

## HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST

### JOB DESCRIPTION

<b>Job Title:</b>	Community Mental Health Practitioner – placements
<b>Grade/Band:</b>	Band 6
<b>Department:</b>	South West Adult Community Mental Health Service
<b>Responsible to:</b>	Community Services Manager
<b>Accountable to:</b>	Service Line Lead
<b>Base:</b>	Colne House, Watford. Travel to other Trust properties will be required.

#### Hertfordshire Partnerships University Foundation Trust

- Hertfordshire Partnership University NHS Foundation Trust (HPFT) is an exceptional organisation with big ambitions, our aim is to be the leading provider of mental health and specialist learning disability services in the country.
- With a workforce of c. 3,000 and an annual income of c. £200m, the Trust is organised across three Strategic Business Units and provides integrated health and social care services through a large network of community and inpatient settings, serving diverse communities across Hertfordshire, Norfolk, North Essex and Buckinghamshire. As a university trust, HPFT continues to develop strong links with the University of Hertfordshire providing excellent learning and development opportunities, as well as strengthening our clinical research capability.
- Whilst it is a challenging period for the NHS, there has never been a more exciting time to join HPFT following our CQC rating of Outstanding awarded to us in April 2019. We are on our “Good to Great” journey as we continue to innovate, improve, transform and



ultimately deliver the very highest standards of care to the service users and communities that we serve.

## **Our Services**

We provide mental health and social care services - including Adults of Working Age, Older Adults, Children and Adolescents and Specialist Learning Disabilities services.

The Trust works in close partnership with Hertfordshire County Council and also with other NHS organisations to promote and support mental health in the community. We also provide specialist learning disability services in Norfolk and North Essex.

The Trust provides:

- Community Services including local teams for mental health
- Acute and Rehabilitation Services including inpatient services and crisis team
- Specialist Services such as mental health services for older people, eating disorders, and our mother and baby unit
- Learning Disability and Forensic Services

## **Our Mission**

We help people of all ages live their lives to their full potential by supporting them to keep mentally and physically well.

Everything we do is aimed at providing consistently high quality, joined up care, support and treatment that:

- Empowers individuals to manage their mental and physical wellbeing
- Keeps people safe from avoidable harm
- Is effective and ensures the very best clinical and individual recovery outcomes
- Provides the best possible experience

## **Our Vision**

Our conversations with service users, carers, staff, commissioners and the wider communities we serve have informed a simple but ambitious vision:

***“Delivering great care, achieving great outcomes - together”***

We will achieve our vision by:

- Putting the people who need our care, support and treatment at the heart of everything we do - always
- Consistently achieving the outcomes that matter to the individuals who use our services, and their families and carers, by working in partnership with them and others who support them
- Providing the very best experience of joined-up care in line with what service users and carers have told us makes ‘Great Care’

## **Values and Behaviours**

Our values and behaviours have been developed by over 800 service users, carers and members of staff. They describe how we aim to be with service users, carers and each other. By living our values we will deliver our ambition to be a leading provider for everyone we work with.

	<i>we are...</i>	<i>you feel...</i>
<b>Our Values</b>	<b>Welcoming</b>	✔ Valued as an individual
	<b>Kind</b>	✔ Cared for
	<b>Positive</b>	✔ Supported and included
	<b>Respectful</b>	✔ Listened to and heard
	<b>Professional</b>	✔ Safe and confident

### **Our values set the tone for:**

- The way we plan and make decisions.
- The way we behave with service users and each other.
- The kind of colleagues we recruit.
- The way we induct, appraise and develop our staff

### **Job Summary:**

We have a fantastic opportunity for a compassionate, enthusiastic and committed worker to join our multi-disciplinary team in Watford Adult Community Mental Health Service working for the South West of Hertfordshire. We are seeking an autonomous professional with an ability to think both creatively and strategically to predominantly work with our cohort of service users in placements but also on occasion with those requiring support to avoid homelessness.

If successful you will be joining a busy and vibrant team who foster a strong team ethic who are supportive of each other and have a commitment to improving the lives of service users and carers experiencing mental illness.

- The post holder will require a professional registration for social work, nursing or occupational therapy to undertake this role and to act within the appropriate professional code of conduct at all times.
- The post holder will act as the Care coordinator for service users in funded social care and health placements.
- The post-holder will be responsible for ensuring that an individualised comprehensive assessment and Care Management service is effectively delivered in line with operational and service delivery requirements.
- Responsibilities include the clinical and operational supervision of Support Time and Recovery staff and students as delegated by the team manager.
- You will lead for delivering a quality service that is effective and efficient in line with the organisations objectives and performance indicators.
- You will contribute to strategic service development, working collaboratively with other agencies.

- You will work co-productively with service users in placements with complex health presentations, promoting their recovery and developing their support plans to enable them to lead fulfilling lives.
- The post holder will work in partnership with Health and social care professionals from other agencies and organisations
- The post holder will work at all times to promote the safety and the wellbeing of service users and their families/carers.

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

### **Key Relationships:**

- Service Manager/Team Leader
- Service users and their carers
- Consultant Psychiatrists and Care Coordinators
- Placement Advisors
- Placement providers - Managers and Staff
- Accommodation and Placement STaR worker

### **Duties and Responsibilities:**

#### **Service User Care**

- To carry a clinical caseload and act as Care Coordinator, adhering to the CPA policy for all those in funded Health and Social care placements.
- To undertake comprehensive assessments of health needs and risk (including capacity assessments) and develop care plans (Wellbeing plans) in accordance with identified needs in line with the Care Act 2014, based on prevention, wellbeing and Recovery Principles.
- To carry out joint reviews with other multi-disciplinary teams and placement workers as required.
- To be aware of and comply with mental health related legislation and practice policy at all times.
- To provide relevant up to date evidence based information about treatment and intervention that enables service users to make informed choices about their care.
- To make reactive recommendations as necessary when working alone in the community.
- To maintain robust clinical records and prepare reports as required.
- To provide and facilitate specialist help and advice to other professionals agencies and carers.

#### **Analytical and Judgemental**

- The post holder will be able to undertake assessment of need of service users who meets the service eligibility criteria.
- To formulate a care plan and risk assessment, review its effectiveness and re-plan using evidence based interventions to best effect in

partnership with the service user and where appropriate, with family and carers.

- The post holder will be expected to identify and respond to acute presentations in order to manage risk and promote the safety and well-being of the service user.
- Utilise clinical judgement to evaluate service user's physical and psychological responses to treatment and care.
- To initiate, plan and deliver effective risk management systems within the clinical area.
- To ensure a consistent and timely response to safeguarding cases in line with departmental procedures.
- To provide a responsive effective service to individuals in crisis.

### **Planning and Organisation**

- To plan, organise and prioritise resources and tasks on a daily basis to meet service and organisational needs.
- To work in conjunction with and alongside colleagues and partners within the organisation.
- To plan and deliver treatment interventions in line with Best Practice and local and National Guidelines.
- To act as a Care Coordinator ensuring high quality care delivery at all times.
- To take a leading role in designated projects/service development as allocated.
- To support the line manager/service line lead in the effective and timely management of complaints and serious untoward incidents.
- To plan, develop and deliver training to others as needed.

### **Physical & Emotional Working Conditions and Environment**

- Document service user care by recording information on electronic care record, demonstrating keyboard skills.
- To have the ability to sit with service users for extended periods of time, often within pressurised circumstances and to sustain frequent, intense concentration.
- To be adaptable to the physical environment, particularly when meeting service users in their homes, continually being aware of Trust Health & Safety Policies within this context.
- Ability to cope with the physical demands of frequent travel across the Trust.
- To drive own vehicle between bases.
- The post holder may be involved in physical procedures including administration of oral and injectable medications, the storage and transportation of them, and the monitoring of people's physical responses to medications, such as blood pressure, glucose and weight monitoring.
- The post holder will be expected to drive between appointments across a wide geographical area in order to manage numerous visits each day, across the west and south of the county and occasionally further.

- The post holder will be expected to share office space in a hot desk arrangement and work in an open plan environment. Visits to service users occur mainly within their own homes and can therefore include exposure to a range of environments.
- Work frequently in distressing, challenging and emotionally demanding situations requiring mental effort to undertake duties effectively.
- The post holder may be exposed to unpleasant and distressing working conditions; some service users may exhibit aggressive and abusive behaviour.

### **Information Resources**

- To gather and record statistical data relevant to service provision and development and to input data as required. This is carried out in order to provide statistical data for research and audit for the service.
- To provide relevant data on treatment provision required by HPFT, whilst complying with the Data Protection Act 1984.
- To maintain effective service user records primarily within the Trust Electronic Patient Record Tool in line with Trust and professional policies and procedures, to include electronic diary entries and computerised data base system to facilitate collection of statistical information.

### **Leadership and Staff Management Responsibility**

- To provide effective professional supervision of junior staff and students assessing proficiencies of practice as required.
- To maintain one's own Professional Registration and development.
- To actively participate in and seek clinical and professional supervision and appraisal in line with organisational policy.

### **Financial Responsibility**

- To ensure effective and economic use of resources available.
- To comply with the relevant Trust and service financial policies and procedures.

### **Service Development and Improvement**

- To remain up to date concerning relevant clinical, social and legal issues.
- To be aware of relevant research findings and assist the Team Leader in the development of the team, incorporating evidence based practice.
- To adhere to quality initiatives compatible with national targets and local standards applicable to practice.
- To be involved in the development and use of quality assurance systems contributing to and participating in audits/outcomes, evaluation and lesson learning.

### **Communications**

- To support the Leadership team in establishing and maintaining effective inter-team and inter agency communication.
- To provide effective liaison/communication throughout the care pathway to service users, their carers and others, responding sensitively to all needs especially in highly emotive settings.

### **Additional Information:**

### **Knowledge and Skills Framework:**

The post holder will be expected to meet the requirements of the NHS Knowledge and Skills Framework (KSF) appropriate outline for the post.  
*Approved outlines are available on the HPT e-ksf local library*

### **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 University NHS Foundation Trust is committed to providing an environment where all staff, service users and carers enjoy equality of access, provision, opportunity and outcomes.

The Trust works to eliminate all forms of discrimination and recognise that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

Providing equality of opportunity means understanding and appreciating the diversity of our staff, service users & carers and ensuring a supportive environment free from harassment. As a result Hertfordshire Partnership University NHS Foundation Trust actively encourages its staff to challenge discrimination and promote equality of opportunity for all.

## **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 all staff to ensure that they act as a role model, by upholding the principle of a leading mental Trust. 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 post holder must be competent in using IT and have the relevant skills to carry out the activities required for the post.

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 Trustspace).

## **Safeguarding Adults and Children**

The Trust is committed to ensuring adults and children are protected and come to no harm from abuse. All employees have a responsibility to be aware of national and local policies, their individual responsibilities with regards to the protection and safeguarding of both adults and children, and must adhere to them at all times.

## **Organisational Change**

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

## **Flexible Working**

The Trust believes that its staff members are its most valuable asset and is committed to attracting and retaining the very best, and utilising all the talent and experience available. The Trust recognises the importance of helping its employees balance their work and home life by offering flexible working arrangements that enable them to balance their working life with other priorities, including parental and other caring responsibilities, life-long learning, charity work, leisure activities and other interests.

## **Health and Safety**

All post holders have a responsibility, under the Health and 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.

**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.



**PERSON SPECIFICATION**

Job Title: Community Mental Health Practitioner Band 6

Department: SW ACMHS

Date last reviewed: February 2020

CRITERIA	ESSENTIAL	DESIRABLE
<p><b>QUALIFICATIONS/ EDUCATION/ TRAINING</b></p> <p>Registered mental health professional appropriate to the job role (nursing, OT, SW)</p> <p>Completion of metentorship /preceptorship Course/ENB equivalent, or intention to complete</p> <p>Evidence of continuous professional development</p>	<p>A</p> <p>A</p>	<p>A</p>
<p><b>PREVIOUS EXPERIENCE</b></p> <p>Minimum of at least 2 years post-registration experience</p>	<p>A</p>	

Previous experience of working in the community/primary care setting	A	
Experience of working alongside people with complex mental health problems	A/I	
Experience of assessment of biopsychosocial needs	A/I	
Experience of commissioning social care packages	A	
Experience of supervising staff	A/I	
Experience of providing a range of clinical interventions to people in the designated care group with a variety of health problems	A/I	
Experience of working consultatively with professionals	A/I	
Experience of conducting clinical assessments including risk assessments	A	
Experience and knowledge of safeguarding process	A	
Experience of partnership working within and across various statutory and non statutory teams and agencies	A	
Experience of working within the CPA process	A	
Experience of delivery teaching sessions to colleagues and professionals		A
<b>SKILLS/ KNOWLEDGE/ ABILITY</b>		
Excellent written and oral communication skills	A/I	
Ability to communicate in a clear and unambiguous way	A/I	
Excellent negotiation and conflict resolution skills	A/I	
Ability to develop effective professional relationships with others	A	

<p>Ability to develop good therapeutic relationships</p> <p>Establish and maintain communication with individuals, families, carers and groups about difficult or complex matters overcoming any differences in communication</p> <p>Develop own skills and knowledge and provide information to others to help their development</p> <p>Participate in partnership working with individuals, groups, communities and agencies</p> <p>Ability to formulate community care plans, based on relevant models</p> <p>Ability to maintain high standards of record-keeping, including accurate data entry and recording.</p> <p>Up to date knowledge of relevant legislation, ethical issues, strategic frameworks and current guidelines regarding the range of presenting problems in adult mental health, their implications for both practices and clinical management</p>	<p>A</p> <p>A/I</p> <p>A</p> <p>A/I</p> <p>A</p> <p>A</p> <p>A/I</p>	
<p><b>ANALYTICAL SKILLS</b></p> <p>Able to work autonomously, setting appropriate goals in accordance with professional, ethical guidelines and Trust policies.</p> <p>Work within the spheres of own professional responsibilities and escalate clinical and operational concerns to senior clinical and operational management in a timely way as and when required</p>	<p>A</p> <p>I</p>	
<p><b>PHYSICAL SKILLS</b></p> <p>Computer literacy</p> <p>Car driver (unless you have a</p>	<p>A</p>	

disability as defined by Equality Act 2010 which prevents you from driving)	A	
<b>PHYSICAL EFFORT</b> Car travel between work bases and placement settings, relevant meetings Moderate /light moving and handling	A A	
<b>MENTAL EFFORT</b> Regular requirement to concentration, frequency and consequences of interruptions	A	
<b>EMOTIONAL EFFORT</b> Regular requirement to deal with distressing or emotionally charged situations	A	
<b>ADDITIONAL INFORMATION</b> <b>Values/Motivational/ Personal Qualities/Diversity</b> <ul style="list-style-type: none"> <li>• Welcoming</li> <li>• Kind</li> <li>• Positive</li> <li>• Respectful</li> <li>• Professional</li> </ul>	A/I	



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