

Job Description

Post Title	Senior Mental Health Nurse Practitioner/Clinical Lead
Band	7
Directorate	Urgent Care
Location/Base	GMMH All age 24/7 Crisis Helpline
Responsible to	Team Manager
Accountable to	Strategic Lead for Urgent Care

Main Duties & Responsibilities

Heading	Duty/Responsibility
Clinical	<ul style="list-style-type: none"> • To provide senior support alongside the Team Manager. • To prioritise calls based on clinical need and urgency to ensure the team respond in a timely manner and that there is a balance in workload between individual clinicians. • To undertake comprehensive and collaborative bio-psychosocial and risk assessments based on an acknowledgement of service user values, choices, and diversity of needs. • To focus on service-user strengths and needs to develop individualised safety plans where appropriate which addresses needs identified and ensures that safety is maintained whilst promoting the practice of positive risk and least restrictive practice. • To undertake post self-harm psychosocial assessments in view of national and local good practice guidance around working with the service user group. • To involve and communicate clearly with service-users, carers and other relevant investors in the development of management plans and with due regard to legal and professional standards around confidentiality and information governance policy. • To maintain accurate, relevant, and contemporaneous records of clinical assessments, contacts, and outcomes; utilising the Trust's electronic record keeping system and documentation is maintained where appropriate. • To be able to develop management plans in collaboration with care co coordinators, which clearly demonstrates the

consideration are explored least restrictive choices for service users and their carers, in collaboration with relevant research and evidence-based practice.

- To refer service users to the appropriate alternative least restrictive services for further assessment/support, the helpline as per business continuity plan holds Trusted Assessors status.
- To act as a positive role model and source of advice for junior members of staff within the team especially around assessment and management of service user needs.
- To possess an in-depth knowledge of the Mental Health Act 1983 (2007) and the Mental Capacity Act (2005) and to utilise this knowledge in the management of service users and in an advisory capacity.
- To utilise knowledge around dual diagnosis and working with service users who have substance misuse needs and mental health concerns.
- To contribute to the delivery and ongoing development of educational and training programmes, which may be both formal and informal in format.
- To be able to assess service users of all ages as the service is an ageless service.
- The Crisis line is involved with numerous GM Led projects, namely the Nwas Emergency operational Command initiative and the GM Clinical Assessment Service (CAS).
- The successful candidate will receive an introduction to these services and will be expected to lead and certain aspects of ongoing projects.
- Developing links with independent service providers.
- Maintain an up to date working knowledge of Mental Health Legislation, CPA procedure, safeguarding and risk management.

	<ul style="list-style-type: none"> • Undertake risk assessment and risk management to an exemplary standard to promote patient safety in line with Trust Policy and Procedure. • Maintain timely and accurate clinical records including inputting data into clinical information systems and local recording systems. • Participate in supervision, appraisal and training required to maintain clinical competence. • Engage in Team meetings. • Work closely with Community Multi-disciplinary teams. • Be able to communicate effectively and fluently to other professionals and signpost where necessary. • To work within own professional Code of Conduct and within GMMH Policies and Procedures. • To be responsible for their own personal and professional development, as identified through supervision and the personal development process.
Audit, Research and Development	<ul style="list-style-type: none"> • To support the Team Manager in contributing to audit processes within the service. • To contribute to collation, interpretation, and presentation of service activity monitoring data with the Team Manager to help improve service delivery and standards. • To contribute to the development, implementation, monitoring, and evaluation of standards of care provided by the service. • To contribute to the development of local protocols and shared policies/protocols for nursing care within remit of EOC and within the scope of GMMH policy surrounding this.
Professional	<ul style="list-style-type: none"> • To always adhere to NMC Professional Code of Conduct or recognised professional body. • To ensure appropriate level of supervision is provided and maintained to junior staff members and if any concerns are identified promptly and appropriately with the appropriate individual/supervisor.

	<ul style="list-style-type: none"> • To ensure that the post holder always practices within their own competency and clinical skill set. • To obtain and utilise clinical supervision as per Trust policy
Education and Training	<ul style="list-style-type: none"> • To take responsibility to ensure Personal Development Plans and personal Portfolio are maintained. • To develop and implement orientation and induction programmes for new staff, ensuring they are relevant and consistent with their role. • To act as mentor to all including student nurses allocated to team and ensure that mandatory updates around maintaining competency in this area are completed. • To maintain own knowledge and skill base as part of individual Continuing Professional Development as relevant to this area of practice. • To demonstrate practical application of evidence-based knowledge and skills used in daily practice. • To ensure attendance of GMMH mandatory updates are maintained as required by Trust policy.
Health and Safety	<ul style="list-style-type: none"> • To have responsibility to ensure that GMMH Health and Safety Policies are always adhered to. • To have a sound knowledge of the relevant legislation around Health and Safety issues in the workplace, derived from Trust mandatory training. • To ensure that Health and Safety problems are identified promptly, and action taken to address these. • To report incidents/accidents via DATIX system. • To not interfere with equipment provided to ensure Health and Safety. • To recognise when tasks or repairs beyond their sphere of competence.
Responsibilities and Accountabilities	<ul style="list-style-type: none"> • To contribute to the identification of service specific risks with Team Manager.

	<ul style="list-style-type: none"> • To ensure high standards of care are maintained by ensuring safety in practice daily. • Take a pro-active role in identifying risks and acting on the results to resolve problems at source wherever possible bearing in mind resources and priorities and liaising with Line Management. • Take part in risk management practices, both clinical and non-clinical in line with the Trust Risk Management Strategy. • Openly and honestly report actual and potential incidents utilising DATIX reporting system and participate in developing systems to identify, record and respond to near misses. • To adhere to legal requirements around confidentiality of patient-identifiable-information and maintain own knowledge around professionals' duty with regards to maintaining confidentiality.
<p>Performance Management</p>	<ul style="list-style-type: none"> • To ensure that junior staff and other colleagues working within the helpline are aware of and adhere to standards of practice specifically related to urgent care working. • To ensure that the post holder responds to referrals within national set targets and to local standards relating to service response times. • To ensure that up to date knowledge of standards relevant to Urgent Care are maintained and disseminated to junior members of the team. • To support team manager in maintaining records of team activity and achieving standards of practice identified in Trust policy.
<p>Service and Clinical Governance</p>	<ul style="list-style-type: none"> • To ensure that voice mails are responded to within 20 minutes. • To ensure that accurate and relevant documentation of clinical assessment or contact is completed in a timely manner to facilitate a comfortable and appropriate pathway for service users. • To ensure that clinical assessment is recorded on the GMMH Clinical Risk Assessment Tool.

	<ul style="list-style-type: none"> • To ensure the outcome of an assessment is communicated, if appropriate, as rapidly as possible to other health and social care professionals involved. • To ensure there is effective and continuous communication with the team,
<p>Trust Mandatory On-going Requirements - to be met by the candidate after commencing in post, these will not be assessed at the recruitment stage</p>	<ul style="list-style-type: none"> • To undertake any other reasonable duty, when requested to do so by an appropriate Trust manager. • To understand and comply with all Trust policies, procedures, protocols, and guidelines. • To understand the Trusts Strategic Goals and how you can support them. • To understand the need to safeguarding children and vulnerable adults and adhere to all principles in effective safeguarding. • To carry out all duties and responsibilities of the post in accordance with Equal Opportunities, Equality and Diversity and dignity in care/work policies and principles. • To avoid unlawful discriminatory behaviour and actions when dealing with the colleagues, services users, members of the public and all stakeholders. • To access only information, where paper, electronic, or, in another media, which is authorised to you as part of the duties of your role. • Not to communicate to anyone or inside or outside the NHS, information relating to patients, services users, staff, contractors, or any information of a commercially sensitive nature, unless done in the normal course of carrying out the duties of the post and with appropriate permission. • To maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately, appropriately and kept up to date. • To ensure their day-to-day activities embrace sustainability and reduce the impact upon the environment by minimising waste and maximising recycling; saving energy; minimising water usage and reporting electrical faults, water leakages or other

	<p>environmental concerns to the facilities department or their line manager.</p> <ul style="list-style-type: none"> • Take reasonable care of the health and safety of yourself and other persons. • To contribute to the control of risk and to report any incident, accident or near miss. • To protect service users, visitors, and employees against the risk of acquiring health care associated infections. • To take responsibility for your own learning and development by recognising and taking advantage of all opportunities to learn in line with appraisal and supervision.
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Further Information for Postholder(s)

You would be joining an innovative and evolving, friendly and knowledgeable All age Crisis Helpline service? Do you enjoy varied working with an opportunity to develop your skills across a wide range of presenting complaints and age groups? If the answer is 'yes', then please read on.

An exciting opportunity has arisen for a motivated, enthusiastic, and knowledgeable Mental Health Senior Nurse Practitioner to join the Greater Manchester Mental Health Trust wide 24/7 All Age Crisis Helpline, based at the Prestwich site, Old Trust HQ.

The GMMH Crisis Helpline has been established since 2020 and operates over a 24-hour period. The team incorporates staff from different professional backgrounds, this includes Nurses, Social Workers, Occupational Therapist and Assistant Practitioners.

We are part of the wider GM shareholder networking initiative working alongside services such as NWAS/GMP and the wider GMMH organisation. If you like a busy yet supportive working environment, then please apply to join our thriving yet evolving team.

This job description is not exhaustive but is intended to give an overall picture of the role. Other duties within the general scope of the post may be required from time to time. The duties of the post and job description can be reviewed through the agreed process. All information obtained or held during the post-holder's period of employment that relates to the business of the Trust and its service users and employees will remain the property of the Trust. Information may be subject to disclosure under legislation at the Trust's discretion and in line with national rules on exemption.

All Trust sites have been designated a no smoking area. The post holder is therefore advised smoking is not permitted within the hospital premises or grounds or whilst representing the Trust in the course of their duty. While the Trust will not discriminate against employing smokers, all prospective employees should be aware of this policy.

The Successful candidate's will be required to base at both the Crisis line trust headquarters and NWAS EOC from time to time. The post holder will need to be flexible for this exciting secondment role and will need to have the ability to multitask along side the Team Manager.