



SECTION 1 - JOB DESCRIPTION

Posts which involve regular contact with vulnerable adults and/or children are exempt from the Rehabilitation of Offenders Act 1974, by virtue of the Rehabilitation of Offenders Act (Exemption Order) 1975. Appointment to this role will be subject to a DBS check through the Disclosure and Barring Service, at the appropriate level, which is deemed satisfactory to the Trust. The Trust will ask the successful applicant to provide the Disclosure and Barring Service certificate prior to commencement in post. Failure to do so may lead to the conditional offer of employment being withdrawn.

JOB DETAILS

JOB TITLE	Mental Health Advanced Practitioner	BAND	AFC Band 7
HOURS OF WORK	37.5	BASE	Variable
DEPARTMENT	Clinical effectiveness and transformation	DIRECTORATE	Clinical Quality and Improvement

PART A: JOB SUMMARY

The Mental Health Advanced Practitioner works across various clinical settings utilising a range of tools and models of practice. A highly proficient and autonomous practitioner.

The Mental Health Advanced Practitioner will be a specialist within advice for the provision of care and treatment to patients presenting with Mental Health urgent and unscheduled care problems. They will manage patients in, or closer to home, that present with chronic and long-term conditions.

Clinicians at this level will exhibit an advanced breadth and depth of knowledge combined with critical thinking and expertise in patient assessment, point of care patient diagnostics and clinical interventions which will be supported by an extended scope of practice beyond that required for paramedic registration. In addition, the Mental Health Advanced Practitioner will be expected to develop knowledge and skills in identified areas of specialist practice and contribute to pan-service education, training, and research and audit activity.

PART B: ROLE DUTIES, RESPONSIBILITY, AND ACCOUNTABILITY



Key Responsibilities of the Role

The Mental Health Advanced Practitioner will:

- Improve the patient's journey and experience by reducing the time to diagnosis/treatment and fast-tracking the patient through appropriate emergency care pathways.
- Enhance the focus on appropriate admissions and referrals through access to appropriate care at point of need.
- Provide an innovative service, underpinned by specialist knowledge and skills from a wide range of healthcare disciplines, offering the first point of contact at the appropriate place and time.
- Train staff in ECAT, Front line ops, and Call Handlers.
- Upskill the Clinical Coordinators and ECAT TLs in Mental Health
- Provide Mental Health Clinical Advice to clinical staff.
- Improve DOS outcomes and pathways and Identifying commission gaps.
- Improve links with Mental Health Trusts
- Implement and access read only mental health systems for all staff.
- Support and advise the Frequent Caller Lead with MDTs, care plans and frequent caller management.
- Develop and support the culture change in EEAST.
- Link directly with people who have mental health lived experience to support co design and co production of services.

1. Clinical specialism responsibilities for the role

1.1 Demonstrate highly proficient, co-ordinated, and confident expertise in the delivery of evidence-based care.

1.2 Respond to patients with undifferentiated and undiagnosed conditions and undertake assessment, investigation, and refer for treatment and care planning, for a wide spectrum of patients utilising relevant evidenced based practice, local guidelines and enhanced scope of practice.

1.3 Accurately triage and prioritise patients demonstrating the use of a variety of techniques to elicit the history of an event/illness including past medical and drug history.

1.4 Provide risk assessment at point of first contact.

1.5 Refer patients to appropriate care settings where necessary.

1.6 Maintain accurate and detailed patient care records to include any adverse events, adult/child protection or vulnerable person concerns or other notifiable matters.

1.7 Demonstrate effective use of information technology throughout clinical practice.

1.8 Provide advanced clinical advice.

1.9 Demonstrate high levels of expertise in prehospital care and a range of acute and chronic conditions.

1.10 Provide effective care through to discharge, minimising handovers to other services.

1.11 Order, undertake and interpret diagnostic tests (where appropriate)

1.12 Follow and promote best practice for infection prevention and control.



1.13 A strong underpinning knowledge of anatomy and physiology to ensure a safe structure ability to manage long term chronic illness.

1.14 Provide urgent telephone triage assessment of patients.

1.15 Provide a calm and confident resource to colleagues in stressful situations, providing leadership in mental health.

1.16 Be aware of importance of safeguarding and accurate / timely escalation within the Ambulance Service.

1.17 The team will where appropriate, provide signposting and facilitate access to appropriate services in the community.

1.18 The post holder will also support local Mental Health Crisis Triage Services; this service will be provided to adults of all ages including elderly, where it is believed by the police that they may have a mental health problem. Mental Health Crisis triage will respond to calls from Police and Ambulance Service to provide screening, assessment and advice regarding appropriate action.

1.19 Provide a service, which is in line with Local Working Instructions, i.e., client focused, accessible and responsive on a 24-hour basis.

1.20 Participate in the assessment of Service Users using appropriate triage tools, documents to negotiate the development and implementation of treatment plans, working with the agreed supervision arrangements within the team.

1.21 Demonstrate respect for all team members, maximizing potential through the diverse roles within the team. Attend Team Meetings as required.

1.22 Maintain and develop expertise in the acute care of people with a serious mental health problem, including the management of people at risk of suicide.

1.23 Work closely with other team members to ensure that care is delivered to the highest possible standards.

1.43 Actively seek to improve own practice by seeking new and innovative ideas for the delivery of care.

1.24 Actively address areas of concern and report any areas of concern to the clinical duty and operational managers.

1.25 Maintain an up-to-date knowledge of other relevant Crisis and Emergency Services.

1.26 Participate in supervision, as per the Trust policy, on a regular and formal basis.

1.27 Manage time and resources effectively within available constraints.

1.28 Practice within NMC/HCPC/Trust/Professional bodies guidelines where appropriate.

2. Communications and Stakeholder Engagement

All staff should be able to communicate effectively with people who use services, colleagues, and stakeholders, to ensure that the care, treatment and support of people who use services are not compromised.



- 2.1 Communicate effectively with healthcare professionals, colleagues and a range of individuals e.g., Police, Social Workers, carers and relatives.
- 2.2 Provide high quality clinical care to patients in Crisis by signposting to appropriate MH teams.
- 2.3 Ensure accurate entry to records and documentation.
- 2.4 Forge relationships with crisis teams to improve the pathways of the patients.
- 2.5 Liaison with other teams and services to ensure that quality and timely services are delivered.
- 2.6 Liaise with multi-disciplinary teams across organisational boundaries.
- 2.7 Ensure effective communication with other disciplines and organisations to safeguard the continuation of high-quality patient care.
- 2.8 Communicate effectively using a variety of media such as written reports, care plans/programmes, verbal handovers and clinical discussions, electronic reports and requests.
- 2.9 Demonstrate empathy when dealing with patients, carers/relatives and other healthcare professionals and organisations when developing and implementing care plans/programmes to ensure that the patient receives an optimal level of care.
- 2.10 Communicate with patients, friends and relatives in a caring and professional manner at all times and in particular during stressful situations.

3. Strategic Leadership and Service Development

- 3.1 Lead and manage the delivery of clinical care at incidents where optimal patient care and outcomes require advanced clinical practice beyond the standard paramedic scope of practice. If required undertake an operational command role as per Trust emergency preparedness procedures as appropriate.
- 3.2 Provide a senior clinical presence within the Ambulance Operations Centre where appropriate (e.g., Surge Plan, initial response to on-call advice requests etc).

4. Analytical, Judgmental and Decision Making

- 4.1 Undertake complex assessment of the social care needs of patients, analysing these to ensure that the care planned meets the needs of the patient.
- 4.2 Assimilate the assessment and examination findings of other clinicians in order to critically appraise the proposed care pathway and/ or interventions and where necessary provide an advanced lead in determining the overall plan/ pathway.
- 4.3 Apply expert professional judgement and specialist clinical knowledge and experience to make appropriate, safe and reasoned decisions.

5. Resource Management

- 5.1 Actively participate in the design and delivery of policies, procedures and models of care which contribute to the delivery of high-quality patient care services across the organisation.
- 5.2 Using reflective practice, mentorship, coaching and critical review processes, evaluate own performance and demonstrate commitment to research, service development and lifelong learning.



5.3 Be aware of importance of safeguarding and accurate / timely escalation within the Ambulance Service.

6. Staff Management and Responsibility

6.1 Provide clinical support and foster the development of junior staff through leadership, mentorship, case review and other continuing professional development activities.

6.2 Undertake mentorship, teaching and supervision of level 4, 5 and 6 clinicians (as defined by the College of Paramedics Career Framework), in particular clinicians developing competencies in urgent care specialist and/or advanced practice.

6.3 Complete peer to peer review using audit and face to face review.

6.4 Responsibility for staff, equipment, resources and administration.

6.5 Effective time management and prioritisation of workload.

6.6 Contribute to the medicine management policy and its development.

6.7 Ensure clinical practice is evidence based and up to date.

6.8 Comply with Health and Safety at Work legislation and the Trusts policies and procedures to maintain a safe working environment, including use of personal protective equipment where supplied.

6.9 Take reasonable actions and precautions to ensure the security and care of Trust premises, including ambulance stations. Use all Trust equipment, facilities and premises in a careful and proper manner, with due regard for the security of such items and the safety of self and others.

7. Finance and Budget Management

7.1 Manage time and resources effectively within available constraints.

8. Working Conditions and Additional information

8.1 The post holder may be required to work at any of the Trust's sites in line with service needs.

9. Role Specific Details

9.1 To monitor and provide advice on matters related to medication.

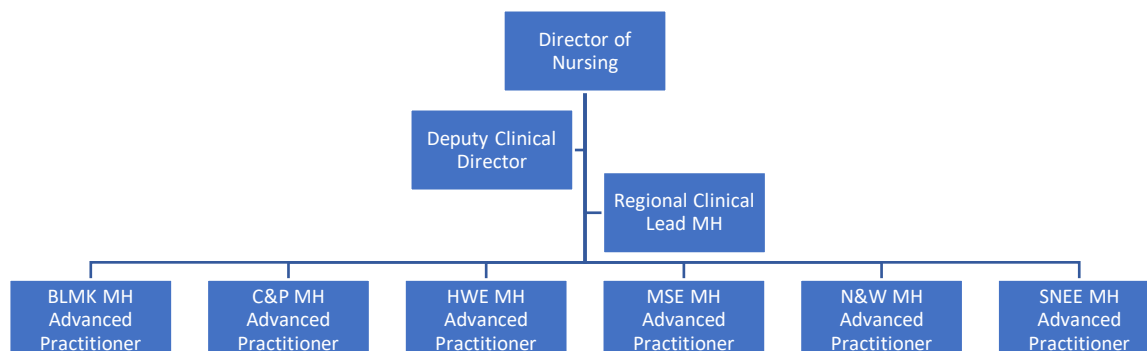
9.2 Exercise advanced skills in de-escalation of distress, and anger.

9.3 Demonstrate appropriate control and leadership in situations where people may be frightened, aggressive and/or violent.

9.4 Actively make your experience available as a resource for advice and support to other members of the team.

9.5 Provide profession-specific interventions relevant to the needs of service users.

PART C: STRUCTURE CHART updated below



PART D: KEY STAKEHOLDERS

Internal

- Other departments within EEAST
- Internal stakeholders
- Senior Operations Centres Manager – Clinical Services
- AOC Clinical Operations Manager
- Specialist Clinicians in Hear and Treat
- Deputy Director of Service Delivery, AOC
- ECAT Assistants and The SPOC team
- Frequent caller Lead
- AOC staff and Managers
- AOC Clinical management
- ECAT staff
- Business Development Manager
- Information Team
- Administrators

External

- Other NHS Trusts
- External Stakeholders
- ICS/ICB Commissioners
- UCD
- Acute trusts and other NHS Organisations
- Other Emergency Services
- Operational Managers
- Other key stakeholders

PART E: TRUST GENERAL STANDARDS



DBS Checks and the Rehabilitation of Offenders Act: Posts which involve regular contact with vulnerable adults and/or children are exempt from the **Rehabilitation of Offenders Act 1974**, by virtue of the **Rehabilitation of Offenders Act (Exemption Order) 1975**. Appointment to this role will be subject to a DBS check through the Disclosure and Barring Service, at the appropriate level, which is deemed satisfactory to the Trust. The Trust will ask the successful applicant to provide the Disclosure and Barring Service certificate prior to commencement in post. Failure to do so may lead to the conditional offer of employment being withdrawn.

Posts that are Exempt from the Rehabilitation of Offenders Act 1974: Failure to inform the Trust of any convictions, cautions, reprimands, or warnings, during the course of your employment, may lead to disciplinary action under the Trust's Disciplinary Policy. Such action may include dismissal.

Flexibility: The post holder may be required to work at any of the Trust's sites in line with service needs.

Infection Prevention and Control: All Trust employees have duties under the Health and Safety at Work, etc, Act 1974 which have a bearing on the prevention and control of infection in particular. Staff are expected to understand their responsibilities as outlined in the infection prevention and control policy and related guidelines, comply with all stated systems, and maintain their knowledge of infection prevention and control relative to their role.

Confidentiality, Data Protection, Freedom of Information, and Computer Misuse: The information being handled by employees of Eeast is strictly confidential. Failure to respect the confidential nature of this information will render the employee subject to disciplinary action, including possible dismissal. This could also constitute a criminal offence. It is the duty of all employees to uphold the principles of the Data Protection Act 2018, the NHS Confidentiality Code of Conduct, Caldicott Principles, and the terms of the employment contract. All staff must safeguard the handling of information held in both computerised and manual filing systems and it is the employees' responsibility to ensure all records are accurate and up to date and that errors are corrected or notified, as appropriate.

All staff must be aware of their responsibilities under the Freedom of Information Act 2000 and must comply with, and keep up to date with Trust policies and legislation on confidentiality, data protection, freedom of information and computer misuse.

Communication: All staff should be able to communicate effectively with people who use services, and other staff, to ensure that the care, treatment, and support of people who use services is not compromised.

Health, Safety, Security and Risk Management: All staff are required to adhere to, and act consistently with, all relevant health and safety legislation and Trust policies and procedures in order to ensure that the health, safety, and security of others, and their own, is maintained. This will include identifying and reporting all risks to health and safety, security of equipment and property, use of necessary safety devices and protective clothing and the achievement of the Trust's objectives, in accordance with the Trust's risk management strategy and policies.

Major Incident: In the event of a major incident, civil unrest, or other potential large-scale service disruptions (eg Pandemic) all East of England Ambulance Service NHS Trust employees will be expected to report for duty on notification. All employees are also expected to play an active part in preparation for a major incident, civil unrest, or other potential large-scale service disruptions (eg Pandemic) and to undertake training as necessary.

Business Continuity: All AfC Band 7 post holders and above are required to ensure that the business continuity management system requirements under their area of responsibility are fully embedded into day-to-day business processes and that the necessary resources are available. Post holders should promote continual improvement of the Trust's business continuity management system. This includes communicating the importance of effective business management to their team(s) and direct and support others to contribute to the effectiveness of business continuity. Promote continual improvement of the Trust's business continuity management system.

Equality and Diversity: Actively promote the Trust's commitment to equality and diversity by treating all patients, colleagues and visitors with dignity and respect and comply with related policies including Equal Opportunities Policy, Dignity at Work Policy, Recruitment and Selection Policy, etc.

Mandatory, Job-Related Training and CPD: Take a proactive approach to own personal development in order to ensure that skills set is aligned to the demands of the role as it evolves and develops to meet the organisation's changing needs. This will include full participation in a compassionate conversation and identifying any reasonable adjustments you may need for learning at the earliest opportunity.

Safeguarding Children and Vulnerable Adults: All employees have a responsibility for protecting, safeguarding, and promoting the welfare of children and vulnerable adults. Further information about the Trust commitment to this and your responsibilities can be sought from the Trust's Child Protection Leads.

No Smoking Policy: East of England Ambulance Service NHS Trust is a no smoking Trust and all staff must comply with the Trust's no smoking policy.



Data Quality: It is the responsibility of all employees to ensure data is of a high-quality standard, in order to support the Trust in providing a quality service. Data must be accurate, valid, reliable, timely, relevant, and complete. For further information on the Trust's commitment to this, please refer to the Trust's Data Quality Policy.

Standards of Business Conduct: It is the responsibility of all employees to conduct all business in an honest and ethical manner. The Trust is committed to acting with integrity in all its dealings and relationships and to implementing effective systems to prevent bribery. The Trust will uphold all laws relevant to countering bribery and corruption, including the Bribery Act 2010, in every aspect of its conduct including its dealings with public and private sector organisations and the delivery of treatment and care to patients

Following the implementation of the Bribery Act 2010, all employees should be aware that if they accept or offer any financial or other advantage, with the intention or knowledge that this is received in order to induce or reward the improper performance of their duties or offered to induce or reward the performance of another person's duties, they may be guilty of an offence under the Bribery Act 2010. For further information on the Trust's commitment to this, please refer to the Trust's Anti-Bribery Policy.

Sustainable Development: EEASt is committed to delivering its services in a more sustainable way, encouraging staff and patients to make sustainable lifestyle choices through awareness campaigns and working with local communities. All employees have a responsibility to ensure the Trust achieves its high standard of sustainable development, and have positive impacts on health, expenditure, efficiency, and equality across the six counties of the Eastern region in which it operates.

PART F: DBS REQUIREMENT

Does this post require a DBS check to be undertaken?	Yes	No
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If yes, please indicate what level of check is required:

Basic Standard	<input type="checkbox"/>	Enhanced	<input type="checkbox"/>
	<input type="checkbox"/>	Enhanced with Child & Adult Barred list	<input checked="" type="checkbox"/>

Rationale: The role of Mental Health Advanced Practitioner requires a qualification registration with the NMC. This requires an enhanced level DBS check as evidenced in the gov.uk guidance

DBS Requirement: Enhanced with Child & Adult Barred Lists

For support and guidance on which roles require/eligible for a DBS check please go to:
<https://www.nhsemployers.org/case-studies-and-resources/2018/08/dbs-eligibility-tool> or
<https://www.gov.uk/government/collections/dbs-eligibility-guidance>

Has the DBS level been approved by EVC Panel:	Yes	No
Date DBS level approved:		

PART G: JOB DESCRIPTION (AUTHORISATION)

This Job Description reflects the current main organisation priorities for the post. In the context of rapid change taking place within the NHS/Trust, these priorities will develop and change in consultation with the post holder in line with service needs and priorities.

Line Manager's Name/Signature: Liz Munday Dated: 28th March 2024



Job Evaluation (Indicative/Provisional Band) Approved:	Dated:
Job Evaluation (AFC Band) Approved: Band 7	