

## ANEURIN BEVAN UNIVERSITY HEALTH BOARD

### Job Description

**TITLE OF POST:** Liaison Worker (open to professionally qualified mental health groups i.e. Nursing, OT and Social Work)

**GRADE:** Band 6 (AFC Ref: 2016/0122)

**MANAGERIALLY RESPONSIBLE TO:**

Team Manager

**PROFESSIONALLY ACCOUNTABLE TO:**

Adult Mental Health Team Manager  
Nursing: Senior Nurse  
OT: Head of Adult OT  
Social Work: Consultant Social Worker

**JOB PURPOSE:**

The role will involve the treatment and care of service users who are experiencing severe mental health difficulties within the emergency and district general hospital setting within Gwent. Whilst based in the Grange, the successful applicants will in-reach to the local hospitals in Newport and Abergavenny.

**KEY RESPONSIBILITIES:**

**Clinical Responsibilities**

1. To act as a Liaison mental health worker, providing assessment and developing care and treatment plans and where necessary manage a patient case load in consultation with the wider liaison mental health team and multi-disciplinary team.
2. To work within the policies, procedures and good practice guidelines set out by the ABUHB and professional bodies.
3. To support the multidisciplinary team in developing services that are sensitive to the individual needs of users and carers taking into account issues of race gender sexuality age and religion
4. To establish and maintain effective care through the holistic and comprehensive assessment of service user's needs, planning, implementation, and review in accordance with CTP policy and procedures.
5. To promote a value base service which meets the needs of empowered service users by ensuring that their wishes to live and experience an ordinary life are respected and supported.

6. To have the interpersonal skills necessary to develop a therapeutic alliance with emotionally and psychologically disturbed clients and their carer's enabling the client to accept responsibility for their personal wellbeing appropriate to their level of cognitive functioning.
7. To complete comprehensive risk assessment and service user focussed plans in accordance with ABUHB policy and guidance.
8. To prioritise need/ cases and workload with the Team Manager ensuring effective use of time and professional accountability.
9. To provide clinically effective, therapeutically focused and evidence based care for service users individually or in groups
10. To advise on the promotion of mental health and the prevention of mental illness.
11. To develop and maintain professional links with other agencies and to work in collaboration with users, carers, statutory and voluntary agencies to enhance service user care planning and future developments e.g. Housing, employment, education, etc.
12. To implement the care plan and when appropriate co-ordinate the work of other members of the Liaison Mental Health Team who are responsible for implementing aspects of the care plan.
13. To undertake or delegate specific clinical interventions, monitoring observations, aseptic techniques, undertaken tests and measurements e.g. blood sugar, urinalysis, and depot injections
14. To review the effectiveness of the care plan, monitoring and evaluating the quality of care given to service users. Where appropriate initiate any action that may be required.
15. To maintain multi-disciplinary working by utilising other professionals to enhance care and provide information and feedback for multi-disciplinary review and referral meetings.
16. To complete clear, accurate, concise and up-to-date clinical records and documentation relating to interventions undertaken with service users in accordance with local and national guidelines
17. To establish and maintain good liaison with GP practices and other mental health and social care services and agencies in the area.
18. To establish good clinical and management practices to ensure high standards of client care by effective and proficient use of community or other available resources.
19. To respond to general public and other services regarding enquiries referral protocol, and crisis management offering professional advice and education on service provision as required
20. To liaise and build up professional links with appropriate primary health care team and other referring agencies, verbally and in writing regarding service user care.

21. To participate in case conferences as required, including those relating to the Protection of Vulnerable Adults, Child Protection and Multi-agency risk Assessment and Multi-agency Protection panel
22. To participate in the review of at risk/vulnerable clients as directed by the Team Manager.
23. In the absence of the Team Manager to chair multi-agency and multi-professional meetings with complex case management.
24. To encourage the participation of user's and carer's in the development and review of the service.
25. Ensure that the principle of continuity of care is maintained and that appropriate plans are made for service user discharge and transfer from clinical area is in line with local and national guidelines.
26. To work, on a rotational basis, as the nominated co-ordinator for the duration of the shift, screening all referrals to the Liaison Service to determine suitability, prioritisation and response.
27. To administer (appropriate to profession), monitor and record the effects and side effects of psychotropic medication and advise medical staff as appropriate. To offer advice to service users and carers in regard to prescribed medication.
28. To ensure through team handovers, meetings etc., that continuity of care is maintained for the service user through the necessary documentation, planning and sharing of information. Move under shift co
29. At all times to practice in accordance with appropriate professional guidelines/codes of practice.
30. As a Registered Nurse working in a generic role you will be mindful of ensuring that all aspects of your practice are informed by Nursing philosophy and training. You will continue to access professional supervision to ensure that you maintain your professional focus and are able to articulate Nursing values and principles.

OR

As an Occupational Therapist working a generic role you will be mindful of ensuring that all aspects of your practice relate to occupational performance and are informed by OT philosophy and training. You will continue to access professional supervision to ensure that you maintain your professional focus and are able to articulate OT values and principles.

OR

As a Social Worker working in a generic role you will be mindful of ensuring that all aspects of your practice are informed by Social Work philosophy and training. You will continue to access professional supervision to ensure that you maintain your professional focus and are able to articulate Social Work values and principles.

31. To maintain and develop your practice in line with the Professional Standards for Occupational Therapy Practice (COT).

32. To work within the Code of Ethics and Professional Conduct as prescribed by the College of Occupational Therapists or the Code of Professional Practice for Social Workers.

### **Management and Supervision**

1. To act up in the absence of the Team Manager as authorised by the Senior Mental Health Services Manager.
2. To be responsible for the administration, carriage and storage of drugs in accordance with relevant policies and clinical procedures and maintain drug records as per agreed policy.
3. To ensure the Team manager is made aware of any patient they consider to be at risk and/or vulnerable.
4. To participate in meetings as directed by the Team Manager.
5. To facilitate regular contact and communication with colleagues by regular attendance at team meetings.
6. To contribute to the on-going development and functioning of the multi-disciplinary team.
7. To contribute to the formulation of policies and procedures directly applicable to community care.
8. To act as Shift Co-ordinator
9. To maintain records of patient contacts as per ABUHB Policy.
10. To submit reports, records and returns as required.
11. To provide support, supervision and advice as required by junior members within the team
12. To maintain quality standards as agreed and set for the clinical area by the ABUHB.
13. To regularly undertake clinical supervision with a named supervisor in order to maintain and improve standards of care, developing a high level of therapeutic use of self to support the therapeutic goals of social recovery
14. To participate in regular caseload reviews and managerial supervision as required by Team Manager.
15. To be responsible for health & safety of self, staff, users and visitors in accordance with Health & Safety at work Policy and in line with Local & ABUHB Policies and report any Health and Safety matters to the nominated manager.
16. To ensure own patient's records are current, in accordance with ABUHB Policy and Professional Codes of Conduct.
17. To participate as required in the recruitment, selection and induction process.

18. To act as a positive professional model to other staff and students, reflecting the values that are at the core of Liaison practice.
19. To assist the Team Leader in the development and review of policies and procedures guiding the practice of the Liaison Service.
20. To report, without delay, any complaints made by clients, carers, staff or members of the public to the Team Leader and/or the designated complaints officer
21. To report all accidents and serious incidents involving staff, service users or their relatives/carers during the course of duty ensuring remedial action is taken as necessary. This to be done in accordance to Local policies and guidelines
22. To ensure that any concerns of possible abuse are reported in line with the multi-agency policy and procedures for the protection of vulnerable adults
23. To promote the Liaison Service within the Health Board and associated agencies/services, carers and service users

#### **Administrative Responsibilities**

1. To ensure that written and verbal communication is within the necessary legal, ethical and professional parameters.
2. To ensure that accurate, legible and relevant updated documentation is kept regarding service users at all times.
3. To assist in the gathering of accurate monthly statistics as required and to assist in the development of any manual or computer based clinical information systems.
4. To work with the Team Leader regarding issues relating to annual leave, sickness and study leave.
5. To accurately complete personal time sheets and expenses/travel expenses
6. To maintain an official work diary.

#### **Educational Responsibilities**

1. To participate in the training of students, appropriate to profession, ensuring that they acquire the necessary experience to develop skills through instruction, supervision and assessment.
2. To participate in and attend in-service training and post-basic education programmes and clinical governance forums.
3. To be actively engaged in educating other parts of the service and other agencies as to the role and function of the Liaison Service
4. To take responsibility for own continuous life-long learning and to demonstrate the attainment of relevant skills.

5. To assist the Team Leader in identifying and providing learning opportunities for all staff in line with career development and agreed Team training needs.
6. To conduct relevant research within the clinical environment in line with the Health board's research and development strategy.
7. To maintain an up to date knowledge of OT techniques and interventions and provide evidence that supports their implementation in practice (if an OT working in a generic role)

#### **Any other duties**

1. To undertake any reasonable duties that may be allocated by the Team Leader, as consistent with the role.
2. An officer of the Aneurin Bevan University Health Board may be required to work from any of the other areas within the Health Board, subject to consultation.

#### **Health & Safety**

1. To carry out duties placed on employees by the Health & Safety at Work Act 1974
2. To take reasonable care for the Health & Safety of themselves and of other persons who may be affected by their acts or omissions at work.
3. To co-operate with their employer as far as is necessary to meet the requirements of legislation.
4. Not to intentionally or recklessly interfere or misuse anything provided in the interests of health, safety or welfare in the pursuance of any of the relevant statutory provisions.
5. To adhere to the Working in Isolation Policy of Aneurin Bevan Health Board, including undertaking ongoing risk-assessments and reviews as well as cooperating with audit of the above policies.

#### **General**

1. All staff are subject to the policies, procedures and conditions agreed nationally or by the Aneurin Bevan Health Board with particular reference at this time to the Health & Safety at Work Act, Equal Opportunities legislation and stipulations of the Data Protection Act and the appropriate guidelines on confidentiality.

## Liaison Worker - Personal Specification

Qualification	
Essential	Desirable
Registered Healthcare Professional i.e. Registered Mental Health Nurse or Registered Occupational Therapist or Registered Social Worker  Degree level or working towards  Previous training in Risk management  Evidence of continuous Professional Development  Additional training in Psychological therapies or a commitment to obtain qualifications in enhanced practice	ECDL  High level training in Risk Management ( HCR20)  Independent prescriber

Experience	
Essential	Desirable
Relevant experience at Band 5 or equivalent Evidence of working as part of a multi-disciplinary team Evidence of health and social wellbeing Engagement with service audits Clinical supervision Previous experience of complex risk management	Previous experience working within psychiatric liaison setting Experience of community mental health working Evidence of supervising and developing Junior Staff Evidence of team leading junior staff Evidence of leading change or new initiatives or other service development Previous experience of case management

Skills	
Essential	Desirable
Able to undertake a whole person assessment To communicate verbally and effectively with service users, managers and other members of the multidisciplinary team Able to use computers for report writing and updating service records Able to plan and coordinate multi- disciplinary care programme Able to develop and maintain professional relationships within a multi-disciplinary team Able to use a high degree of professional autonomy Able to make critical judgements and decisions Able to meet the travel requirements of the post	Effective skills in: <ul style="list-style-type: none"> <li>• Liaison</li> <li>• Group work</li> <li>• Personal reviewing</li> </ul> Good risk management skills Able to teach individuals and groups Ability to speak Welsh

Knowledge	
Essential	Desirable
High level of assessment/ risk assessment/ planning and evaluation skills necessary for working with acute Mental Health crisis	Supporting finding homes Supporting finding work Supporting obtaining benefits

<p>Experience of working with people in crisis and experiencing mental health difficulties</p> <p>Administration, monitoring and advising on medication (if appropriate to the role)</p> <p>Legislation affecting service delivery</p> <p>Knowledge of Mental Health Act 1983</p> <p>Knowledge and experience of clinical risk assessment</p> <p>Clinical Governance and how it affects practice</p> <p>Clinical supervision</p> <p>KSF</p> <p>Quality Assurance</p> <p>Health and Safety at work</p> <p>Impact of culture, social and health beliefs and opportunities on service user</p> <p>Understanding of and a commitment to service user involvement and empowerment.</p>	<p>Adequate knowledge of general medical conditions</p>
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Personal Skills and Abilities	
Essential	Desirable
<p>Excellent organisational skills</p> <p>Work well under pressure</p> <p>Ability to prioritise workload</p> <p>Demonstrates Energy, enthusiasm and resilience</p> <p>Ability to work unsupervised</p> <p>Flexible towards needs of service</p> <p>Commitment to equal opportunities anti-discrimination practice</p> <p>Ability to travel within a geographical area to meet the requirements of the post</p> <p>High degree of self-awareness</p> <p>Person centred and non-judgmental</p> <p>Customer service orientation</p>	