

HERTFORDSHIRE PARTNERSHIP NHS FOUNDATION TRUST**JOB DESCRIPTION**

Title:	Liaison Nurse (Older People's Mental Health)
Band:	6
Directorate:	Specialist Services
Responsible to:	Team Manager (Specialist Mental Health Team for Older People)
Accountable to:	Lead Nurse (Mental Health Services for Older People – Community)
Base:	Marlowes Health and Wellbeing Centre

Job Summary:

The post holder will be the interface between the intermediate care units, rehabilitation units and hospices in West Herts and mental health trust. The post holder will be expected to assess patients with a cognitive and or mental health problem who are inpatients of the acute district general hospital and or intermediate care unit; this will include decisions regarding risk and risk management. The post holder will carry a bleep and provide advice to general hospital colleagues as required. The post holder will regularly work alone, without direct supervision, though clinical and management supervision is provided as per Trust policy. The post holder will exercise communication skills, both verbal and written and be able to engage with acutely distressed people in challenging situations.

As a staff member the post holder represents Hertfordshire Partnership NHS Foundation Trust (HPFT) and will play a vital role in fostering positive relationships and communication between the Mental Health Trust and not only the clients and their carers and relatives, but also other agencies, charities and providers.

All staff should comply with the Trust's Anti-Discriminatory Statement, Employee Charter, Trust Policies and Procedures, Code of Conduct and Equality and Diversity.

Job Responsibilities:

The post holder will:

- Provide a reliable, accessible, timely, responsive and holistic assessment for Older People referred to the service. This will include assessment of risk, and formulating appropriate risk management plans.

- Ensure that documentation is clear and legible in the patient's medical file in the district general hospital, and is added to the patient's electronic mental health file.
- Provide follow up to patient's to support them whilst they are in the district general hospital and to monitor progress. A follow up clinic for clients discharged will also be facilitated by the post holder.
- Work as part of the wider Specialist Mental Health Team for Older People (SMHTOP), participating in the duty system as required.
- Provide mental health nursing expertise to the district general hospital's multidisciplinary team. This will include advice regarding discharging patients..
- Complete the Continuing Healthcare Checklist, and participate in the nursing assessment if required.
- Liaise and work with other agencies, statutory and voluntary, to reduce admission and facilitate earlier discharge.
- Be required to provide advice, guidance and education to clients and their carers and families regarding social care provision and policy.
- Participate fully in providing quality of care in line with local and national guidelines.
- Act as a role model in providing a service for people with mental health problems.
- Participate in team audit projects associated with the service.
- Be required to challenge practice that compromises or challenges high quality care to older people
- Advise Team Manager of any resource short falls.
- Partake in continuing professional development that will also benefit the development and quality of the service.

Working Relationships and Communication Requirements of the Job

Working relationships

- As the post holder will be working within the physical health hospitals most of the time, they will need to be establishing and maintaining positive relationships with people, agencies, charities and other providers whom also provide services to Older People in that hospital and the surrounding community. These relationships

are vital and team members should bear in mind that they will be representing HPFT

- Close working relationships should be developed with other parts of HPFT notably A+E Liaison, Crisis teams, care homes, community physical health teams and SMHTOP's

Communication requirements

The post holder will

- Demonstrate the ability to receive and give clear and accurate clinical information verbally and in writing to those receiving care, their families/carers and professional colleagues.
- Demonstrate a high level of interpersonal skills, self-awareness and empathy in all communications.
- Ensure adherence to all aspects of patient confidentiality, documentation and record keeping according to Trust and national guidelines.
- Demonstrate the ability to communicate clearly and sensitively in complex situations.
- Demonstrate an ability to negotiate and problem solve in contentious and /or antagonistic situations where agreement is required. When agreement cannot be reached to communicate clear and rationale decisions. E.g. In initiating Mental Health Act assessments.
- Demonstrate the ability to develop and maintain good working relationships with colleagues within the all agencies whom they encounter to the benefit of the client and the service..

Clinical Responsibility

The post holder will

- Carry out specialist mental health assessments. Develop, implement, evaluate and document specialist care plans that the district general hospital staff can follow. This will include frequent requirement for intense concentration.

- To provide ongoing interventions for people where assessment indicates this to be relevant to their needs.
- Where indicated by assessment to discharge patients, providing clear rationale as to the reasons.
- Demonstrate a high standard of record keeping and documentation with adherence to Trust policies (documentation is required in both the district general hospital notes, and our Trust's electronic system).
- Work with colleagues to develop and promote the service's philosophy, framework of care delivery and strategic objectives.
- Contribute to Mental Health strategy discussions/steering groups when requested by senior management.
- Work with colleagues to develop and demonstrate clinical expertise and high standards of mental health practice.
- Deliver care that is person centred reflecting current best practice, and challenges practice that may be detrimental to older people receiving high quality care.
- Have an understanding of Mental Health Act.
- Have a good knowledge of Mental Capacity Act, and to implement it when required.
- Ensure that data quality and key performance indicators are upheld at all times.

Leadership and Staff Management Responsibility

The post holder will:

- Plan and organise their diaries, prioritise duties, and coordinate the care of the clients for whom they are allocated.
- Give due regard to the health and safety, well-being and interests of those who come in to contact with the team professionally.
- The post holder will facilitate the learning of nursing students, junior staff and other staff as requested by the Team Manager.

Financial responsibility

- Report any activity that may be fraudulent
- Be responsible for the completion of own extra duty and expenses claims.

Service Development and Improvement

- Ensure that all policies applicable to SMHTOP and Liaison are implemented
- To comment upon and propose changes to working practices and procedures relevant to SMHTOP and Liaison

Analytical and Judgemental Skills

The post holder will

- Be required to make judgements involving a number of facts and or situations which require analysis.
- Make judgements where the situation is not straightforward such as those where information is limited or difficult to obtain.
- Make judgements as to the best course of action where there are a range of options available.
- Assess or interpret information to make a judgement.
- Make judgements where expert opinion may differ or be conflicting.

Planning and Organisational Skills

The post holder will

- Demonstrate the ability to prioritise and organise case/ work load on a day to day basis. The post holder will also be responsible for giving rational to referrers why there patient has been given less priority.
- Ensure that the client is given high quality care at all times.
- Where necessary request assistance from colleagues.
- Represent the SMHTOP/ Liaison Team at meetings etc as delegated by the Team Manager.

- When staff/students are attached to the team ensure that learning is facilitated to meet their needs.

Physical Working Conditions and Environment

The post holder will

- Need to be able to drive to meetings /training off site and occasionally as required cover for colleagues on other sites.
- Be able to input information using computer keyboard.
- Be able to restrain people as necessary and maintain training for such as per HPFT policies/procedures.
- Be able to work in an environment that is at times extremely busy and demanding.

Information Resources

The post holder will

- Be expected to maintain a record of hours worked and to time owing record monthly.
- Maintain up to date electronic records of people that the post holder has had contact with.
- Audit activity as required.

Additional Information:

Knowledge and Skills Framework:

The post holder will be expected to meet the requirements of the NHS Knowledge and Skills Framework (KSF) for the post.

See attached.

Health and Safety

The post holder has a duty of care to themselves and to others with whom they come into contact in the course of their work as laid down in the Health and Safety at Work Act 1974 and any subsequent amendment or legislation.

Infection Control

All Trust staff will:

Act as a role model and champion for the highest standard of all aspects of infection prevention and control and implementation of all Infection Prevention and Control Trust policies and guidelines.

Demonstrate respect for the roles and endeavours of others, in implementing good standards of hand hygiene.

Value and recognise the ideas and contributions of colleagues in their endeavours to reduce the incidence of healthcare associated infection.

Equality and Diversity

Hertfordshire Partnership Trust is committed to providing an environment where all staff, service users and carers enjoy equality of opportunity.

This includes recognising diversity of staff, service users and carers and not treating anyone less favourably on grounds of age, ethnic origin, religion or belief, gender, gender reassignment, culture, health status, relationship status, disability, sexuality, social background, trade union affiliation or any other unreasonable grounds.

The Trust will strive to eliminate all forms of discrimination. We recognise that this requires not only a commitment to remove discrimination, but also action through positive policies to redress the inequalities produced by past discrimination.

Confidentiality

All staff must be aware of the Data Protection Act 1984, and its subsequent amendments, which is now in force. This means that protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, the Trust and the individual may be prosecuted.

Standards of Business Conduct and Conflicts of Interest

The Trust has adopted a Standards of Conduct Policy, which reflects NHS Management Executive Guidelines. It is the responsibility of staff to ensure that they do not abuse their official position for personal gain or seek to advantage or further private business or other interests in the course of their official duties. Staff should be informing their line manager if they are working for any other organisation to ensure that this Trust complies with the Working Time Regulations.

Information and Records Management

The postholder must be competent in using IT and have the European Computer Driving Licence (ECDL) qualification or working towards it; or be able to demonstrate equivalent skills.

To comply with the Data Protection Act 1998, Freedom of Information Act 2000 and Department of Health Code of Confidentiality in line with Trust procedures.

To adhere to the Trust's policies on records management including creation, use, storing and retention and disposal of records.

Adhere to the Trust's Corporate Identity (using the standard templates – available on www.hpt.nhs.uk).

Organisational Change

As services develop and change, the post holder may be required to undertake other responsibilities within the Trust.

Review:

This job description is an outline, which reflects the present requirements of the post and is not intended to be an inflexible or finite list of duties and responsibilities. As these duties and responsibilities change and develop the job description will be amended from time to time in consultation with the post holder.