

ACUTE SERVICES

JOB DESCRIPTION AND PERSON SPECIFICATION

JOB TITLE: Registered Professional
(Crisis Resolution and Home Treatment Team)

BAND: Band 6

REPORTS TO: Registered Professional (Band 7)

BASE: Trustwide

Organisational Values:



Compassion - We are compassionate, kind and caring to everyone, including people who use our services and people we work with.



Respect - We are civil and respectful. We celebrate diversity and always appreciate the views of other people.



Excellence - We always do our best and seek to achieve excellence in all we do. We innovate and try out new things, and when things don't go to plan we embrace this as an opportunity to learn and improve.



Collaboration - We take pride in involving people and working together as an inclusive team, both within our organisation, and in co-production with people who use our services, carers, partners, local community groups and others.



Integrity - We do the right thing and people can trust us. We are open, honest and transparent, even when things go wrong.



Respect



Excellence



Integrity



Collaboration



Compassion

JOB SUMMARY

The post holder will be required to work within a multi-disciplinary Age Independent 24/7 Crisis Resolution Home Treatment Team (CRHT). CRHT will provide a service to people experiencing an acute psychiatric crisis (functional or organic) who require urgent assessment to determine the required interventions using the least restrictive environment to facilitate recovery.

The post holder will provide;

- Urgent Assessments of mental health needs and risk
- Formulation of plans of care in an acute crisis
- Home treatment
- Evidenced based intervention that follow the cluster pathway
- Monitoring concordance to care and treatment plans
- Support Care packages as required to meet the needs e.g. Organic patients
- Contribute to the review of care
- Supervise junior staff providing care delivery

The post holder will also be required to manage on a rotational basis the operational duty system, and provide a decision making process regarding workload, skill mix and resources. The post holder will be required during this span of duty to ensure that the team deliver the roles and functions as per operational policy

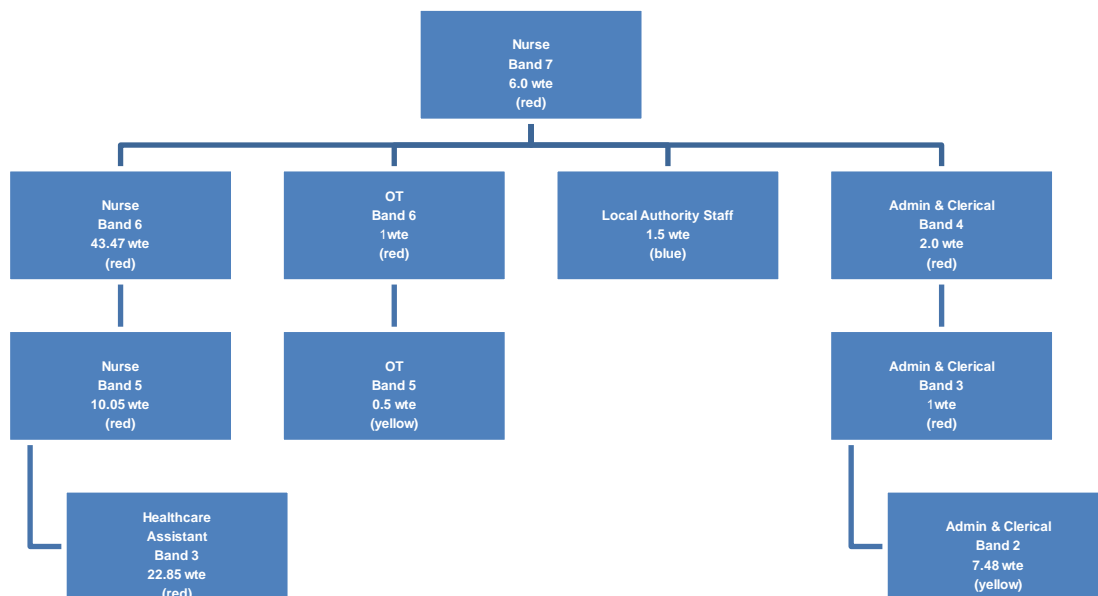
- Gate keeping
- Facilitate early discharge
- Assessment including risk
- Improved access for patients out of hours
- Home treatment
- Support Care packages as required to meet the needs e.g. Organic patients

The post holder will ensure that all organisational systems and processes are adhered to. The post holder will manage and organise competing and conflicting priorities and manage change in complex situations. The post holder will be a resource of clinical knowledge and competence in the service area contributing to staff and service development.

The post holder will be required to support the organisations agile working policy. The post holder may be required to act up in the absence of the team manager and to undertake delegated responsibilities as required.



ORGANISATIONAL CHART



MAIN RESPONSIBILITIES OF THE POST

Communication

The post holder will:

- Communicate with both internal and external stakeholders, such as service users, carers, other teams, third sector and voluntary organisations.

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Compassion

- Communicate effectively across a wide variety of settings, using tact and diplomacy in response to situations that may be complex and sensitive and may have resulted from conflict.
- Providing advice and use their initiative and follow organisational procedures in routine and crisis situations.
- Apply communication skills which take account of age-related, as well as, other communication needs and differences, in order to plan, deliver and evaluate services for older people.
- Apply enhanced communication skills both oral and written communicate information within records and reports within their service area. This may also include the need to respond to and offer and reassurance to questions and concerns from a variety of groups, such as service users, carers and other staff/teams.
- Comply with and implement local and Trust policies and procedures regarding appropriate communication.
- Be required to lead client reviews within the multi-disciplinary team and act as an advocate for service users.

Analytical and Judgemental Skills / Freedom to Act

The post holder will:

- Act within the limits of their competency and authority in line with their professional code of conduct.
- Take responsibility and actively participate in both managerial and professional supervision to ensure your competence and support your continuous professional development.
- Provide management and/or clinical supervision to junior staff with their team.
- Ensure that their practice is at a level to determine an action from a range of options.
- Evaluate and deliver advice in complex situations.
- Deputise in the absence of the team manager as required.

Planning and Organisational Skills

The post holder will:

- Undertake routine management and organisation of their own time and activities to support the completion of their designated role within the team.
- Plan and manage a range of activities which may be complex in nature and delegate appropriate responsibilities to other members of the team.
- Review, evaluate and adjust activities in response to the changing demands of the environment.
- Have good knowledge of and comply with relevant legal frameworks such as the Mental Health Act 2008 Capacity Act 2005.
- Proactively manage the varying demands of the team within which they work, for example complaints and adverse incidents.



Physical Skills

The post holder will:

- Have the ability to use I.T. systems sensibly and purposefully to meet the needs of the role and will be required to utilise systems safely and securely in line with organisational guidelines.
- Attend annual training and undertake life support training appropriate to role, where necessary.
- Undertake MAPA training to a level appropriate to the environment, as designed by the line manager.

Responsibility for Patients / Clients

The post holder will:

- Apply enhanced clinical knowledge and skills to the work environment.
- Identify and verify factors including contra-indications apparent from patient history.
- Evaluate potential efficacy of planned intervention, given all available data
- Liaise with colleagues and other clinicians to clarify and resolve any discrepancies or difficulties in the evaluation of patient data.
- Generate options including modification or alternatives to planned intervention to meet clinical need as appropriate.
- Verify suitability and potential effectiveness of planned intervention or suggested alternatives.
- Agree course of action with those responsible for performing the intervention.
- Document key points of agreement, including specific factors which influenced advice and recommendations.
- Maintain confidentiality throughout the advisory process.
- Assess and plan care delivery for individual service users within the framework of the Care Programme Approach.
- To facilitate transfer between services, sign post and / or discharge as appropriate.
- To deliver specific interventions in line with the treatment pathway.
- To routinely enquire, identify and report through the appropriate procedures any safeguarding issues.
- To report safeguarding issues that are identified via others.
- Enable service users to choose and take part in activities that are meaningful to them. These may include self care, education, recreational and work activities. The activities may be provided specifically for people in care settings or those provided in the community.
- Work in partnership with service users in developing their care plan.
- Obtain valid consent from an individual or relevant other for a range of healthcare activities.



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- To participate as part of the multi-disciplinary team implementing, evaluating and reviewing all aspects of the service users care.
- Advise, inform and support on the physical health and wellbeing of individuals (services users, their family, their significant other, colleagues or other professions) in a holistic way, recognising the inter relatedness of these and the difficulties that individuals may have in understanding their physical health needs and how these may be addressed.
- Liaise, advice and inform service providers to enable them to support services users to access and use services in a way which respects their values and supports their rights.
- Deliver therapeutic interventions and evaluate effectiveness in relation to supporting the recovery and wellbeing of service users.

Policy and Service Responsibilities

The post holder will:

- Act within own level of authority and legal requirements for maintaining confidentiality in healthcare. This covers all aspects of information, data and other resources relevant to healthcare activities.
- Ensure that own actions and those of others reduce risks to health and safety through removal, mitigation and escalation
- Promote people's equality, diversity and rights
- Consider service needs and make relevant suggestions to all local and organisational policies and procedures.

Responsibility for Financial and Physical Resources

The post holder will be required to work within their own personal duty of care, in line with organisational policy and specific service need ie. when handling money, medical devices and using mobile telephones.

Responsibility for Staff

The post holder will:

- Share clinical skills and knowledge and support the development of others
- Be required to reflect on and evaluate their own and others values, priorities, interests and effectiveness in order to continually improve their practice
- Receive and provide supervision in line with organisational policy.
- Reflect on their development and maintain own skills and practice by continued learning and development.
- Facilitate others to reflect and develop
- Demonstrate understanding and learning of application in practice supported with CPD portfolio evidence
- Provide Mentoring for other learners in the working environment
- Undertake Human Resource activities as appropriate to role e.g. appraisal, sickness absence

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- Deputise as and when appropriate
- Effectively delegate to others as and when appropriate

Responsibility for Information

The post holder will:

- Gather, store and communicate information relevant to their particular job role. This could simply entail the accurate passing on of a message or completion of standard records.
- Comply with the relevant professional standards.
- Adhere to record keeping via Epex, eCPA and handwritten processes.
- Understand individual responsibility and act in accordance with the General Data Protection Regulations 2018 and organisational information governance policies and protocols.

At all times the post holder must only access information relevant and appropriate to role

Research and Development

The post holder will be required to contribute to and support research and audit within their service area, as required.

Physical Effort

The post holder will be required to undertake light physical duties i.e. within agile working taking appropriate equipment to identify service users' needs, for example taking physical health monitoring equipment on visits.

Mental Effort

The post holder will:

- Be required to work in a variety of settings which may be busy and demanding. This will require the post holder to conduct themselves in a professional manner at all times.
- Manage frequent interruptions and maintain concentration whilst carrying out a range of tasks eg. report writing, assessment and formulation, documentation, individual therapy.
- Frequently re assess and manage tasks required to deliver the service within allocated resources whilst carrying out duty.

Emotional Effort

The post holder will:

- Therapeutically engage in effective communication and relationships with people who are troubled or distressed.

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- Be required to establish, sustain and disengage from relationships with families with specific health needs.
- Manage highly distressing or emotional circumstances i.e. which may include imparting unwelcome news
- Provide support to staff who have been exposed to highly distressing and emotional situations

Working Conditions

The post holder will:

- Be required to oversee and comply with Trust policy in relation to infection control, which includes hazardous waste, hand washing and disposal of sharps.
- Be required to work in an agile manner in response to the needs of the service.
- Be regularly required to use a computer
- Be regularly exposed to unpleasant working conditions ie. aggression, bodily fluids
- In order to support this, the post holder will be required to have a current full driving licence and be a car owner / driver.

OTHER DUTIES

1. The post holder will be required to use a computer, either a standalone or as part of a networked system and will be responsible for the quality of information. The amount of time spent on this type of work will depend on the job.
2. The Trust embraces the principles of Improving Working Lives and all staff will be required to adhere to the standards laid down in this initiative.
3. The post holder will be required to take part in an annual performance appraisal, where this job description will be reviewed, and objectives set.
4. The Trust has a No Smoking Policy that prohibits any smoking whilst at work.
5. To follow and adhere to the Trust's Health and Safety Policies and instructions and be responsible for your own and others health and safety in the workplace.
6. The post holder is expected to contribute to the creation of a working environment where everyone feels respected, valued and treated with dignity.

This job description is not exhaustive and may be amended in consultation with the post holder. It should be reviewed whenever major changes have been agreed to the post and should be reviewed as part of the annual appraisal process to ensure it remains an accurate reflection of the duties and responsibilities undertaken by the post holder.



Safeguarding Children and Adults

All Trust staff have a responsibility to ensure the safeguarding of children, young people and vulnerable adults. This includes attending statutory and mandatory training, adhering to local Safeguarding Children and Adults boards' policies and procedures and inter-agency guidance as identified in the Trust's Safeguarding policies and procedures.

Confidentiality

Personal information and many of the duties of this post are of a confidential nature and disciplinary action will be taken if confidential information is divulged to inappropriate persons.

Data Protection Act

All staff are reminded of their duties and responsibilities as employees under the General Data Protection Regulations (2018) and in particular to ensure that Personal Data is not negligently or unlawfully handled or disclosed to unauthorised persons.

Infection Control

As an employee of Coventry and Warwickshire Partnership Trust you are responsible for protecting yourself and others against the risk of acquiring a Healthcare Associated Infection. All staff, clinical or non-clinical are expected to comply with infection control policies and procedures. You will attend the mandatory infection control training and updates as required by the Trust.

Environmental Issues

The Trust is committed to reducing its impact on the environment by preventing pollution, continually improving its environmental performance which increases the wellbeing of staff and patients. As a member of staff you are expected to adhere to policies to assist the Trust in meeting its environmental and sustainability targets.

Post holder's Signature

Date:

Post holder's Name:

Manager's Signature

Date:

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Manager's Name:



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Person Specification

JOB TITLE: Band 6 Registered Professional
(Crisis Resolution and Home Treatment Team)

		HOW MEASURED? A (Application form) I (Interview)	WEIGHTING 1 – Low 2 – Medium 3 – High
Coventry and Warwickshire Partnership Trust Values	Demonstrable ability to meet the Trust's Values 	A/I	3
QUALIFICATIONS	Relevant Professional Qualification i.e RMN, DipCOT Specialist knowledge across a range of procedures and Theory Professional knowledge acquired through degree / diploma Relevant training and experience specialist short courses e.g. STORM Evidence of continuing professional development	A / I	3

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KNOWLEDGE & SKILLS	Excellent written communication skills	A	3
	Excellent verbal communication skills	I	3
	Effective organisational and delegation skills	I	3
	Ability to demonstrate and apply understanding of policies and procedures	I	3
	Ability to demonstrate and apply understanding of Equal Opportunities	I	3
	Ability to demonstrate and apply understanding of confidentiality	I	3
	Ability to demonstrate and apply understanding safety issues	I	3
	Ability to demonstrate and apply problem solving skills to a variety of situations	I	3
EXPERIENCE	Substantial experience in Acute Mental health care setting	A / I	3
	Developed specialist knowledge gained within a similar environment over a considerable period of time		
	Significant experience of undertaking assessment, formulation, risk assessment and positive risk management		
	Proven experience of people		



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	management		
PERSONAL ATTRIBUTES (Demonstrable)	<p>Reliable</p> <p>Enthusiastic</p> <p>Punctual</p> <p>Self motivated</p> <p>Ability to work on own initiative</p> <p>Engaging, open and honest</p> <p>Personal resilience</p> <p>Able to demonstrate a non judgemental and empathetic approach to service users</p> <p>Ability to work as part of a team and able to accept direction and leadership in carrying out duties</p> <p>Ability to motivate others</p> <p>Demonstrate ability to resolve conflict</p> <p>Demonstrate leadership qualities</p>	A/I	3
OTHER (Please specify)	<p>Willing to undertake DBS (Disclosure and Barring Service) enhanced clearance</p> <p>Special requirements attached to the post – eg. travelling, working in an agile manner, working unsocial hours, mobility etc.</p> <p>Must have full driving licence</p>	<p>A / I</p> <p>I</p> <p>I</p>	<p>3</p> <p>3</p> <p>3</p>



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	and access to a motor vehicle for business use		
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