

JOB DESCRIPTION

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| Post Title: | Crisis Resolution Home Treatment Team Practitioner Crisis Resolution Home Treatment Service |
| Grade: | Band 6 |
| Responsible to: | Service Manager |
| Professionally Accountable to: Experience | Executive Director of Nursing & Patient |

Job Purpose

As a registered practitioner, you are personally accountable for your professional practice and have a legal/professional responsibility to service users, colleagues, employers and self. The post holder will provide strong clinical leadership, ensuring evidence-based practice is delivered to shape and improve the quality of services. The post holder will be responsible for establishing operational and clinical service mechanisms that support safe high quality care throughout the twenty-four hour period. The post holder will present a professional image to promote a positive image for the trust to service users, carers and the community as a whole.

As a member of the Crisis Resolution Home Treatment Team, you will adopt the philosophy of the service and provide flexible, responsive, proactive and interactive assessment, care and management to individuals experiencing early signs of relapse or new acute phase mental illness. All interventions will be short term; solution- focused and build on maintaining the safety, wellbeing and empowerment of the service user and their carers/family during this period.

The team will provide a proven, research based, alternative to hospital admission, and where admission is required will act as gatekeeper to the admission, facilitate early discharge and 72 hour reviews. The post holder will be able to sustain a respectful, consistent and reliable therapeutic relationship with service users that enhances their ability to build social networks and work in partnership with Housing Association, Mental Health Teams, Support Networks, Primary Health Care Teams and other Statutory, Voluntary and Independent agencies, ensuring social inclusion for service users.

Clinical Professional Issues

1. The post holder will provide a professional role model for the delivery of high quality care.
2. Ensure evidence based practice and research awareness is used as the foundation for the assessment, planning, implementation and evaluation of care.
3. Maintain and develop knowledge of advances in professional practice, or theory in practice and act as the catalyst for innovation.
4. Promote service user and carer involvement, ensuring autonomy and choice are embedded into the philosophy of the clinical area.
5. The post holder will be responsible for ensuring that opportunities are provided to support service user/carer involvement in decision-making processes.
6. Ensure appropriate evidence based clinical risk assessments undertaken.
7. Ensure all service users have an up to date evidenced-based care plan that meets their needs.
8. The post holder will be aware of and work within all legislative requirements (Mental Health Act, Code of Practice, Human Rights Act, Disability Discrimination Act etc).
9. Ensure good practice is maintained by taking the lead in challenging practice that requires change or development, or that which does not meet required standards.
10. The post holder will demonstrate 'Expertise Knowledge' in their chosen speciality, ensuring this is disseminated in a constructive and effective way.
11. Use effective interpersonal skills that relate to service users, carers and team members on an equal basis.
12. Ensure a multi-professional/agency approach to care is maintained, valuing the interface of professional roles and responsibilities.
13. Communicate and coordinate with multidisciplinary teams, internal and external agencies, service users and carers, in the inpatient and community settings.
14. Promote the use of critical skills analysis and innovative approaches to ensure care is reviewed according to service user needs/perspectives.

15. Facilitate service user responsibility and choices for healthy living, and the ability to determine their own lifestyle within the notion of health promotion and health protection.
16. Post holder will have a high clinical profile that includes the provision of hands-on care, having a global overview of all care packages and clinical activities within a defined area.
17. Ensure trust professional guidelines are maintained for record keeping.
18. Post holder will ensure the Trust Policy for Clinical Supervision is implemented; this will include providing and receiving Clinical Supervision.
19. Post holder will proactively explore opportunities for, and take the lead on developing reflective practice within the clinical areas.
20. The post holder will actively explore opportunities to enhance health promotional interventions in their widest sense.
21. The post holder will ensure person-centred care is delivered.
22. Ensure where necessary the Child/Adult Safeguarding Procedures are followed.
23. Ensure that all providers of care throughout the health community are involved in planning, delivering and evaluation care where indicated.
24. Exercise professional accountability and responsibility, taking into account the actions of other professional who are responsible/ accountable to you.
25. Ensure care is delivered to incorporate health and social care policy.
26. Ensure care is delivered in a person centred manner ensuring gender, ethnic, cultural and spiritual needs of service users are adhered to.
27. Ensure carers/significant others are included in the planning implementation delivery and evaluation of care.
28. Demonstrate ability to weigh up the interests of service users in complex situations using professional knowledge, judgements and skills to enable you to account for the decisions you make, and the clinical leadership you provide for others.

Leadership & Management

1. Demonstrate the ability to apply leadership/managerial theory as appropriate.
2. Demonstrate an understanding of and the ability to apply change management processes and theory.
3. Empower all team members to participate in implementing change by using problem solving, considering potential conflicts and planning resolution.
4. Proactively manage conflict within a multi-professional team, ensuring the needs of service users are maintained.
5. Nurture a culture of respect for others, and an environment that values and is proactively respectful of ethnicity, gender, culture and individuality for service users and staff.
6. Ensure Trust policies, procedures, and legislative directives are adhered to, E.g. Equal Opportunities, Human Rights Act, Disability Discrimination Act, Race Relations, and Sex Discrimination etc.
7. Ensure service users/carers participate in developing and shaping the service where possible.
8. Ensure that awareness of clinical and resource management information is used analytically to inform decisions that meet service user, team and organisational objectives.
9. To support the budget to ensure all resources are managed effectively e.g. financial, staff, equipment, stock control etc.
10. Develop strategic thinking skills, promoting an umbrella view of clinical situations for the multi-professional team.
11. Chair clinical and non-clinical meetings as required.
12. Take the lead in Clinical Practice Development Project Groups.
13. Post holder will ensure good communication systems are in operation within the clinical area that support and enhance high quality care.

14. Post holder will deputise for the Clinical Lead during periods of annual/sick leave as required.
15. The post holder will take the lead in ensuring clinical and non-clinical risk management systems are operational within the clinical area, including Health & Safety at Work issues.
16. Post holder will support the development of Improving Working Lives Initiatives.
17. The post holder will participate in the on call system/duty system/home safe (lone working) system as required.
18. The post holder will receive management supervision from the Clinical Lead.
19. Post holder will ensure the Complaints Procedure is followed.
20. To support the budget holder in co-ordinating the clinical and operational budget allocation for the clinical area.

Clinical Governance/Quality Assurance

1. Support and contribute to the development and delivering the clinical governance agenda/plan.
2. Facilitate the development of evidence-based standards of care that include service users, carers and team members.
3. Support the development of the PALs Service and Service User Monitoring.
4. Identify and when necessary take the lead in developing clinical audit and research activity.
5. Ensure that reporting systems are in place for Performance Management issues.

Education and Development

1. Demonstrate the ability to monitor personal practice and uphold professional body's education/development requirements.
2. Promote a culture of Life Long Learning.
3. Ensure personal professional development promotes good practice, prevents poor practice and intervenes in unacceptable practice.

4. The post holder will ensure they and those responsible/accountable to them, function within the parameters of their professional role, extending and expanding these where appropriate to meet the service user's needs.
5. The post holder will ensure that the staff they are responsible for attend relevant statutory training as identified by the Trust.
6. The post holder will support the development of annual skills profiling of their team.
7. The post holder will be responsible for developing a learning environment/ culture ensuring adequate teaching opportunities are in place.
8. Through mentoring and coaching the post holder will actively participate in clinical practice development.
9. The post holder will receive and where necessary co-ordinate annual appraisals and supervision.

Other Issues

1. This job description will be reviewed annually with the post holder; alterations will only be made after consultation and agreement.
2. The post holder may be asked to undertake duties not directly highlighted within this job description. This will only be done when the skills and experience of the post holder meet the requirements of the role.
3. All employees must fulfil their responsibilities with respect to the Trust's Health & Safety Policy as outlined in paragraph 4.7 of the Trust's Policy.

Specialty Specific Requirements

1. To provide first line assessments of people experiencing acute mental health difficulties and act as gatekeepers to acute admissions.
2. To be able to rapidly assess people with mental health problems within a Four-hour response time when required.
3. To provide specialist crisis assessments looking at the focus being home-based care provision
4. To promote early discharge from acute psychiatric hospital wards by developing packages of treatment and support for service users in their own homes.

5. Due to the broad geographical area this post covers the post holder will need to be a car driver or to demonstrate that they can travel within the area, transporting Service Users as needed, without compromising service needs.
6. To develop and provide packages of treatment and support for service users in their own homes as an alternative to hospital admission.
7. The post holder will participate in a 24-hour seven-day week rota, including working nights.
8. To contribute to the training, development and supervision of students.
9. To act as a link worker to other agencies as needed e.g. Primary Care Community Teams, Mental Health Liaison, Wards and Day Services. This will include education and support as needed.
10. To participate in a duty system

Demanding nature of the Job

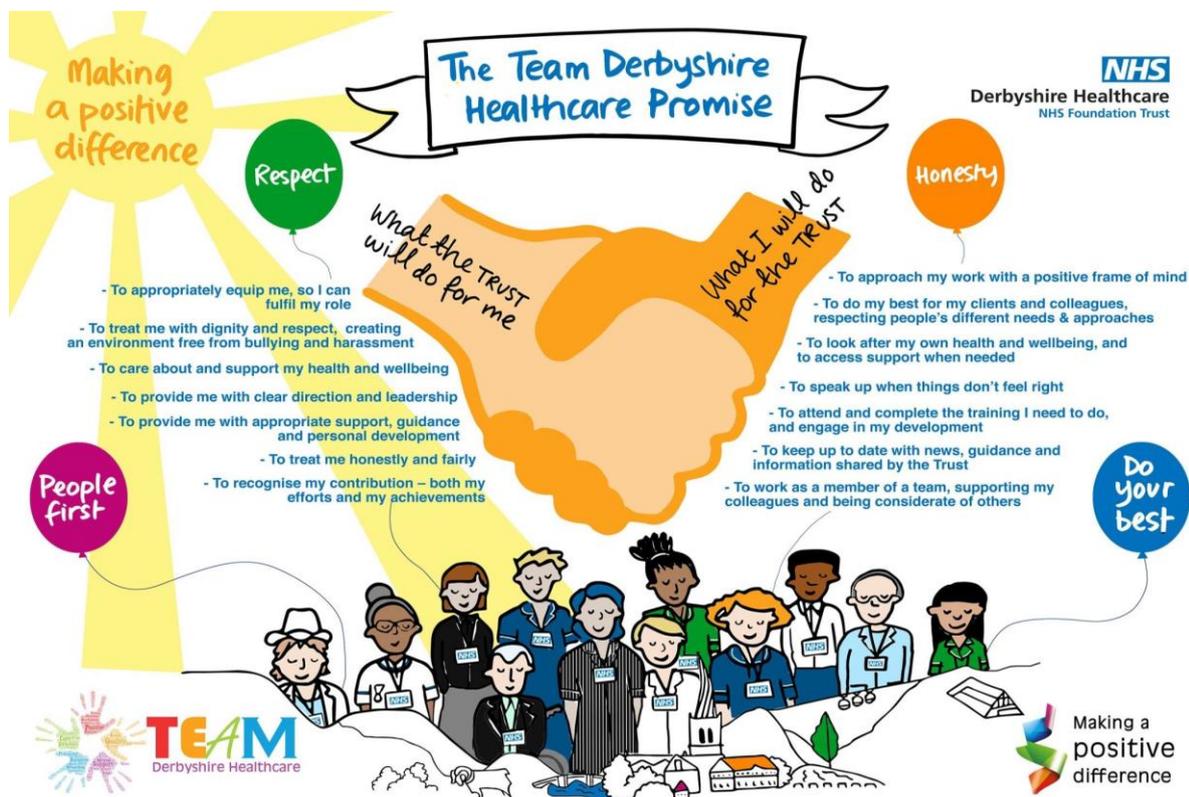
1. Ability to access & communicate accurate, timely clinical information, across a large geographical area.
2. Developing & maintaining links with other agencies.
3. Potential to feel isolated from the team due the large geographical area covered.
4. The post-holder will be expected to travel large distances in carrying out their job.
5. The post holder is expected to work with Service users in their homes and will need to be aware of potential hazards.
6. The post holder will be working with Service Users who have a severe mental illness and this can be challenging and demanding. They will therefore have to adopt appropriate support strategies.
7. The post holder is responsible for ensuring that they utilize local support systems as necessary e.g. manual handling, management of violence and aggression, lone worker policy etc.
8. Rapid Response to frequently unpredictable, clinical events and situations, necessitating flexibility, within a two-hour time span.

9. High-level assessment and formulation skills are paramount to respond to individuals in acute mental health distress, who are being considered for hospital admission.

10. The post-holder will be specialised in providing short-term, focused interventions, within a strengths and recovery model, aimed at de-escalation and maximising resilience to further mental health crises. An expectation to diffuse potential family hostilities and handle with tact and diplomacy, whilst maintaining positive regard and empathy for the service user and carer.

11. Expected to initiate co-working with other specialist providers in accordance with assessed need e.g. Learning Disabilities, Interpreter Services. The post-holder will be frequently required to work autonomously without direct supervision, within defined home treatment parameters. They will be expected to seek advice from clinical leads and managers.

Values



SAFEGUARDING CHILDREN & VULNERABLE ADULTS IS EVERYONE'S RESPONSIBILITY

All staff working within Derbyshire Healthcare NHS Foundation Trust who come into contact with children, young people and/or their families/carers, including those who are non-clinical and those who work predominantly with adults has a duty within their role and responsibility to ensure that they understand what is required of them as an individual and as part of the wider organisation in order to keep children and vulnerable adults safe.

As an employee of Derbyshire Healthcare NHS Foundation Trust you are required to adhere to the Trust's overriding value of putting "patients at the heart of everything we do". In recognising both the values expressed in the NHS Constitution and the Trust Values you will:

- Do your best
- People first
- Respect
- Honesty

Safeguarding – The action we take to promote the welfare of children and vulnerable adults and protect them from harm

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Information Governance

The Derbyshire Healthcare NHS Foundation Trust requires its staff to comply with Information Governance related standards and policies at all times when dealing with confidential information, which includes any information relating to the business of the Trust and it's service users and employees.

All NHS employees are bound by a duty of confidentiality and must conduct their duties in line with the NHS Confidentiality Code of Practice, Data Protection Act and Freedom of information Act.

Post-holders must maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately and kept up to date. The post-holder must only access information, whether paper, electronic or in other media, which is authorised to them as part of their duties.

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.

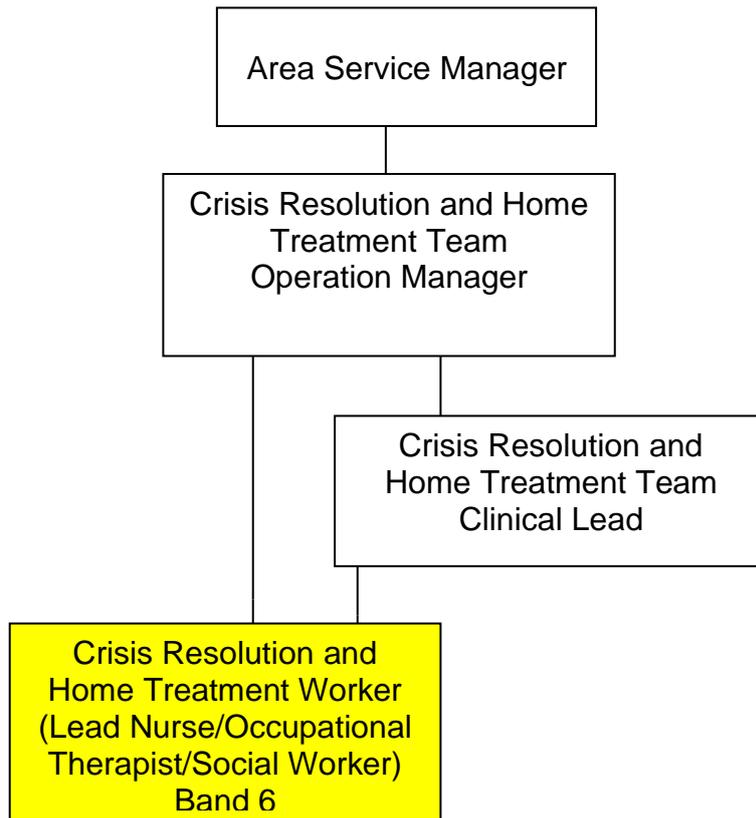
Any breach of confidentiality or computer misuse could lead to disciplinary action, and in serious cases could result in dismissal. Breaches after the post-holder's employment has ended could result in the Trust taking legal action against them.

Post-holders must ensure that they are aware of their responsibilities by attending the Trust Mandatory Training and Induction programme.

Infection Control

All staff have a responsibility to appraise themselves of how the prevention of the spread of infection relates to their role. They have a responsibility to ensure they are aware of Trust policies and procedures in relation to infection prevention and control, and ensure that they comply with them in fulfilling their role.

Organisational Chart



Job Description Agreement

Job Holder's Name

Signature Date

Senior Officer/Head of Department Name

Signature Date

Derbyshire Mental Health Services (NHS) Trust

PERSONAL SPECIFICATION:

| Crisis Resolution Home Treatment Worker Band 6 | Essential Criteria | Desirable Criteria | How Assessed |
|--|-----------------------|-----------------------|--------------|
| Education / Qualifications | | | |
| ◆ RN Part 3/13 (mental health) qualification | ◆ | | A |
| ◆ Registered Nurse Mental Health or Registered Occupational Therapist or Registered Social Worker. | ◆ | | A/I |
| ◆ Evidence of specialist training. | ◆ | | |
| ◆ Degree Level Education. | | ◆ | A/I |
| ◆ ENB 997/8, NVQ Assessor, CG 730 or equivalent (for nursing). | | ◆ | A |
| ◆ Evidence of up to date Personal Development Plan, Professional Portfolio. | ◆ | | A/I |
| ◆ Mentorship Qualification (nursing). | | ◆ | A |

| Experience / Skills | | | |
|---|---|--|-----|
| ◆ Demonstrate significant post registration clinical expertise in chosen specialty (minimum 2-3 years) | ◆ | | A/I |
| ◆ Demonstrate comprehensive knowledge and awareness of professional accountability and codes of conduct. | ◆ | | A/I |
| ◆ Demonstrate knowledge and expertise of assessment, formulation, care delivery and review in an acute mental health setting. | ◆ | | A/I |
| ◆ Demonstrate the ability to be able to work as part of a multidisciplinary clinical team | ◆ | | A/I |
| ◆ Demonstrate the ability to work in partnership with service receivers and carers in the assessment, planning, delivery and review of care | ◆ | | A/I |
| ◆ Demonstrate knowledge and expertise in CPA / risk assessment and risk management skills | ◆ | | A/I |
| ◆ Demonstrate leadership skills such a motivation, facilitation, mentorship etc. | ◆ | | A/I |
| ◆ Demonstrate up to date evidence based knowledge for Professional Practice generally and the chosen specialty. | ◆ | | A/I |
| ◆ Demonstrate exposure to and a comprehensive knowledge of Clinical Governance in action (audit, research clinical effectiveness etc). | ◆ | | A/I |
| ◆ Demonstrate the ability to lead and develop practice around best available information. | ◆ | | A/I |
| ◆ Demonstrate knowledge of legal and ethical issues relating to clinical practice. | ◆ | | A/I |
| ◆ Demonstrate the ability to deliver Clinical Supervision within an effective model. | ◆ | | A |
| ◆ Demonstrate an understanding of work-based legislation. | | | |
| ◆ Experience of working with people experiencing alcohol and substance misuse difficulties | | | |

Key: A = Application Form
I = Interview