

<b>AFC Reference:</b>	NM.CS.C0233
<b>Job Title:</b>	Care Practitioner
<b>Band:</b>	5
<b>Hours:</b>	37.5
<b>Division/Service:</b>	Community
<b>Accountable to:</b>	Clinical Services Manager
<b>Responsible to:</b>	Team Leader

**Job Outcomes:**

**As a result of the post-holder being effective in their role, The Trust would expect to see the following outcomes for the Trust, service users and the wider community:**

1. Mersey Care NHS Foundation Trust as a leading provider of community services, mental health care, physical health, addiction services and learning disability care.
2. Service users receiving a high-quality service and one which is free from stigma, discrimination and harm.
3. Staff engaged with the delivery, innovation and continuous improvement of services to benefit service users.
4. Visible and responsive leadership, setting the standard for others and role-modelled throughout the division for all managers
5. The Trust values of Continuous Improvement, Accountability, Respectfulness, Enthusiasm and Support will be embedded across the division for all staff and evident to service users.

**Job Purpose:**

The post holder is responsible for the delivery of clinical care to a defined population. Supported by senior practitioners, they will deliver care within the boundaries of their role. They will work effectively and collaboratively within the team to meet the needs of patients, support the delivery of policy and procedures and provide clinical leadership.

Ensure the delivery of the quality strategy within the designated area incorporating establishment of systems and processes.

**Principal Responsibilities:**

1. Assess, plan, develop, implement and evaluate programmes to promote and prevent adverse effects on health and well-being.
2. Implement and evaluate individual treatment plans for patients.
3. Identify, and manage as appropriate treatment plans for patients at risk.
4. Prioritise health problems and intervene appropriately to assist the patient in complex, urgent or emergency situations.

5. Provide information and advice on prescribed or over the counter medication.
6. Recognise, assess and refer patients presenting with mental health needs.
7. Promote and deliver evidenced based care.
8. Assist senior practitioners as required.
9. Utilise and demonstrate sensitive communication styles, to ensure patients are fully informed and consent to treatment.
10. Communicate effectively with patients and carers, recognising the need for alternative methods of communication to overcome different levels of understanding, cultural backgrounds and preferred ways of communicating.
11. Act as an advocate when representing patients and colleagues viewpoints to others.
12. Recognise and work within own competence and professional code of conduct as regulated by the relevant professional body.
13. Produce accurate, contemporaneous and complete records of patient consultation, consistent with legislation, policies and procedures.
14. Prioritise, organise and manage own workload in a manner that maintains and promotes quality.
15. Deliver care according to national and local guidelines, working in partnership with other clinical teams/departments.
16. Assess effectiveness of care delivery through self and peer review, benchmarking and formal evaluation.
17. Participate in the maintenance of quality governance systems and processes across the organisation and its activities.
18. Utilise the audit cycle as a means of evaluating quality implementing improvements where required.
19. Evaluate the patients' response to health care provision and the effectiveness of care.
20. Support and participate in shared learning across the wider organisation.
21. Utilising a structured framework (e.g. root cause analysis) participate in the management, review and identify learning from patient complaints, clinical incidents and near miss events.
22. Participate in the performance monitoring review of the team, providing feedback as appropriate.
23. Act as a positive role model takes responsibility for own development, learning and performance including participating in clinical supervision.
24. Actively promote the workplace as a learning environment encouraging everyone to reach their potential, learn from each other and from external good practice.
25. Understand own responsibilities and accountability in the delivery of care to patients, ensuring that the needs of the patient are the priority.
26. Participate in planning and implementing changes within the area of care and responsibility.
27. Work with other professionals to ensure sufficient staff of appropriate ability, quality and skill mix is available to meet the needs of patients.
28. Contribute and participate in the development of local guidelines, protocols and standards
29. Critically evaluate and review innovations and developments that are relevant to own practice
30. Keep up to date with new developments locally and nationally identifying those that will enhance the teams work
31. Undertake mandatory and statutory training.
32. Act as a mentor to students assessing competency against set standards as requested if appropriately qualified.
33. Accept and delegate tasks appropriately.
34. The post holder shall as necessary provide cover for and undertake duties of absent colleagues.

**Generic Responsibilities for all staff:**

All post holders will agree to:

- Commit to the vision of supporting Mersey Care in becoming a leading organisation in the provision of community services, mental health care, addiction services and learning disability care, and in doing so fully utilise their skills and experience to support the objectives of the Trust.
- Role model the values of the Trust – Continuous Improvement, Accountability, Respectfulness, Enthusiasm and Support– in all activities and interactions with employees, service users and other stakeholders
- Challenge the stigma associated with mental health and learning difficulties.
- Comply with the Duty of Candour, defined by Francis as: 'The volunteering of all relevant information to persons who have or may have been harmed by the provision of services, whether or not the information has been requested and whether or not a complaint or a report about that provision has been made.'
- Work across professional and organisational boundaries to improve services for all.
- Maintain their specific knowledge base and develop new skills.
- Value the contribution of the patient/ service user voice.
- Operate within any organisational codes of practice or those from a relevant professional body.
- Respect equality and diversity across all areas of working practice and communications with staff, service users and other stakeholders.
- Take responsibility for the accurate and timely collection and recording of data and ensuring all personally identifiable information is protected and used only for the purposes for which it was intended.
- Comply with all health and safety legislation and local policies and procedures.
- Adhere to all organisational policies.
- Have knowledge and understanding of technology in the workplace which is sufficient to maintain their efficiency and also how technology can empower service users in a digital environment.
- Comply with the NHS Constitution in relation to the staff responsibilities that it sets out for NHS employees.
- Attend a one day Just and Learning & Civility and Respect training workshop.
- Be an ambassador for Just & Learning and Civility & Respect following the training.
- Positively advocate the just and learning culture within your team.
- Be a confident supporter and implementer of the Trust CARES Values including Civility & Respect within your team.
- Support their team/services to create a positive environment for Just and Learning Culture.
- Participate in Just and Learning Culture events.
- Bring Just and Learning Culture updates/information to the attention of team members and other MCT colleagues they work with.
- Support and encourage the sharing of concerns about the safety and quality of care with senior leaders with the aim of improving safety and quality.
- Actively participate in creating an open culture within your team so that concerns and difficulties can be discussed safely and respectfully.
- Speaking up in the event that they are exposed to incivility between colleagues in the workplace #iwillspeakup.

- Listening and understanding others who have concerns and taking a collaborative approach to work towards a solution to improve civility and respect.

This job description is intended as an outline indicator of general areas of activity and will be reviewed in light of the changing needs of the Trust in consultation with the postholder.

### **Safeguarding Children and Vulnerable Adults**

All Trust employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults. Familiarisation with and adherence to Trust Safeguarding policies is an essential requirement of all employees, as is participation in related mandatory/statutory training.

### **Equality and Diversity**

It is the responsibility of every member of staff to understand our equality and diversity commitments and statutory obligations under current equality legislation including the Equality Act 2010 and to:

- Act in ways that support equality and diversity and recognises the importance of people's rights in accordance with legislation, policies, procedures, and good practice.
- Valuing people as individuals and treating everyone with dignity and respect, consideration and without prejudice, respecting diversity and recognising people's expressed beliefs, preferences and choices in working with others and delivering appropriate services.
- Recognise and report behaviour that undermines equality under Trust policy.
- Be consciously aware of own behaviour and encourage the same levels of behaviour in colleagues.
- Acknowledge others' different perspectives and recognise the diverse needs and experiences of everyone they come into contact with.
- With the support of managers develop an equality and diversity objective through the personal development review process.

### **Infection Control**

All staff have both duty and responsibility to avoid and prevent the spread of infection as a consequence of any actions or activities they are carrying out during the course of their duties.

The post holder must:-

- Take all reasonable care to minimise the risk to service users, colleagues and members of the public (including themselves), of healthcare-associated infections.
- Co-operate with the Trust in ensuring that all statutory and mandatory requirements are complied with – in particular, compliance with the Health and Social Care Act 2008: Code of Practice for the prevention and control of healthcare-associated infections.
- Be knowledgeable of and compliant with, the Trust's infection control policies and procedures, which includes attendance at mandatory training.

### **Health and Safety**

All staff will be expected to take responsibility for their own health and wellbeing, safety and security and assist in maintaining a healthy, safe and secure working environment for everyone. They must not intentionally misuse or interfere with anything provided in the interests of health and safety e.g. misuse of equipment. It is a legal requirement that all employees attend training provided by the employer and report to their manager without delay, any accidents, incidents, and defects in equipment, plant or system of work which might endanger safety, health or security of which he/she becomes aware.

### Data Protection

It is a requirement of employment within Mersey Care NHS Foundation Trust that all staff must comply with the obligation of confidentiality to person identifiable information. The Data Protection Act 1998 safeguards the handling of information held in both electronic and manual filing systems and it is the duty of all staff employed by Mersey Care to uphold the principles of the Act.

### Freedom of Information Act

The Freedom of Information Act 2000 requires all public organisations to provide any member of the public, upon receipt of a written request, with the information they require, subject to certain exemptions. Every member of staff employed by Mersey Care NHS Foundation Trust must take responsibility for any request for information that they receive and respond in line with Mersey Care's Freedom of Information Policy and guidance.

All staff employed by Mersey Care must adhere to the standards of record keeping outlined in Mersey Care's Records Management Policy and guidance documents.

**Appropriately qualified medical and non-medical prescribers** will be supported by the Trust to maintain their competence and undertake relevant continuing professional development as identified in their Performance Appraisal. You are responsible for evidencing competence in relation to your prescribing. Qualified medical and non-medical prescribers are required to maintain the necessary standard of practice and failure to do so may result in the removal of prescribing

## PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS:</b>	<ul style="list-style-type: none"> <li>Registered Practitioner</li> </ul>	<ul style="list-style-type: none"> <li>Mentor/teaching qualification or equivalent or equivalent work based experience</li> </ul>
<b>KNOWLEDGE/ EXPERIENCE:</b>	<ul style="list-style-type: none"> <li>Evidence of clinical experience in relevant field.</li> </ul>	<ul style="list-style-type: none"> <li>Clinical supervision experience</li> </ul>
<b>VALUES:</b>	<ul style="list-style-type: none"> <li>Continuous Improvement</li> <li>Accountability</li> <li>Respectfulness</li> <li>Enthusiasm</li> <li>Support</li> <li>High professional standards</li> <li>Responsive to service users</li> <li>Engaging leadership style</li> <li>Strong customer service belief</li> <li>Transparency and honesty</li> <li>Discreet</li> <li>Change oriented</li> </ul>	

<b>SKILLS:</b>	<ul style="list-style-type: none"><li>• Awareness of Clinical Governance, patient group directions and associated policies</li><li>• Understanding of audit process</li><li>• Excellent communication, organisational and interpersonal skills</li><li>• Conflict resolution</li><li>• IT literate</li><li>• Work as a member of a team</li><li>• Ability to travel to work across boundaries</li></ul>	<ul style="list-style-type: none"><li>• Understanding of local and national quality initiatives</li></ul>
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