



For office use only
CAJE REFERENCE **HD2015/0087**
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JOB DESCRIPTION

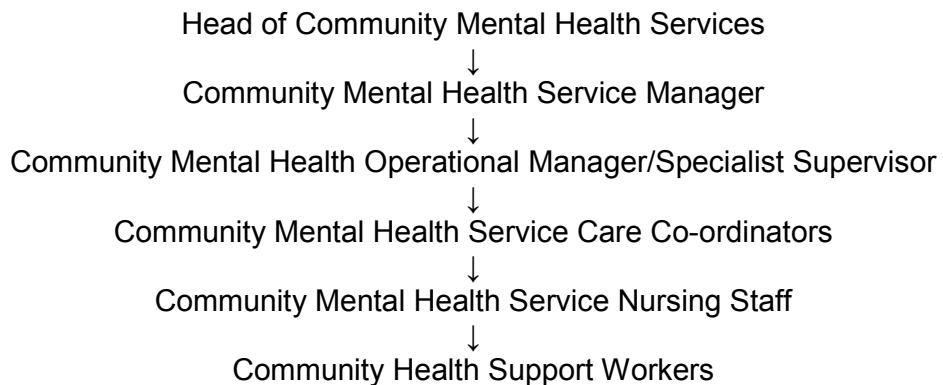
JOB DETAILS

Job Title: Community Mental Health Nurse
Pay Band: 6
Directorate: Mental Health and L/D
Department: Mental Health

ORGANISATIONAL ARRANGEMENTS

Managerial Accountable to: Operational Manager CMHS
Reports to: Operational Manager CMHS
Professionally Responsible to: Director of Nursing and Learning Disabilities
Responsible For: The post holder will provide supervision to designated staff and engage in peer group supervision with colleagues

Organisation chart:



JOB SUMMARY / PURPOSE

Community Practitioner providing nursing care to patients in the community setting.

Patients can be of all age groups. The intervention(s) can take place in the patients' own home, a clinical setting, in a nursing home or holiday accommodation.

Post holder has delegated responsibility as a Care Co-ordinator for the planning, implementation and evaluation of nursing packages.

To have the appropriate skills and ability to work alone and be confident in making decisions without direct supervision.

To work within the Structure of the Mental Health Measure and to carry out the duties as set out in the Community Care and Treatment Plan.

The post holder should be flexible, adaptable and aim to accommodate the needs of the service.

To contribute to and improve the performance of the nursing team and the Community Mental Health Service (CMHS).

The post holder liaises with members of the Community Mental Health Services, the Local Primary Mental Health Support Service, Primary Health Care Team and associated agencies, voluntary groups, patients, carers and families.

This post meets the definition of a lone-worker.

MAIN DUTIES AND RESPONSIBILITIES

Clinical

To adopt a systematic individual approach to all patient care programmes, taking the responsibility for all stages of assessment, planning, implementation and evaluation. Providing information to the multidisciplinary team of the patients response/progress and recommending modifications when necessary.

Management of a delegated caseload as identified by the line manager which will be reviewed in caseload management sessions where any planned discharge will be agreed by the line manager.

To involve the patient's in his/her care and care planning in line with the Welsh Government Guidance on CTP

Participate as an active member of the CMHS and effectively liaise with all other agencies/teams as required.

To reduce and control clinical risks within his/her area of work.

To recognize the involvement of carers and to provide support to them as appropriate; with the permission of the client to involve them in the care planning process.

To provide short term crisis support to clients of colleagues, working in partnership with the Care co-ordinator.

To engage in the process of clinical supervision on an agreed basis as per the Division's Policy on Clinical Supervision.

To participate in the process of the review of serious incidents / investigation / complaints and to learn from any practice issues identified, utilizing a reflective approach.

To participate in the provision of the Duty Officer role, providing a rapid response for people in crisis during working hours, and providing cover for the liaison role within the hospital for clients who are inpatients and require a psychiatric assessment.

To participate in the CMHS assessment clinic, providing assessments and to feed back the outcome to the CMHS allocation meeting using recognised standard assessment tools.

Access to the CMHS Operational Manager for supervision if required is available.

To ensure that clinical practice provides a quality service throughout the Clinical Governance Framework.

To work explicitly within the requirements of Welsh Mental Health Measure

To use FACE appropriately and as soon as possible after any intervention and to conform to the Board's and professional's body's policy on Record Keeping.

To conform to the Board's policy on confidentiality

To implement evidence based practice and to participate in audits agreed by the local group as part of the ongoing quality improvement programme.

To comply with the relevant regulations and Health Board Policies in respect of storage and administration of medication.

Service Management

To work within the Health Board / Division / Service Policies and Procedures and the Nursing Midwifery Council Policies Standards and Guidelines:

- Mental Health Act, and Welsh Mental Health Measure
- Health and Safety
- Welsh Language Scheme
- Complaints
- Clinical Policies and Procedures
- NMC / Professional Codes of Conduct
- Directorate and Service Specific policies and procedures

To Utilise the Employee Service Record (ESR) database for the recording of all personal and organisational information

To work within the remit of the Health Board's Standing Financial Instructions with regard to client's property and valuables.

Any other duties that may be required as appropriate and discussed with the relevant line manager.

Service Improvement

To contribute to the development of and implementation of the operational plan and the agreed service developments in line with the Divisional strategic framework

To actively be involved in the Personal Development Review process.

To contribute to the effective use of resources and participation in the collection of relevant statistical information

To work within and contribute to the locality arrangements for clinical governance.

To actively promote user centred approaches to care and planning of services and shared care planning with users.

Actively participates in CMHS clinical and operational meetings when changes in practice are being discussed.

Encourages members of the team to share, discuss and work together in developing ideas and how they can be put into practice.

Facilitates team members to put into practice the strategies and plans for change in line with the available resources.

Contributes to and guide the implementation of improvements to services in own areas of responsibility.

Awareness and application to practice of the National/Health Board/Division/Services policies, procedures and guidelines on local and national issues e.g. NMC code of conduct, administration of drugs, Health boards Nursing Strategy.

Demonstrates and understanding for the changes within the practice of self and others as a result of service improvements e.g. environmental spot checks and action plans, feedback from educational reviews. Participates in clinical supervision, peer review and maintains personal development plan. Effects changes in personal practice within agreed timescales.

In Liaison with The CMHS Operational Manager, can explain the rationale for change to junior members of the team and sets out the need for change to the team / team members in clear and concise manner oral or written.

Identifies, assesses and deals with problems and barriers to change in a sensitive and non-discriminatory manner.

Demonstrates the ability to react constructively to changing circumstances, assessing, planning, prioritizing and allocation work, delegating work as appropriate.

Participates in the auditing and reviewing of practice against agreed standards.

Considers own work against agreed standards.

Acts as a KSF reviewer and evaluates team member's work to agreed standards.

Produces accurate, legible documentation in line with current legislation.

Contributes to the department team/directorate discussions constructively presenting issues.

Contributes to the development of and implementation of the service operational plan and the agreed service developments in line with the Divisional performance/strategic framework.

Identifies and reports to CMHS Operational Manager when changes are adversely affecting patients, staff or public.

Communications

Effectively communicates information, advice, instruction and professional opinion to clients, relatives, carer's, colleagues, CMHS Operational Manager, staff from external agencies, and members of the public.

Communicates with tact and empathy when delivering complex information to clients, families and staff. Deals with complex situation's that arise, analyzing and making decisions and problem solving.

Recognizes difficulties when they occur and selects the most appropriate form of communication most likely to generate understanding.

Demonstrate and discusses how to communicate appropriately in different circumstances e.g. asserting a particular position or view, breaking bad news, encouraging and supporting people, explaining issues in formal situations, explaining outcome of activities, interventions, and the writing of statements/multidisciplinary team cases conferences, local management group meetings helping people make difficult decisions.

Is aware of the potential communication barriers e.g. identifying preferred language, hard of hearing, nervousness/anxiety of patients, terminology.

Provides formal and informal feedback to members of the clinical team.

Adheres to the NMC Guidelines relating to record keeping. Keeps records of patient proforma's and ensures all nursing documentation is accurate and complete, maintaining confidentiality in line with Health Board policy on Records Management.

Has a detailed working knowledge of mental health and Health Board policies regarding confidentiality, Data Protection Act, Freedom of Information Act, the Caldicott Principles, Complaints process, Consent policy equality and good relation, Mental Capacity Act.

Providing and receiving sensitive and contentious information to/from agencies in the Criminal Justice System and others.

Finance and Resources

The post holder will act within the Health Boards Standing Financial instruction.

The post holder will ensure clinical services are delivered in the most effective and efficient way by continuous monitoring service delivery.

The post holder will ensure that services within the span of control are managed within the budget.

The post holder will assist in maintaining compliance with the Health Board's Financial instructions within own area.

Information Processing

Ensure of Team awareness and application to practice of the Health Board policies and procedures e.g. Data Protection and Confidentiality, Freedom of Information, Records Management.

Demonstrate ability to use computer systems competently e.g. FACE, Datix, Intranet, ESR, Internet and e-mail.

Data and information may be in the following formats, electronic, printed or written. Finds and provides requested data information using agreed procedures and formats.

Ensure own and other nursing record keeping is in keeping with the Board/NMC Record Keeping Guidelines.

Demonstrate the importance of correct storage of patient's records.

Timely recording of data and information into system e.g. FACE

Process and store sickness/absence/holiday records using ESR and ensure returns are provided as appropriate and within required timescales.

Personal and People Development

Prepares for and actively participates in annual KSF Personal Development Review (PDR)

Process in line with service development and Health Board KSF policy, reflecting on own achievements over the previous 12 months against performance and objectives set.

Self evaluates achievements and performance against personal objectives.

In partnership with reviewer, identifies current and future own development needs for personal and continuing professional development and sets new performance based objectives.

Develops PDP and maintains personal portfolio of quality evidence to support agreed PDP, and to comply with the Revalidation Process

Keeps up-to-date with evidence-based practice and new approaches. Keeps up to date with current legislation.

Proactively seeks development opportunities both internally to broaden existing knowledge, skills and expertise.

Regularly participates in work-based learning activities, including Health Board statutory and mandatory training.

Evaluates learning and its impact on own work through reflection and records appropriately.

Provides timely feedback, learning outcomes/benefits and up-to-date information from study days, courses, workshops attended with colleagues in immediate work team and others as appropriate both informally as part of day to day work or formally e.g. presentations or structured feedback at departmental meetings.

Acts as coach, mentor, role model to students, junior staff, health care support workers and newly appointed staff and participate in their orientation to the clinical area, provide support and advice.

Assist in the training and development of junior staff/health care support workers/student

Maintain a current knowledge of clinical practice and professional developments.

To work towards meeting the requirements of PREPP and to maintain a professional portfolio.

To provide support to and participate in training of qualified and unqualified staff / student nurses and staff from other agencies.

To assist in the induction / orientation of new and junior staff.

To comply with the requirements of self and others as practice co-ordinates for student nurses.

Contributes to the development of the knowledge and practice of colleagues, enabling them to solve problems and tackle issues. Uses own knowledge and experience to guide others towards solutions. The problems and issues may be interpersonal, organizational or practice based.

Sets a good example to others.

Shares own knowledge, skills and experience to enhance the practice of others.

Health, Safety and Security

Has a detailed knowledge of the health, safety and security policies standards and regulation applicable in own area.

Assesses and controls clinical risk within his/her area of work.

Ensures and maintains the health, safety & security of self and others including patients, relatives, carers, colleagues, visitors/members of the public.

Ensures that self and others adhere to Health Board policies, procedures and guidelines on the use of protective clothing and equipment e.g. COIN policies.

Demonstrates an understanding of the management of risks within the environment and the requirements for risk assessments e.g. environmental risks (including equipment), risks associated with individuals (including personal health and wellbeing), risks associated with information (including the Caldicott principles and sharing of passwords), potential risks to individuals (including violence and aggression, violence, theft).

Minimizes risk to staff, patients and their families by ensuring that the Health Board Risk Management Standards are implemented and review process is effective.

Demonstrate understanding of, and application to practice, of Health Board Risk

Management policies including: Risk profiling policy, incident reporting, manual handling, infection control, POVA, safeguarding children and COSHH.

Demonstrates an understanding of Health Board policy on confidentiality, Data Protection Act, Freedom of Information Act and HR procedures.

Monitors the clinical area to ensure that they are safe and free from hazards.

Demonstrates skills in supporting others in maintaining health, safety and security.

Maintains a safe and tidy working environment.

Demonstrates an in-depth knowledge of and training in legislation, policies and procedures relating to emergency situations (fire, personal safety, evacuation etc).

Demonstrates ability to take appropriate action to manage an emergency situation in accordance with Health Board policies, procedures and guidelines summoning assistance as required.

Demonstrates ability to take appropriate action in the management of risk e.g. use of risk assessments, completion of Datix risk management in the event of clinical incidents, uses all equipment in an appropriate manner e.g. ensuring defective equipment is removed from service and reported promptly.

Demonstrates involvement in the on-going assessment of risk both actual and potential within the clinical area according to Health Board policies and guidelines e.g. the review and updating of the annual environmental risk assessments, reading the clinical alerts circulated by the Health Board and Directorate, learning from complaints / incidents / practice.

Sets an example for others in promoting health, safety and security.

Identifies training needs in health, safety and security.

Facilitates team members to report actual or potential problems and deals with reports accordingly.

Quality

Ensures systems are in place to meet and maintain good stands of practice that conforms to the Divisional and Local Clinical Governance Framework.

Works within the requirements of the CTP.

Recognizes and promotes the involvement of carers.

Maintains standard and good practice which encompass administration of medications, CTP care coordinating, health promotion and joint care planning.

Ensures clinical practice provides a quality service to patients through the Clinical Governance Framework and demonstrates an awareness of Health Boards policies, procedures and guidelines that influences the quality of the service.

Ensures that practice is evidence based, audited and linked to the local Clinical Effectiveness and Audit group.

Ensures effective liaison between the CMHS and all other agencies including services that interface with the Health Boards.

Ensure safe systems are in place for the control, safe keeping and administration of medications in line with Health Boards policy and NMC guidelines.

Ensures that self and other practices according to the NMC Code of Conduct and be able to discuss their contribution to providing and improving the quality of the service.

Understands own role in team and the wider organisation. In discussion with line manager, identifies how the role may develop over time.

Exhibits good time management skills.

Demonstrate knowledge and understanding and acts as resource for others and provides support to other team members.

Demonstrates competency in assessing, planning, implementing and evaluations patient care and promotes the delivery of high quality individualized care in a timely manner.

Assist CMHS Operational Manager in ensuring the appropriate use and completion of Datix in the event of clinical incidents.

Equality and Diversity

Has a detailed working knowledge of Health Board and Mental Health policies, procedures and guidelines. Recognizes the importance of people's rights and acts accordingly including compliance with legislation, policies and procedures regarding all forms of discrimination, supporting diversity and acknowledgement of human rights (including the right to complain).

Demonstrates a working knowledge of codes of practice and conduct, standards and guidance relevant to your own and the roles, responsibilities, accountability and duties of

others for valuing and respecting individuals and key people, taking account of their views and preferences and protecting them from danger, harm and abuse.

Acknowledges that every individual has unique needs, wishes, abilities and interpretation of the world. The individual has the right to have this uniqueness acknowledged whilst being treated with dignity and respect.

Acknowledges and applies to own practice patients' individual expressed beliefs, preferences and choices and ensures that the nursing and administrative team is aware of the patient's preferences.

Be sensitive to the impact of own behaviour and its effect on others.

Develops relationships in which individuals are able to express their fears, anxieties, feelings and concerns without worry of ridicule, rejection or retribution.

Demonstrates accountability and responsibility for own behaviour and its effect on others and ensures that team members understand their own accountability and responsibility for their own behaviour.

Be sensitive to the impact of own behaviour and its effect on others.

Acts as a role model and in a non discriminatory manner at all times.

Develops relationships in which individuals are able to express their fears, anxieties, feelings and concerns without worry of ridicule, rejection or retribution.

Identifies when standards and regulations are not being met and takes appropriate action when other's behaviour undermines equality, diversity may include being prepared to:

- act as an advocate
- recognizes when equality and diversity is not being promoted and do something about it
- recognize when someone is being discriminated against and do something about it
- report the incident to management
- support other team members to report incidents refer to HR for specialist advice

Effort and Environmental

The post holder will carry out clinical/social care interventions as and when required

The post holder will be required to analyse statistics as and when required

The post holder will occasionally be expected in impart unwelcoming and unpleasant information to clients and their families, often in hostile environments, for example discussing with family details of their relatives mental health condition.

The post holder will also occasionally be expected to work within highly unpleasant conditions, for example police cells and other custody areas.

He/she will also provide comprehensive liaison and consultation to other agencies, in parallel with this role.

Attend meetings as and when required

There is a frequent requirement to concentration where the work pattern is unpredictable and there is a potential to be exposed to verbal and physical aggression

The post holder will be expected to work autonomously, use own initiative and make calculated decisions often within anxiety provoking environments and situations.

The post holder will also be responsible to manage and deal with highly complex, sensitive information such as disclosures and allegations of extreme sexual abuse and other serious offences.

They will need to follow through the Child Protection and public protection procedures and policies.

There will be a need for frequent intense concentration while assessing and delivering care to high risk patients presenting with self-harming and other risky behaviours.

There will be frequent expose to highly distressing or highly emotional circumstances, for example dealing with disclosures of sexual abuse and other serious offences.

The post holder will occasionally be exposed to unpleasant working condition, made by hostile clients and/or families.

There will be occasional demand to respond to crisis situation and to re-arrange working patterns with very little notice.

General

Other tasks and duties may be determined by appropriate line manager as the role develops

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and Knowledge	RMN Post-basic education in the area of practice to postgraduate diploma level Post registration experience	Relevant degrees	Certificates, Application Form
Experience	Wide range of experience within a service related setting Demonstrates achievements in developments of care standards/procedures guidelines Demonstrates effective team working Use of I.T. skills	Demonstrates research and audit experience Clinical Audit experience	Application Form Interview References
Aptitude and Abilities	Knowledge and application of care co-ordination. Demonstrates and application of clinical governance Evidence based practice Presentation skills Developed interpersonal skills Able to demonstrate: Leadership skills Time management/organisation Good communication skills To be able to utilise and manage electronic records and assessments Understanding of the area of current practice	Welsh Speaker	Application Form Interview References

	<p>Demonstrates up to date thinking</p> <p>Policy agendas informing practice</p> <p>Patient focused</p> <p>Ability to network</p> <p>Self-motivation/motivate others</p> <p>Team player</p> <p>Effective at problem solving.</p> <p>Confident and professional disposition.</p> <p>To work autonomously/seek supervision when required</p>		
Other	Ability to travel between sites in a timely manner		Document Check

GENERIC STATEMENTS

REGISTERED HEALTH PROFESSIONAL

All staff who are members of a regulatory body must comply with standards of professional practice/conduct. It is the post holders responsibility to ensure they are both familiar with and adhere to these requirements.

COMPETENCE

The post holder is required to participate in the Hywel Dda PDR process and work towards meeting identified development needs.

The post holder is required to demonstrate on-going continuous professional development.

At no time should the post holder work outside their defined level of competence. If the post holder has concerns regarding this they should immediately discuss this with their Manager/Supervisor/Consultant. The post holder has the responsibility to inform those supervising their duties if they are not competent to perform a duty.

TEAM BRIEF

The post holder is required to actively participate in Hywel Dda Team Briefing in order to aid communication within the Health Board.

Managers and supervisors will regularly deliver the Team Brief verbally to their own staff teams by means of a Core Brief and additional departmental information.

RISK MANAGEMENT/HEALTH & SAFETY

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the Hywel Dda. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice.

The post holder has the responsibility for monitoring the progress on action plans in relation to risk, health and safety.

The post holder has the responsibility for the development of risk profiles and a risk register within their area of responsibility.

The post holder has the responsibility for developing systems to monitor performance against agreed performance indicators.

HARRASSMENT & BULLYING

The HB condemns all forms of harassment and bullying and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. All staff is requested to report any form of harassment and bullying to their line manager or to any Director of the HB.

RECORDS MANAGEMENT

The post holder has the responsibility for timely and accurate record keeping and where appropriate in accordance with professional guidelines.

The post holder has the responsibility for the creation and maintenance of records in accordance with Hywel Dda policy and the data protection act.

FLEXIBILITY STATEMENT

The developing and rapidly changing nature of the organisation will require considerable flexibility from the post holder. This job description indicates the main functions and responsibilities for the post and is not intended to be a fully inclusive list and the duties and responsibilities specified in this job description are subject to change as the needs of the HB evolve. On agreement with the post holder, this job description will be amended, as necessary, in the event of future organisational and professional changes and/or personal development.

CONFIDENTIALITY

All staff may have access to confidential information about patients, staff or health service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and /or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.

EQUAL OPPORTUNITIES

It is the aim of the Hywel Dda HB to ensure that no job applicant or employee receives less favourable treatment on grounds of gender, religion, race, colour, sexual orientation, nationality, ethnic or national origins or is placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. To this end, the HB has an Equal Opportunities Policy and it is for each employee to contribute to its success.

OUTSIDE EMPLOYMENT/OUTSIDE INTERESTS

Any other work or outside interests must not conflict with the duties and responsibilities of your attendance for work as an employee of the HB.

ENVIRONMENTAL

The Hywel Dda Health Board is committed to its environmental responsibilities. The Board recognizes that its activities, including energy consumption, waste generation, transportation emissions, water use and resource consumption, have a significant impact on the environment. As an integral part of its commitment to ensure high quality patient care, all staff have a responsibility to adhere to environmental policy and procedure at both an organizational level and within their own area of work to ensure legal compliance. Staff will do their utmost to minimize the environmental impacts of Health Board activities and services, and seek to continually improve operations to minimize their environmental effects. Staff should take note of relevant communications and attend mandatory training when required.

SMOKE FREE POLICY

All Health Board sites and premises and grounds are designated as smoke free areas. This policy applies to all staff, contractors/service providers, patients*, visitors and the public.

***Those patients staying in residential mental health units will be exempt under the Smoke-Free Premises (etc) Wales Regulations 2007.**

SAFEGUARDING ADULTS AND CHILDREN

Every employee of the Health Board, whatever their job, role, profession, status or place of work, paid or voluntary, has a responsibility for Safeguarding both adults and children. Staff must:

- Understand the nature of abuse and how children and adults might be at risk of harm and neglect.
- Understand their own safeguarding responsibilities and what actions they may need to take.
- Know where they can access local policies and procedures in relation to Safeguarding Children and Safeguarding Adults.
- Report allegations or suspicions of abuse to their line manager, including suspicions about a colleague or manager, irrespective of their status, profession or authority. This includes whistle-blowing
- Know how to make a Safeguarding referral to Social Services and/or the Police for both adults and children to report allegations or if they have concerns.
- Know what services, advice and support are available locally to vulnerable children and adults and how to access help needed.

INFECTION CONTROL

"The document Commitment to Purpose: Eliminating Preventable Healthcare Associated Infection: A Framework of actions for healthcare organisations in Wales stipulates that all staff must understand their responsibility and accountability for Infection Prevention & Control and the Health Board must be assured of this on an ongoing basis".

IP&C is the personal and individual responsibility of all Health Board staff. All staff have a responsibility to protect and safeguard patients, service users, visitors and employees against the risk of acquiring healthcare associated infections.

This responsibility includes being aware of the content of and consistently observing, Health Board Infection Prevention & Control Policies and procedures; and best practice guidance in order to maintain high standards of Infection Prevention & control.

GENERAL

The post holder needs to ensure they are familiar with their terms and conditions of service,