

Job Description

Post Title	Senior Mental Health Practitioner – Manchester Case Management Team
Band	6
Directorate	Central and Citywide
Location/Base	<ol style="list-style-type: none"> 1. Victoria Mill and bases across North Manchester 2. Moss Side Health Centre and bases across Central Manchester
Responsible to	Team Leader
Accountable to	Service Manager Wellbeing and Recovery Pathways

Manchester Case Management Teams

Manchester Case Management Team

Manchester Case Management (MCM) is a multi agency service with locality teams across the city which proactively supports people identified as at high risk of hospital admission as a result of long term physical health conditions.

The service brings together the skills and experience of GPs, Nurses, Mental Health Practitioners, Social Workers and Pharmacists to provide intensive and flexible support to people who are struggling to stay healthy, safe and well at home.

The service shares the care of patients across the disciplines, providing support through clinic appointments, home visits and telephone calls. The MCM service focuses on what is important to each individual patient and collaborates with people and their carers and families to agree goals and aspirations.

The MCM service is embedded in the three localities; North, Central and South Manchester. The service is delivered through the Neighbourhood model. MCM typically supports people for between 3 and 6 months enabling them over time to better manage to live well at home and engage with community groups and mainstream services as appropriate.

We currently have an opportunity for two Senior Mental Health Practitioners to join the team. One role will be based in the Central locality team, and the other in the North locality team.

MCM Team Function

The target population is a small percentage (5%) of vulnerable people who are registered or resident in Manchester, have complex physical, mental health and social care needs, making it difficult for them to access and navigate their way through the health and social care system. As a result some people use hospital-based services such as A&E or GP and Out of Hours GP services as a default access point and often find it difficult to keep themselves healthy, safe and well at home.

A significant number of people the teams support have mental health needs, such as depression and anxiety, often with another Long Term Condition (LTC), which increases the complexity of their needs and affects their access to services. NICE approved psychological therapies have been shown to improve psychological, symptomatic and functional status of patients with LTCs and reduce hospital admissions.

The service is able to offer a dedicated team, sharing care, providing an intensive and more flexible approach to engage this patient group. The teams develop a relationship with patients, gain their trust and engage them in health interventions and then act as a bridge into mainstream services.

Patients are identified as potentially appropriate for MCM by GP practices using health based information, including a risk stratification tool, to proactively offer the service to people and agree a care plan.

Teams report people have been supported to feel more in control of their lives, re-engage with family, friends and the local community, and to feel more confident in managing their long term health conditions. The MCM approach shows the difference that working together and focusing on the needs of individuals can make amongst some of the most vulnerable people in the city.

Mental Health Presentations

A high number of patients within MCM have some form of mental health condition recorded, ranging from depressive disorders, problem drinking, anxiety, anxiety with depression. A smaller number of patients were recorded with vascular dementia, Alzheimer's, unspecified dementia, psychosis, schizophrenia and bipolar disorder.

Job Summary/Purpose

The Senior Mental Health Practitioners offer mental health advice and support to the MCM team.

Input may include:

- Advice and support to the wider MDT
- Signposting and advice to clients
- Brief intervention that can be offered within the timescale of MCM input (CBT informed approaches, psychoeducation, self help techniques, relapse prevention work).
- Liaison and referrals on to other services identified as appropriate (Talking Therapies, CMHT, GP)
- Carer education and signposting

The post holder will lead on providing expert mental health knowledge to members of the MCM teams, giving advice and consultation on mental health and substance misuse care. The role will also involve offering assessment and intervention for cases where required, and working autonomously within professional guidelines.

The post holder will work with colleagues of all disciplines within the MCM teams to develop their knowledge, skills and confidence in working with people with mental health difficulties, promoting understanding of the impact that these issues can have on individuals, their families and the wider community, e.g. risk to physical health, incidence of hospital admissions/presentation in crisis, safeguarding adults, achieving and maintaining recovery and involvement in the criminal justice system.

The post holder will support the development of effective relationships within the MCM teams, Neighbourhood teams, and partner agencies to promote collaborative working and seamless pathways. This will require the ability to communicate effectively across multiple providers of services in Greater Manchester including statutory and voluntary sector providers. The post holder will also maintain regular contact with other colleagues within the trust and other statutory / non statutory services including inpatient wards, Community Mental Health Teams, IAPT services, Home Based Treatment Teams, GP practices and local A&E MH liaison services.

The GMMH Mental Health Practitioners will be aligned to one MCM locality team.

Main Duties & Responsibilities

Heading	Duty/Responsibility
Clinical	<ol style="list-style-type: none"> 1. To work closely with the wider MCM team and carry a caseload of service users with mental health problems including those presenting with high levels of risk and co-morbidity. 2. To provide specialist mental health assessments of referred service users, based on appropriate use, interpretation and integration of complex information from a variety of sources, including general assessment, self-report measures, rating scales and semi-structured interviews with service users, family members and others involved. 3. To provide appropriate formulations, consultation and advice to other professionals and referred clients. 4. To work with colleagues of all disciplines within the MCM teams to develop their knowledge, skills and confidence in working with people with mental health and substance misuse problems, promoting understanding of the effect that these issues can have on individuals 5. To provide advice to MCM colleagues in relation to admission and discharge from hospital for those service users with mental health and/or substance misuse difficulties. 6. To ensure information about services and pathways is current and accessible and promotes positive recovery. 7. To provide general advice to other professions on mental health and/or substance misuse aspects of risk assessment and management. 8. To effectively manage high levels of emotional distress including expressions of anger, suicide and self-harm displayed by service users.

Training and Developmental	<ol style="list-style-type: none"> 1. Act as a mental health and substance misuse resource for the MCM team, accessing and disseminating up to date information on local/national guidance and research. 2. Collaborate with other mental health practitioners and other roles 3. Provide supervision to junior members of staff, where required. 4. With the support of the team manager, identify individual and team training needs and design and deliver bespoke mental health and substance misuse training. 5. Support the MCM service to deliver on key performance areas. 6. Raise awareness of the MCM teams across GMMH and other mental health and substance misuse providers, acting at all times as an ambassador for the project and the Trust.
Policy and Service Development :	<ol style="list-style-type: none"> 1. To participate in the development of a high quality, responsive and accessible service for service users within the MCM teams, in the context of mental health and substance misuse. 2. To contribute to the development of the MCM teams and inform plans for the future input of mental health services in the role of the teams. 3. To advise the Operational/Service Management on those aspects of the service where organisational matters need addressing.
Communication	<ol style="list-style-type: none"> 1. To demonstrate effective communication skills at all times 2. To establish and maintain robust communication networks with patients, team members, other health and social care workers
Human Resources: <i>Clinical Supervision, Leadership, Teaching and Training</i>	<ol style="list-style-type: none"> 1. To assist in the professional and clinical supervision of staff. 2. In line with professional guidelines, to receive regular peer supervision. 3. To develop additional specialist experience and skills relevant to mental health and substance misuse intervention and services

Research and Service Evaluation :	<ol style="list-style-type: none"> 1. To utilise theory, evidence-based literature and published research to support evidence-based practice
Professional :	<ol style="list-style-type: none"> 1. The post holder is accountable for all matters of their own professional practice and will seek advice and guidance as they consider to be appropriate from colleagues within and outside of the Trust 2. To adhere to all relevant NMC/Health and Care Professions Council standards. 3. To participate in regular clinical supervision in accordance with good practice guidelines 4. To collaborate with team manager in the process of annual review and personal development planning 5. To maintain an awareness of current knowledge and practices in academic and applied practice and other disciplines relevant to mental health and substance misuse. 6. To maintain up-to-date knowledge of legislation, national and local policies in relation to adult mental health and substance misuse, complex cases and wider issues of relevance 7. To ensure the development, maintenance and dissemination of the highest professional standards of practice, both personally and within the service through active participation in and contribution to CPD training and development programmes, reading journals and regularly reviewing relevant websites. 8. To participate in regional and national professional meetings and seminars as appropriate 9. To maintain a continuing professional development log as specified by the post holders professional body. 10. To ensure the highest standards of clinical record keeping, including electronic data entry and incident recording, as agreed by the Trust in the context of the MCM teams project.

Responsibilities and Accountabilities : <u>All Care Trust staff</u>	<p>All staff have a responsibility to contribute to high standards of care, by ensuring that risks are managed effectively. They need to:</p> <ul style="list-style-type: none"> • Take a pro-active role in identifying risks and acting on the results to resolve problems at source wherever possible bearing in mind resources and priorities and liaising with Line Management. • Take part in risk management practices, both clinical and non-clinical in line with the Trust Risk Management Strategy. • Openly and honestly report actual and potential incidents and participate in developing systems to identify, record and respond to near-misses. • Comply with the Trust's infection control policies and procedures and undertake the necessary training in Infection Prevention and Control as identified by the Trust.
Trust Mandatory On-going Requirements - to be met by the candidate after commencing in post, these will not be assessed at the recruitment stage	<ul style="list-style-type: none"> • To undertake any other reasonable duty, when requested to do so by an appropriate Trust manager. • To understand and comply with all Trust policies, procedures, protocols and guidelines. • To understand the Trusts Strategic Goals and how you can support them. • To understand the need to safeguard children and vulnerable adults and adhere to all principles in effective safeguarding. • To carry out all duties and responsibilities of the post in accordance with Equal Opportunities, Equality and Diversity and dignity in care/work policies and principles • To avoid unlawful discriminatory behaviour and actions when dealing with the colleagues, services users, members of the public and all stakeholders. • To access only information, where paper, electronic, or, in another media, which is authorised to you as part of the duties of your role. • Not to communicate to anyone or inside or outside the NHS, information relating to patients, services users, staff, contractors or any information of a commercially sensitive nature, unless done in the normal course of carrying out the duties of the post and with appropriate permission. • To maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately, appropriately and kept up to date. • To ensure their day to day activities embrace sustainability and reduce the impact upon the environment by minimising waste and maximising recycling; saving energy; minimising water usage and reporting electrical faults, water leakages or other environmental concerns to the facilities department or their line manager. • Take reasonable care of the health and safety of yourself and other persons

	<ul style="list-style-type: none"> • To contribute to the control of risk and to report any incident, accident or near miss • To protect service users, visitors and employees against the risk of acquiring health care associated infections. • To take responsibility for your own learning and development by recognising and taking advantage of all opportunities to learn in line with appraisal and supervision.
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Further Information for Post holder(s)

This job description is not exhaustive, but is intended to give an overall picture of the role. Other duties within the general scope of the post may be required from time to time. The duties of the post and job description can be reviewed through the agreed process. All information obtained or held during the post-holders period of employment that relates to the business of the Trust and its service users and employees will remain the property of the Trust. Information may be subject to disclosure under legislation at the Trust's discretion and in line with national rules on exemption.

All Trust sites have been designated a no smoking area. The post holder is therefore advised smoking is not permitted within the hospital premises or grounds or whilst representing the Trust in the course of their duty. While the Trust will not discriminate against employing smokers, all prospective employees should be aware of this policy