

JOB DESCRIPTION

JOB DETAILS:

Job Title:	Mental Health Care Co-ordinator
Band:	Band 5
Directorate:	Community Services
Department:	Integrated Team - Older Persons Mental Health
Base:	Magnolia House
Responsible for:	
Responsible to:	Older Persons CMHT Manager

Job Purpose:

The post holder will deliver a high quality, comprehensive mental health service for older adults of with severe and enduring mental health difficulties both in Older Persons Mental Health Specialist Care Settings, the Community and those in Memory Assessment Service. The role involves managing a defined caseload with a focus on working with individuals and their significant others who experience a complex range of needs and difficulties. Acting as a key member of the multi-disciplinary Team, the post holder will provide assessment, psychosocial, evidence based interventions using a collaborative, recovery approach and will be skilled at positive risk management. Liaison with a wide range of agencies is central to the role.

Date of Job Description: April 2020

Duties and Responsibilities

Communication and Key Working Relationships

- ☐ Liaising and working in partnership with acute inpatient services, in-patient and community medical staff, pharmacy practitioners, psychological therapists. A range of community mental health Teams within and outside the organisation, primary, out of hours GP service, Emergency Duty Team, Community Directorate, housing providers, voluntary agencies, Adult Social care, PCT, substance misuse services, the police other emergency services, the Probation Service, NHS Direct and the Safeguarding Children Team.
- ☐ Working with carers and significant others and members of the community with connections to people who use the service.

Responsibility for Patient / Client Care, Treatment & Therapy

- ☐ Undertaking care coordination responsibilities with a defined caseload focusing on work with people experiencing severe and enduring mental health difficulties and other complex needs and difficulties mainly in care settings but also the community.
- ☐ Undertaking assessments within the Memory Assessment Service when people are experiencing difficulties with their memory which may result in a diagnosis of dementia.
- ☐ Providing effective and timely assessment using a recovery approach and strengths model
- ☐ Establishing, maintaining and ending purposeful, therapeutic relationships with people experiencing serious mental health difficulties. Practice will be creative and underpinned by knowledge of, and skills in evidence based practice and psychosocial interventions.
- ☐ Delivering services using a recovery and strengths approach where solution focused intervention, motivational interviewing and communicating hope are central. Using persuasive, negotiation and re-assurance skills to facilitate and enable engagement.
- ☐ Providing time-limited intervention whilst preventing dependency on mental health services. Identifying appropriate discharge goals and working positively with risk using own professional judgement and Team processes.
- ☐ Assessing risk in collaboration with people experiencing mental health difficulties, significant others and other workers/professionals, alongside use own professional judgment and team processes. This involves exploring individual's risk of harm to themselves and/or others and may involve working with challenging, hostile and distressing behaviour.
- ☐ Identifying and agreeing Recovery Care Plans and risk management plans with individuals and other relevant people.
- ☐ Taking responsibility for ensuring the communication of Recovery Care Plans, risk management plans and other important information to relevant people, professionals and agencies as appropriate. Encouraging individuals to take the lead in sharing information wherever possible.
- ☐ Undertaking care management processes through assessment of needs, identification of appropriate placement/packages of care, presenting funding requests to the Trust's panel and monitoring and reviewing agreed placements/packages.
- ☐ Communicating complex information to a range of people and professionals with a wide range of levels of understanding. Identifying barriers to understanding and using creative methods to overcome them.
- ☐ Communicating complex information between mental health practitioners including medical staff such as clinical information and investigations.

- ☐ Identifying changed level of risk in relation to clinical investigations and mental state and distinguishing critical information that requires urgent action or rapid onward referral.
- ☐ Identifying adult protection concerns, raising alerts and participating in Safeguarding Adults processes.
- ☐ Providing and receiving information from carers, care teams, GP, significant others and members of the community. Communication can be highly emotive and there can be significant barriers to acceptance of the approach and intervention of mental health services, for example when requests conflict with the rights and wishes of an individual experiencing mental health difficulties.
- ☐ Identifying and engaging with practitioners with specialist knowledge, for example by requesting specialist knowledge or clinical supervision sessions where appropriate.
- ☐ Working without direct supervision within levels of own competence. Using team processes and supervision appropriately and being accountable for own actions.
- ☐ Constructive use of own supervision sessions, engagement in reflective practice, commitment to continuously develop self-awareness and work appropriately within professional boundaries.
- ☐ The post holder will undertake the role of Duty worker/Single Point of Access on a rotational basis.

Responsibility for Finance, Equipment & Other Resources

- ☐ Contributing to the effective management of Team resources including accurate ordering, collection and storage of medication

Responsibility for Supervision, Leadership & Management

- ☐ Providing advice and support for unqualified members of the team.
- ☐ To develop an area of specialist practice and knowledge within the Team and to provide advice and information (according to level of competence and experience) for other Team members. To act as a Team representative and to develop and maintain links with other professionals and other agencies in relation to this area of specialist practice.
- ☐ Contributing to the promotion of staff well-being and morale in the Team through developing and maintaining supportive relationships, acting as a role model and demonstrating hope and inspiration.
- ☐ Supporting the Team Manager to achieve Team objective, targets and quality standards.
- ☐ Participating in development initiatives within the Team and the Trust as agreed with the Team Manager.
- ☐ Promoting recovery focused work within the Team and with other professionals and agencies.

Information Resources & Administrative Duties

- ☐ Required to spend a considerable period of a working day sitting in front of a VDU

Any Other Specific Tasks Required

- ☐ May on occasion work with clients whose behaviour can be challenging and who exhibit aggressive tendencies.

Review of this Job Description

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of changing service needs. This job description is to be reviewed in conjunction with the post holder on an annual basis

General Information

At all times promote and maintain the safety of children by working according to the Trust's Child Protection Policy and supporting guidance. Being pro-active and responsive to child protection concerns by early reporting, recording and referral of issues according to Trust arrangements. Attending child protection training that is appropriate to your role.

Confidentiality

The post holder will maintain appropriate confidentiality of information relating to commercially sensitive matters in regard to Trust business, and also to personal information relating to members of staff and patients. The post holder will be expected to comply with all aspects of the Data Protection Act (1998), the Staff Code of Confidentiality and the IT Security and Acceptable Use Policy.

Equality & Diversity

Somerset NHS Foundation Trust is committed to achieving equality of opportunity for all staff and for those who access services. You must work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the Trust.

Safeguarding

All employees have a duty for safeguarding and promoting the welfare of children and vulnerable adults. Staff must be aware of the Trust's procedure for raising concerns about the welfare of anyone with whom they have contact.

Risk Management / Health and Safety

Employees must be aware of the responsibilities placed on them for ensuring the safety of our patients, service users, visitors and colleagues under the Trust's Risk Management Strategy and policy and under the Health & Safety at Work Act 1974. All employees are expected to be familiar with and comply with the Trust's risk and health and safety policies and procedures and all other policies and procedures relevant to their role.

Records Management

The post holder has responsibility for the timely and accurate creation, maintenance and storage of records in accordance with Trust policy, including email documents and with regard to the Data Protection Act, The Freedom of Information Act and any other relevant statutory requirements.

Clinical Governance

The post holder will be expected to participate in clinical governance activities to assist the Trust to provide high quality services.

Prevention and Control of Healthcare Associated Infection

The post holder is expected to comply with Trust Infection Control Policies and conduct themselves at all times in such a manner as to minimise the risk of healthcare associated infection.

Smoking

The Trust operates a 'non-smoking' policy. Employees are not permitted to smoke anywhere within the premises of the Trust or when outside on official business.

Policies & Procedures

Trust employees are expected to follow Trust policies, procedures and guidance as well as professional standards and guidelines. Copies of Trust policies can be accessed via the staff intranet or external website or via your manager.

Sustainability Clause

Somerset NHS Foundation Trust is committed to creating a sustainable business. Staff employed by the Trust, are required to think about their actions in the course of their work and make positive steps to reducing, reusing and recycling wherever and whenever possible.

Person Specification

This is a specification of the Qualifications, Skills, Experience, Knowledge, Personal Attributes and Other Requirements which are required to effectively carry out the duties and responsibilities of the post (as outlined in the Job Description).

Requirement	Essential / Desirable	How Assessed
<u>BEHAVIOURS ALIGNED WITH TRUST VALUES</u> <ul style="list-style-type: none"> Outstanding care Listening and leading Working together 	E E E	Interview & Application form
<u>QUALIFICATIONS & TRAINING</u> <u>Evidence of Qualifications required</u> <ul style="list-style-type: none"> Registered Mental Health Nurse <i>or</i> Registered Occupational Therapist Appropriately registered with the NMC or HPCP as per post requirements. 	E E	A A
<u>KNOWLEDGE</u> <ul style="list-style-type: none"> Knowledge of NMC guidance or HCPC professional guidance for practice Knowledge of care coordination Knowledge of mental health and community care legislation and policy Knowledge of Recovery Knowledge of Child and Adult Protection Knowledge and experience of using Continuing NHS Health Care and the Understanding You documentation. 	E E E E D D	I/A I/A I/A I/A I/A I/A
<u>EXPERIENCE</u> <ul style="list-style-type: none"> Experience of working in a mental health setting. Experience of working in community mental health setting Experience of working with families, carers and significant others Experience of Recovery focused practice Ability to carry out assessments and psycho-social interventions 	E D E D E	A A A I/A I/A

PLANNING & ORGANISING SKILLS <ul style="list-style-type: none"> • Excellent organisational skills, ability to manage own time and plan timed activities for staff and patients. • Ability to record and retrieve information on charts/paper and electronic patient records 	E E	I/A I/A
PHYSICAL/EMOTIONAL SKILLS <ul style="list-style-type: none"> • Required to use appropriate level of Personal Safety techniques to deal with challenging clients or incidents • Frequent exposure to working with people who are highly distressed and exposure to hearing extremely distressing information for example in relation to abuse. • Sympathetic and considerate towards patients, carers and relatives. • Ability to inspire hope, support recovery and make a difference. 	E E E E	I/A I/A I/A I/A
OTHER <ul style="list-style-type: none"> • Willingness to use technology to improve standards of care and support to our patients 	E	I/A

SUPPORTING BEHAVIOURS

To carry out this role successfully the post holder needs to be fully aware of and adhere to Trust values/standards and reflect these as their behaviours:

Outstanding Care:

- We treat everyone with dignity, kindness and respect.
- We involve patients, relatives, carers and colleagues in decision-making.
- I ensure that my actions contribute to outstanding care regardless of my role.
- I admit mistakes, apologise and learn from them.
- I champion the health, safety and wellbeing of patients, relatives, carers and colleagues.
- I speak up when others cannot.

Listening and Leading:

- I lead with empathy, taking responsibility for how my emotions and actions affect others.
- I inspire others to embrace change, encouraging them to see their part in the bigger picture.
- I strive to be the best I can be.
- I value the opinions and contributions of colleagues, patients and others.
- I encourage innovation and am open to new ideas.

- I listen with interest and take action if I am able.

Working Together:

- I collaborate with others to achieve shared goals.
- I communicate clearly and appropriately.
- We work together to overcome challenges.
- I ask for help and always assist those in need.
- I thank colleagues for their contributions and celebrate shared successes.
- I use resources effectively, treating every £ as if it were my own.

SUPPLEMENTARY INFORMATION

Physical Effort	Yes	No	If yes – Specify details here - including duration and frequency
Working in uncomfortable / unpleasant physical conditions	√		Occasional – within client's own home
Working in physically cramped conditions	√		Occasional – within client's own home
Lifting weights, equipment or patients with mechanical aids	√		Occasional – within client's own home
Lifting or weights / equipment without mechanical aids		√	
Moving patients without mechanical aids		√	
Making repetitive movements		√	
Climbing or crawling		√	
Manipulating objects		√	
Manual digging		√	
Running		√	
Standing / sitting with limited scope for movements for long periods of time	√		Occasional – within client's own home
Kneeling, crouching, twisting, bending or stretching		√	
Standing / walking for substantial periods of time		√	
Heavy duty cleaning		√	
Pushing / pulling trolleys or similar		√	
Working at heights		√	
Restraint ie: jobs requiring training / certification in physical interventions	√		Rarely - training provided within job role
Mental Effort	Yes	No	If yes - Specify details here - including duration and frequency
Interruptions and the requirement to change from one task to another (give examples)	√		Regularly – within office environment
Carry out formal student / trainee assessments	√		Regularly
Carry out clinical / social care interventions	√		Occasional – within client's own home
Analyse statistics		√	

Operate equipment / machinery		√	
Give evidence in a court / tribunal / formal hearings	√		Rarely
Attend meetings (describe role)	√		To attend regular team/MDT meetings
Carry out screening tests / microscope work		√	
Prepare detailed reports	√		Occasionally
Check documents		√	
Drive a vehicle	√		Daily
Carry out calculations		√	
Carry out clinical diagnosis		√	
Carry out non-clinical fault finding		√	
Emotional Effort	Yes	No	If yes - Specify details here - including duration and frequency
Processing (eg: typing / transmitting) news of highly distressing events	√		Occasionally
Giving unwelcome news to patients / clients / carers / staff	√		Occasionally
Caring for the terminally ill	√		Occasionally
Dealing with difficult situations / circumstances	√		Regularly
Designated to provide emotional support to front line staff		√	
Communicating life changing events	√		Occasionally
Dealing with people with challenging behaviour	√		Regularly
Arriving at the scene of a serious incident	√		Rarely but possible
Working conditions – does this post involve working in any of the following:	Yes	No	If yes - Specify details here - including duration and frequency
Inclement weather	√		Regularly – visiting clients homes
Excessive temperatures	√		Occasionally – within clients home
Unpleasant smells or odours	√		Occasionally – within clients home
Noxious fumes		√	
Excessive noise &/or vibration		√	
Use of VDU more or less continuously		√	
Unpleasant substances /		√	

non household waste			
Infectious Material / Foul linen	√		Occasionally – within clients home
Body fluids, faeces, vomit	√		Occasionally – within clients home
Dust / Dirt	√		Occasionally – within clients home
Humidity	√		Occasionally – within clients home
Contaminated equipment or work areas		√	
Driving / being driven in Normal situations	√		Daily
Driving / being driven in Emergency situations		√	
Fleas or Lice	√		Occasionally – within clients home
Exposure to dangerous chemicals / substances in / not in containers		√	
Exposure to Aggressive Verbal behaviour	√		Regularly
Exposure to Aggressive Physical behaviour	√		Occasionally

Department Organisational Chart



Department Core Purpose

The Community Mental Health Teams (CMHT) for older people work with adults aged 65 and over who are experiencing moderate or severe mental illness. The CMHT's assess, treat, monitor and support patients and their families predominately in their own homes and, where necessary, can refer to other teams such as the Intensive Dementia Support Service (IDSS) or Home Treatment Team. They can also arrange admissions to hospital when necessary. The CMHT's also provide an 'in-reach service', providing specialist support and assessments for patients' admitted to Community Hospitals.

The CMHT'S consist of Community Psychiatric Nurses, Occupational Therapists, Support, Time & Recovery Workers, Assistant Practitioners, Psychiatrists, Clinical Psychologists and admin support. The CMHT's are also part of a bigger team known as the Integrated Team which bring together CMHT's, District Nurse Teams and Integrated Rehabilitation Teams.

The Knowledge and Skills Framework (KSF) outline for this post which demonstrates the skills and competencies required once in post should be considered in conjunction with this document.

Job Profile Agreement

Agreed and Signed:	(Manager)	Date:	
Agreed and Signed:	(Post Holder)	Date:	
Date Role Description is Effective From:		May 2020	