

HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST

JOB DESCRIPTION FORMAT

Job Title:	Community Mental Health Nurse – Crisis Resolution & Home Treatment Team (CRHTT)
Grade/Band:	Band 6
Department:	Acute (Mental Health) – SW CRHTT
Responsible to:	Team Leader
Accountable to:	Acute Service Manager/CRHTT Manager
Base:	Colne House, Watford

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>
Our Values	Welcoming	✔ Valued as an individual
	Kind	✔ Cared for
	Positive	✔ Supported and included
	Respectful	✔ Listened to and heard
	Professional	✔ 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:

The post holder will support the Team Leader in the development and implementation of a multi-professional Crisis Resolution/Home Treatment Team providing a high-quality service to meet the needs of people in acute phases of mental illness, and their carers. To ensure the efficient and effective running of the team, providing Leadership and supervision within the multi-disciplinary staff group as appropriate.

The post holder will undertake urgent assessments of people with mental health problems in acute crisis and where appropriate provide intensive community-based treatment/support services as an alternative to in-patient admission. The service will be available 24 hours a day, 365 days a year.

The post holder will be responsible for helping to establish and maintain team systems and processes for effective team working and processes, including outcome measures and audits under the direction of the Team Manager

This section should also include:

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

Key Relationships:

1. Communication and Relationships

1.1. To support the Team Leader in establishing and maintaining effective inter-team and inter-agency communication

1.2 To provide effective liaison/communication relating to referral and admission to, and discharge from the CRHT Team across in-patient and community service

1.3 Maintain effective joint working with Sector ACMHSs, PATH and other community – based teams according to local circumstances

1.4 Ensure that all relevant information regarding client care is communicated to the appropriate persons within and outside the team, bringing to the CRHT Team Manager's attention issues of concern regarding practice or workload

1.5 Ensure effective communications with relatives, visitors, voluntary organisations and the general public, thus encouraging participation in Care delivery. To respond sensitively to the needs of relatives and carers, often in a highly emotive setting.

1.6 To liaise with other professionals in relation to client care, actively participating in care planning and review meetings, and attending case conferences as appropriate.

1.7 To advise others as to the role and practices of the CRHTT

1.8 To maintain positive working relationships and clear communications with team members and other professionals

2. Analytical and Judgemental

2.1 To assess clients meeting defined referral criteria as per CRHTT and local Operational Policies

2.2 Carry out Risk Assessment and Management activities

2.3 To plan, implement and evaluate programmes of care for clients in crisis with acute mental health problems in the community, and to coordinate activities with other professionals and agencies.

3. Planning and Organisation

3.1 Allocate and re-allocate tasks or staff on a daily basis to meet organisational and workload requirements, and in response to urgent, unplanned client activity, to ensure that rapid response, assessment and intensive home treatment is a reality

3.2 To assist the Team Leader in the effective day to day management of the team, including, e.g., Duty Rota, time worked and annual leave, thus ensuring appropriate skill mix at all times.

3.3 To stand in for the Team Leader as required

3.4 To assist the CRHTT Leader in the appointment, orientation and induction of new staff

3.5 To be aware of and to comply with relevant mental health and work-related legislation at all times

3.6 To support the co-ordination, liaison and integration of activities from other services or agencies in the provision of a CPA package

3.7 Carry out service activities in line with the CRHTT Operational Policy

3.8 Support the provision of a flexible and responsive service, initially from 09.00 am to 9.00 pm, 7 days a week

3.9 Support the Team Leader in the effective and timely management of complaints and Serious Adverse Events should they arise

4. Physical Skills

4.1 Must be able to drive a motor car in the performance of CRHTT duties

4.2 Document CRHTT and work-related activities and write reports both electronically and by hand

4.3 Use computerised information systems

5. Patient/Client Care

5.1 To ensure the effective use of supervising and administering medication and monitoring therapeutic and adverse effects of prescribed medication as per Trust, CRHTT and NMC Policies and guidelines; ensure stock medication is maintained as per policy.

5.2 To remain updated on all relevant aspects of psychotropic medication

5.3 To maintain client records, care plans and other documentation in line with Trust, CRHTT and NMC policies

5.4 To attend training to meet individual professional development and general service needs, as identified through supervision with the Team Leader

5.5 To comply at all times with the NMC Code of Professional Conduct, and to maintain current registration

5.6 To comply with Risk Management policy and practice

5.7 Comply fully with Trust Policies and Procedures and the principles of Practice Governance

5. Policy and Service

6.1 To be conversant with and adhere to relevant Trust and CRHTT policies and procedures

6.2 To perform other duties as may be necessary for the maintenance and development of the service as policy and circumstances change

6.3 Implement and adhere to Operational Policies and protocols related to effective CRHTT work

6.4 Ensure adherence to relevant Quality and Best Practise procedures

6.5 To meet the requirements of the Mental Health Act (1983, and successors), and CPA legislation; assume Care-Co-ordinator responsibilities

7. Financial and Physical resources

7.1 To assist the Team Leader to manage the team budget effectively

7.2 Comply with relevant Trust and Team financial policies and procedures

7.3 Ensure cost effective and efficient use of team and Trust resources

8. Human Resources

8.1 Maintain one's own Professional registration and development

8.2 Assist the Team Leader in monitoring and Management of staff sickness/absence

8.3 To actively participate in the role of practice supervisor for student nurses and other trainee professionals on placement with the team; to actively participate in teaching programmes for trainee professionals and team members

8.4 To actively participate in and seek clinical and professional development supervision and appraisal as defined by the operational policy and negotiated individual needs

8.5 To provide clinical supervision to junior members of the team as per policy

8.6 To participate in on-call arrangements as part of the out-of-hours service.

9. Information Resources

9.1 Participate in the production of team/service activity reports, audits and data collection

9.2 Input comprehensive, timely and accurate information on own and team activity and performance as and how required

10 Research and Development

10.1 To remain up to date concerning relevant clinical, social and legal issues. To be aware of relevant research findings and assist the CRHTT Leader in the development of the team, incorporating evidence-based practice

10.2 Ensure adherence to agreed quality standards and implement best practice initiatives

10.3 Respond appropriately to all reported accidents/incidents/near misses following agreed Trust procedures

10.4 Participate in audit processes agreed for CRHTT

11 Freedom to Act

11.1 To work autonomously within grade boundaries, and under the managerial supervision of the Team Leader, within the remit of the relevant Trust Operational and other Policies and protocols

11.2 Act for, or on behalf of the Team Leader as required

ADDITIONAL INFORMATION

1. Physical effort

1.1 Work in both community and office settings, often in clients' homes. A mixture of standing and sitting as well as talking. Car owner/driver essential

2. Mental Effort

2.1 Work in both office and community settings in meetings and discussions that require a high level of sustained mental concentration; there may be disruption and interruptions which are unpredictable

2.2 Working frequently to timescales and deadlines

3. Emotional effort

3.1 Work frequently in distressing, challenging and emotionally demanding situations requiring mental effort to undertake duties effectively

4. Working Conditions

4.1 Subject to review, work will be predominantly at night, with regular exposure to days. Clients will be in acute distress, which means that the post holder may be frequently exposed to unpleasant and distressing working conditions; some clients may exhibit aggressive and abusive behaviour.

VARIATION

This job description will be subject to review from time to time. Any amendments will be made in consultation with the post holder. It is not intended as an inflexible or finite list of duties and responsibilities.

Additional Information:

The following statement forms part of all job descriptions:-

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

The person specification must detail the level at which a person should have reached before you recruit them. You should use the dimensions and levels for the second gateway subset of the relevant KSF outline to assist with developing the person specification.

Successful candidates MUST have the potential to achieve the knowledge and skills requirements of their second gateway.

Job Title: Community Mental Health Nurse –

Department: South West Crisis Resolution & Home
Treatment Team (SW CRHTT) – Watford

Grade/Band: Band 6

Hours: 37.5 hours per week and some on call duties may be required.
The postholder will work shifts and weekends where necessary.
The postholder might be required to work and night shifts to support the CRHTT Night service

	<ul style="list-style-type: none"> • Multi-professional working/case management • Ability to use computer skills for entering clinical notes on the electronic patient records, driving, utilise the keyboard to manipulate spreadsheets, etc., clinical skills • Ability to deal with distressing circumstances and challenging behaviour. • ability to concentrate, frequency and consequences of interruptions. Include if the patient group has limited understanding or challenging behaviour. • Experience with risk assessment in an acute / community setting. • Ability to work well in a team setting. • Ability to cope with an unpredictable work pattern, deal with distressing or emotionally charged situations and frequent interruptions • Understanding of legal framework and social factors involved in community care. • Supervision skills. 	
Physical requirements	<ul style="list-style-type: none"> • Ability to access buildings with stairs. • Ability to access buildings with stairs, Including office or ward base, amount of travel, main work location, e.g. in patient homes. 	
Personal qualities	<ul style="list-style-type: none"> • Ability to work flexibly according to client/service needs. • Receptive to changing environments and an ability to promote positive approaches to implementing changes according to service and client needs. • Leadership abilities. • Ability to remain calm in difficult situations. • A positive approach to work. • Attention to detail 	
Other requirements	Car driver (unless you have a disability as defined by the Equality Act 2010, which	Car owner

	prevents you from driving)	
ADDITIONAL INFORMATION Values/Motivational/Personal Qualities/Diversity <ul style="list-style-type: none"> • Welcoming • Kind • Positive • Respectful 	A/I/T	A/I/T

A- Application Form

I – Interview

T – Test



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