



JOB DESCRIPTION

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| Job Title | Single Point of Access (SPA) Associate Practitioner |
| Division | Jameson |
| Team / Service | Single Point of Access (SPA) |
| Pay Band | Band 4 |
| Hours | 37.5 hrs per week (24 hour shift pattern) |
| Terms and Conditions | In accordance with Agenda for Change |
| Location | 1st Floor, Gordon Hospital, Bloomburg Street, London SW1V 2RH |
| Reports to | SPA Senior Site Administrator / Urgent Care Administration Manager |
| Liaises with | Patients, carers, other members of the multi-disciplinary team, CNWL Services, local adult social care services and relevant voluntary organisations |

Job Summary:

The Single Point of Access (SPA) Associate Practitioner will provide support to the single point of access service.

They will work as part of a team providing support callers into the SPA. Being the first point of contact, listening and accurately recording callers' concerns, and where appropriate providing support and signposting advice. Where they speak to callers who have high risk or clinical queries they will identify this and transfer the call to a clinical member of the team.

They will carry out an initial triage and screening of all callers into SPA to ascertain the best intervention for the caller.

They will provide low level interventions to callers into SPA, such as breathing exercises, using Trauma Informed techniques to regulate emotions and de-escalation skills.

They will carry out administrative tasks as required, including processing referrals and other emails into the service; and maintaining effective administration systems and processes for the team.

They will work within service level standards to deliver an efficient service; dealing with telephone and personal enquiries from patients, carers and members of the public, GPs and other healthcare professionals and statutory and non-statutory organisations.

They will contribute to daily MDT meetings discussing crisis calls and crisis plans, particularly for service users that regularly call SPA to support the development of patient focused crisis plans.

Values

Central and North West London NHS Trust expects all staff to act in a way which shows they understand our core values and are willing to put them into practice with patients, their friends, family and carers and also other staff members.

We expect you to show COMPASSION, contribute to a caring and kind environment and recognise that what you do and say helps can make the lives of others better.

We expect you to RESPECT everyone and acknowledge and welcome people's differences rather than ignore them or see them as problematic.

We expect you to EMPOWER others and continually try to provide information, resources and support to help others make their own decisions and meet their own needs.

We expect you to work in PARTNERSHIP and behave in a way that shows that you recognise that commissioners and users of our services are the people who generate and pay for our work.

We expect you to role model these values and contribute to ensuring that they are embedded in the practice of the team.

Key Responsibilities

Central and North West London NHS Trust is committed to providing safe, effective services and providing patients and families with a positive experience.

- To work positively with colleagues to maintain effective relationships.
- To use active listening, appropriate questions and de-escalation skills to develop telephone rapport with callers and identify their needs during a call
- To act as a first point of contact for the Single Point of Access, recording on relevant Trust clinical systems the patient details and reason for call; and then deciding on next appropriate action for that call.
- To effectively manage callers' expectations whilst providing correct and accurate information at all times.



COMPASSION



RESPECT



EMPOWERMENT



PARTNERSHIP

- To sensitively and compassionately identify access needs early in a call and taking appropriate steps to ensure these are addressed to allow for a supportive call. This includes callers of a non-English speaking background (who may require an interpreter), those with a hearing impairment, with altered emotional states and neurodiverse callers.
- To provide support and advice to people calling into SPA within the boundaries of own professional knowledge and ability escalating calls to more senior SPA staff as appropriate.
- To promote the service users' use of community facilities as much as possible within existing resources and promote positive and informed choice making
- To record all data accurately in the patient's electronic record, Creating and updating patient electronic records and other relevant documentation as required.
- To have a full working knowledge of the IT systems and applications used.
- To use a range of IT skills to input and maintain patient data using CNWL IT systems and applications.
- To provide the first point of contact for communications into SPA, using judgement and experience to decide what needs to be passed on to the clinicians for action and information.
- Identify and escalate where risks of harm to self and or others is expressed on a call. Have an excellent working knowledge of safeguarding issues and ability escalate these to clinical colleagues when a caller raises concerns.
- To ensure that patients' notes are treated confidentially and are correctly maintained following Caldicott guidelines and that documentation contained therein is correct, of a high quality of standard and is maintained at all times.
- To undertake all relevant administration duties associated with referrals and bookings management as required and when necessary.
- To liaise with relevant service regarding bookings and referrals within appropriate timescales.
- Undertake regular reflective practice, clinical supervision and regular audit of calls to ensure that they are providing supportive high-quality support to callers and maintaining a healthy and interested state of mind whilst working.

The post holder will also be required to:

- Provide complete administrative support to the multi disciplinary staff of the Single Point of Access, including word processing, filing, e-mails, photocopying, sending appointments, data quality and capture using appropriate systems and photocopying.
- Operate and manage the Single Point of Access administration systems as required.
- Maintain a diary of patient appointments for SPA electronically; scheduling appointments as necessary, ensuring patients are notified of any changes to appointments.

- Arrange meetings, book rooms and equipment, organise refreshments where appropriate and respond to changes of circumstances in a timely manner.
- Complete relevant typing, photocopying, scanning, faxing, filing and maintenance of up-to date IT systems.
- Have sufficient knowledge of patients and professionals' requirements to ensure the efficient running of the service
- Establish and maintain a well-organized and effective administrative service able to meet the needs of the service users and staff
- Monitor demand against capacity and escalate to more senior staff where issues arise against agreed protocols.
- Provide monthly statistics on throughput to team manager as requested.
- Undertake regular clinical audits of SPA activity in relation to both calls and referrals received into the service.
- Work within a 24-hour, 7 day a week rota system.
- Support and provide induction to new starters within the SPA service.
- Provide cover to more senior administrative / other urgent care administrative staff as and when necessary.
- Take stationery and equipment inventories where necessary and order goods for colleagues using the E-Procurement system.
- Collect and distribute all internal and external mail on a daily basis when required.
- Any other duties to support the team as and when required by team manager.

The following responsibilities are applicable to all Band 4 Associate Practitioners and most other staff members:

Safeguarding

You have a duty to safeguard and promote the welfare of children and adults at risk of abuse. You should be aware of local safeguarding procedures and how to contact named professionals for advice and support as well as reporting any concerns. You will be supported with the supervision and training needed to recognise and act on welfare concerns and to respond to the needs of children and adults. You have a responsibility to ensure that you are up to date with the safeguarding training required for all support staff.

Infection Control

Infection prevention and control is the responsibility of all staff. All duties must be carried out in accordance with the Trust hand hygiene and infection control policies and procedures.

Data Protection, Confidentiality and Access to Health Records

All information concerning patients/clients and other staff members must be treated as confidential and you must adhere to the policies related to this subject. As a Band 4 Associate Practitioner who contributes to patients' health records you are expected to be familiar with, and adhere to, the Trust's Care Records Policy and accompanying documentation. You are advised to compile records on the assumption that they are accessible to patients in line with the Data Protection Act 199 and you should be aware that patients' records throughout the Trust will be subject to regular audit. You have a responsibility to ensure that patient records are maintained efficiently and that confidentiality is protected in line with the Trust's policies.

As a SPA Associate Practitioner, you are likely to have access to computerised data systems and you are required to obtain, process and/or use information held in these systems in a fair and lawful way. You must hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose. Only disclose data only to authorised persons or organisations as instructed.

Promoting Equality and Diversity

Central and North West London FT aims to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, sexual orientation, marital/partnership status, race, religion, age, creed, colour, ethnic origin, disability, part time working status and real or suspected HIV/AIDS status. The Trust has a Valuing Diversity in the Workplace Policy and you are expected to adhere to the policy and support equality and value diversity by making sure that you do not discriminate, harass or bully colleagues, visitors or service users. You are also expected to make sure that you don't contribute to discrimination, harassment or bullying or condone discrimination, harassment or bullying by others.

Health and Safety and Risk management

As an employee you must be aware of the responsibilities placed on you under the Health and Safety at Work Act (1974), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

As a Band 4 Associate Practitioner, like all staff members, you are accountable, through the terms and conditions of your employment, professional regulations, clinical governance and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required. All staff members have a responsibility to manage risk within their sphere of responsibility. It is a statutory duty to take reasonable care of their own safety and the safety of others who may be affected by acts or omissions.

All managers throughout the organisation have a responsibility to ensure that policies and procedures are followed, that staff members receive appropriate training and a local risk register is developed and monitored on a quarterly basis and any changes reported to the Clinical Governance Committee and Risk and Assurance Committee. Managers are responsible for implementing and monitoring any identified risk management control measures within their designated area/s and scope of responsibility. In situations where significant risks have been identified and where local control measures are considered to be potentially inadequate, managers are responsible for bringing these risks to the attention of the Borough Director and the relevant governance committee.

No Smoking Policy

There is a smoke free policy in operation in the Trust and smoking is positively discouraged and is not permitted anywhere within the buildings, on the premises or grounds.

Staff Support

The Trust is committed to ensuring that you achieve a good work/life balance, have access to a wide range of support including flexible working options, childcare support and many training and development opportunities.

Trust Sustainability Green Plan Pledge

CNWL are committed to a sustainable future and to improving the social and environmental well-being of our care community. We are dedicated to environmental improvements that embrace a sustainable future that require a shared understanding of our ambitions. Please see the Trust Green Plan - Caring Today and Tomorrow; Carbon-Free available on the Trust Intranet.

General Note

The duties and responsibilities outlined above are to be regarded as broad areas of responsibility and do not necessarily detail all the tasks which you may be required to perform. You may be expected to undertake other duties commensurate with your grade and experience. This job description may be subject to change after discussion with you. All duties and responsibilities must be carried out in accordance with statutory legislation, CNWL Standing Orders and Health and Safety.

Description of the Service

CNWL's Single Point of Access or 'SPA' provides a centralised 24/7/365 access to mental health information, advice and crisis support for patients, carers, GPs, other secondary mental health services and third sector and voluntary organisations.

The SPA manages all urgent referrals into Secondary adult mental health services, undertakes clinical telephone triage, books appointments and signposts or refers patients to the appropriate service.

The SPA team is located at the Gordon Hospital in Victoria, which has excellent transport links.