p>Experience of delivering psychoeducational groups, e.g., Stress Control.</p> <p>Experience of working with computerised CBT packages.</p>	
SPECIAL KNOWLEDGE	<p>Awareness of mental health issues & public health agenda.</p> <p>Awareness of policies and legislation relevant to working with children and young people.</p>	<p>Wider NHS and social care policy</p> <p>Importance of public relations</p> <p>Research, audit and quality</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>

	<p>Mental Health Act. Mental Health Strategy for Wales (2012).</p> <p>An understanding of resource implications of clinical decision making.</p> <p>Knowledge & understanding of relevant policy guidance.</p> <p>Theoretical and practical knowledge in areas of child and adolescent mental health and good awareness of key drivers in the field.</p> <p>Highly competent in making a decision regarding ongoing patient care based on clinical and risk factors.</p> <p>High level of problem solving and planning skills. Effective communication skills with all disciplines and agencies to optimise patient management.</p> <p>Awareness of own competency level and how to seek appropriate help.</p> <p>Understanding of confidentiality and risk management.</p> <p>Clinical audit, research and clinical governance principles.</p> <p>Ability to undertake Risk Assessments and identify appropriate plans in partnerships</p>	improvement methodologies	
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	<p>with the young person, families and other agencies.</p> <p>Have a good understanding of child protection/safeguarding policies, recording and reporting any concerns to the appropriate agency including participate in case conferences as required.</p>		
<p>PERSONAL QUALITIES (Demonstrable)</p>	<p>Flexible approach to work.</p> <p>Ability to work under pressure.</p> <p>Ability to use own initiative. Personable and amiable.</p> <p>Dynamic and forward thinking.</p> <p>Patient focused/ commitment to high quality services.</p> <p>Commitment to anti oppressive practice and challenging social exclusion and health inequalities</p> <p>Commitment to multi-disciplinary working.</p> <p>Positive, 'can do' outlook.</p>	<p>Strong resolve to meet targets in adverse situations</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>
<p>OTHER (Please Specify)</p>	<p>Ability to travel to meet the requirements of the post</p>	<p>Welsh speaker and/or speaker of other language(s).</p>	<p>Interview</p> <p>Document Check*</p>

Date Prepared:	6 th January 2020	Prepared By:	Katie Simpson
Date Reviewed:		Reviewed By:	