

## JOB DESCRIPTION & PERSON SPECIFICATION

<b>Job Title:</b>	Crisis Single Point of Access Clinician
<b>Band:</b>	6
<b>Department:</b>	Crisis Single Point of Access
<b>Location and mobility:</b>	Your normal place of work will be St Ann's Hospital London, N15 3TH. However, you may be required to work at any other location of the Trusts interests, including travelling to appropriate meetings or for training, outside of the borough, as required.
<b>Accountable to:</b>	Senior Service Lead
<b>Responsible to:</b>	Operational Manager

### JOB SUMMARY:

The North Central London (NCL) Crisis Single Point of Access will provide a 24/7, all age, first point of telephone contact service for people experiencing mental health crisis, their families, carers; and other healthcare professionals including London ambulance service, and the police calling for advice and/or to refer into local crisis services. The service will also respond to urgent mental health calls from people calling via NHS 111 (option 2). This NCL service will be hosted in partnership by BEH Mental Health NHS Trust and Camden & Islington NHS Foundation Trust and will be based at St Ann's Hospital.

The post holder will be skilled in assessment, risk assessment and possess sound decision-making skills for people in mental health crisis, managing professional boundaries and knowing how to respond to escalations to enable formulations of crisis safety plans from junior colleagues. They will be experienced in delivering a range of interventions to alleviate distress. They will be expected to work under minimal supervision, with adherence to Trust procedures and policies, and to employ value based and socially inclusive practice. The post holder will act as an effective role model and supervisor to junior members of the team to ensure they work to high standards.

### MAIN TASKS AND RESPONSIBILITIES:

#### Clinical

- Answer all calls received in a professional manner, screen and prioritise these calls appropriately.

- Demonstrate good risk assessment and management skills, ensuring that the decisions made regarding calls are in the best interest of service users' needs and safety. This may include transferring calls to appropriate specialist skill sets, e.g. CAMHS.
- Respond to calls within the time limits set out in the service's operational policy.
- Undertake clinical triaging of calls to the service deciding on the correct pathway for the call.
- Refer/signpost callers to the appropriate downstream services, including non-statutory, third sector services.
- Maintain a good public image of the Trust and the service by dealing with calls in a professional manner.
- Be aware of appropriate referral and escalation procedures in relation to difficult calls and utilise appropriate frameworks such as Trusted Assessment.
- Maintain clear and effective liaison and communication with other services.
- To be responsible for the maintenance of accurate and comprehensive patient records.
- Participate in clinical supervision in relation to the role.
- To supervise junior staff.

### **Professional**

- To be aware of and practice professional accountability with due regard to the NMC Code of Professional Conduct or other relevant professional body.
- To adhere to all trust policies, procedural guidelines and current legislation.
- To ensure that the clinical activities within the service are of the required professional standard and encourage staff to do likewise.
- To ensure that documentation of care of individuals is maintained to NMC standards.
- To carry out risk assessments and to seek support and advice from a senior clinician where necessary.
- To maintain up to date knowledge of nursing developments and an awareness of future implications for the service e.g., Clinical Supervisions and revalidation.

### **Managerial**

- To be aware of the individual needs of other team members, giving support and guidance as necessary.
- To participate in orientation and induction of new staff.
- To deputise for the clinical leads and ensure that there are no issues around team performance in their absence.

- To provide supervision and annual appraisals to individuals and giving constructive and regular feedback which help those individuals to reflect on their work, understand their objectives and monitor their progress.
- Participate constructively in own supervision and annual appraisal process.
- To take charge of the shift as required and supervise the work of others.
- To assist in completing Quality Audit documentation and all other audits relevant to the service as required.
- To reflect on everyday practice and identify areas where improvements in safety or quality can be made.
- To participate in an on-going monitoring and evaluation of the service, ensuring that all the required data is collected.
- To monitor and report serious incidents and near misses so appropriate action can be taken.
- To undertake any other duties as identified by the Line Manager.
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***This job description gives a general outline of the post and is not intended to be inflexible or a final list of duties. It may therefore be amended from time to time in consultation with the post holder.***

***The Trust requires that there will be no discrimination on the grounds of gender, age, disability, marital status, sexual orientation, creed/religion, ethnic or national origin in any matters to do with employment or the provision of service.***

***This job description is a reflection of the current position and will be reviewed and amended from time to time in consultation with the postholder.***

## **JOB DESCRIPTION – CORE ADDITIONAL INFORMATION FOR ALL EMPLOYEES**

### **MOBILITY**

As an employee of this organisation, you may be asked to carry out duties at any of its establishments, at any time throughout the duration of your contract.

### **HEALTH and SAFETY**

It is the duty of all employees to ensure that a safe working environment and safe working practices are maintained at all times. It is also the responsibility of management to do so.

### **INFECTION CONTROL**

All staff will be expected at all times to practice in accordance with the infection control standard specified in the policies of the organisation.

### **RISK MANAGEMENT**

All staff 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.

### **HEALTH PROMOTION**

This organisation is committed to helping people live a healthier life. All staff are encouraged to make healthier choices and to be aware of the range of health promotion information and local policies that support the promotion of health and the prevention of ill health e.g. food and nutrition, stress management etc.

All clinical staff are reminded of their individual professional responsibilities for the promotion of health, by providing up to date and relevant best practice advice, in supporting their patients/clients to live a healthy life.

### **FLEXIBLE WORKING**

This organisation is committed to offering flexible, modern employment practices which recognise that all staff need to strike a sensible balance between home and work life. All requests to work flexibly will be considered

### **SMOKING**

Barnet, Enfield & Haringey Mental Health NHS Trust has a smoke free policy. Smoking will not be permitted on any Trust premises (including the grounds that those premises are sited on) or in any Trust-owned vehicle. Applicants should be aware that it will not be possible to smoke throughout working hours.

### **EQUAL OPPORTUNITIES**

In line with the organisation's Equal Opportunities Statement, this organisation is committed to ensuring and promoting the rights of all people to equality of opportunity and all staff are required to abide by and promote this.

### **POLICIES AND PROCEDURES**

All employees, at all times are subject to the policies and procedures of this Organisation.

### **SAFEGUARDING CHILDREN & VULNERABLE ADULTS**

Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults.

Familiarisation with, and adherence to, the appropriate organisational Safeguarding Policies and any associated guidance is an essential requirement of all employees as is participation in related mandatory/statutory training. All employees must ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally then you must ensure that you seek clarification from your immediate manager as a matter of urgency. Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regard to Safeguarding Children and Vulnerable Adults

### **DATA PROTECTION**

In line with national legislation, and organisational policy, all data will be processed in a fair and lawful way, for the specific registered purpose and not disclosed in any way incompatible with such purpose or to any unauthorised persons or organisations.

### **CONFIDENTIALITY**

This organisation attaches the greatest importance to patient confidentiality and to the confidentiality of personal health data, and other data held and processed by the organisation. All data should be treated as confidential and should only be disclosed on a need to know basis. Some data may be especially sensitive and is the subject of a specific organisational policy, including information relating to the diagnosis, treatment and/or care of patients, individual staff records and details of contract prices and terms. Under no circumstances should any data be divulged or passed on to any third party who is not specifically authorised to receive such data. Due to the importance that the organisation attaches to confidentiality disciplinary action will be taken for any breach of confidentiality. All members of staff are expected to comply with national legislation and local policy in respect of confidentiality and data protection.

All employees should be mindful of the seven information management Caldicott principles when dealing with data belonging to the organisation and person identifiable information.

1. Everyone must justify the purpose(s) for which patient-identifiable information is used
2. Do not use patient-identifiable information unless it is absolutely necessary
3. Only use the minimum necessary for the purpose

4. Access to patient-identifiable information should be on a strict “need to know” basis
5. Everyone with access to patient-identifiable information should be aware of their responsibilities
6. Everyone with access to patient identifiable information should understand and comply with Data Protection and Security legislation
7. The duty to share information can be as important as the duty to protect patient confidentiality

If there is any doubt whether or not someone has legitimate access to information, always check before you disclose.

## **STANDARDS OF BUSINESS CONDUCT FOR NHS STAFF & CODES OF CONDUCT**

You are required to act at all times in accordance with the relevant professional Codes of Conduct and Accountability (including, where applicable, those for Board Members). In addition, all management staff must comply with the Code of Conduct for NHS Managers. All staff are required to act in accordance with the rules and regulations as described in the organisation’s Standing Orders and Standing Financial Instructions.

The organisation reserves the right to report any activity, incident or suspicion of behaviour likely to be deemed a breach of a professional code of conduct to the appropriate professional body. This decision as to whether such a report will be made will only be taken by the appropriate service Director after he/she has fully considered the available facts. At all times, the safety of the public, staff and the reputation of the employing organisation and the wider NHS will be key points for consideration before any report is made.

## **MANDATORY TRAINING**

All staff are required to attend any training designated by the organisation and/or service as mandatory (compulsory) for the position held or to provide evidence of previous, recent equivalent training at a level appropriate to the post held.

## **SATISFACTORY CLEARANCES**

For all posts where the appointment is subject to satisfactory clearance via the Criminal Records Bureau or Independent Safeguarding Authority, or any other successor agency, it should be clearly understood that the post holder must maintain satisfactory clearance status throughout his/her employment in the post.

## **PROFESSIONAL REGISTRATION**

With respect to any post for which the appointment is subject to holding a specific professional registration, as set out in the person specification for the post, it should be clearly understood that the post holder must maintain satisfactory registration status throughout his/her employment in the post.

## **ADDITIONAL CLAUSE FOR ALL MANAGERS**

### **RISK MANAGEMENT**

All managers throughout the organisation have a responsibility to ensure that policies and procedures are followed and that staff receives appropriate training, that a local risk register is developed and regularly monitored and reviewed. Significant level risk must be reported through the Quality Improvement and Risk Committee (QIRC) network. Risk registers need to be submitted to the Support Services Manager or other nominated officer, on an annual basis.

## **ADDITIONAL INFORMATION FOR ALL STAFF**

Where relevant, further information regarding these core clauses can be found in each employee's written statement of terms and condition of employment (contract documentation).

## **BEH-MHT VALUES**

### **Our values**

The Trust's values are:

- Compassion
- Respect
- Being Positive
- Working together

## **NHS VALUES**

**It is recommended that where possible the NHS values below are reflected in job descriptions.** Please go to the NHS Confederation website for further information [www.nhsconfed.org](http://www.nhsconfed.org)

### **RESPECT AND DIGNITY**

We value each person as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits. We take what others have to say seriously. We are honest about our point of view and what we can and cannot do.

### **COMMITMENT TO QUALITY OF CARE**

We earn the trust that is placed in us by insisting on quality and striving to get the basics right every time – safety, confidentiality, professional and managerial integrity, accountability, dependable service and good communication. We welcome feedback, learn from our mistakes and build on our success.

### **COMPASSION**

We find the time to listen and talk when it is needed, make the effort to understand and get on and do the small things that mean so much – not because we are asked to but because we care.

Improving lives

We strive to improve health and well-being and people's experiences of the NHS. We value excellence and professionalism wherever we find it – in the everyday things that make people's lives better as much as in clinical practice, service improvements and innovation.

### **WORKING TOGETHER FOR PATIENTS**

We put patients first in everything we do, by reaching out to staff, patients, carers, families, communities and professionals outside the NHS. We put the needs of patients and communities before organisational boundaries.

### **EVERYONE COUNTS**

We use our resources for the benefit of the whole community, and make sure that nobody is excluded or left behind. We accept that some people need more help, that difficult decisions have to be taken – and that when we waste resources we waste other's opportunities. We recognise that we all have a part to play in making ourselves and our communities healthier.

### **DIGNITY AT WORK STATEMENT**

Barnet, Enfield & Haringey Mental Health NHS Trust is committed to treating all of our staff and patients with dignity and respect. You are responsible for behaving in a way that is consistent with

these aims. This includes not discriminating unfairly in any area of your work and not harassing or otherwise intimidating other members of staff.



## PERSON SPECIFICATION

### GENERAL INFORMATION

**Job Title:** CSPA CLINICIAN

**Band:** 6

**Department:** Crisis Single Point of Access

REQUIREMENTS	ESSENTIAL	DESIRABLE	Assessment Type  Interview (I) /Test (T) /Application (A)
EDUCATION AND QUALIFICATIONS	NMC Registration as RMN, or current registration with relevant professional body	Mentorship qualification or equivalent.  Evidence of post registration training.	A
EXPERIENCE	Minimum of 18 months post qualification experience.  Previous experience as a clinician in an acute or community mental health setting.  Evidence of continuing professional development.  FOR CAMHs-specific posts:  Experience of working within an NHS CAMHs service, and ability to work with crisis and high risk presentations of under-18 year olds	Ability and experience in dealing with developing and implementing systems that support clinical excellence.  Experience of providing good customer service  Experience of identifying, initiating, implementing and managing effective practice.  Experience of developing and delivering teaching and practice development sessions for the team  Ability to review performance data and suggests ways of	A/I

		improving performance	
<b>KNOWLEDGE &amp; SKILLS</b>	<p>Ability to implement policies and procedures, leading their implementation where appropriate.</p> <p>Detailed knowledge and understanding of the CPA process to the level of being able to advise and guide others.</p> <p>Able to evidence current and practice knowledge of legal, social, clinical, managerial and policy issues related to the clinical specialty and the wider NHS.</p> <p>Experience of risk assessments and management in an acute and community setting.</p> <p>Ability to organise and prioritise the workload of yourself and others to balance service priorities.</p> <p>Ability to negotiate and influence.</p> <p>Ability to effectively run the service, showing leadership and effective co-ordination in the absence of a manager.</p> <p>Ability to facilitate effective teamwork and to make balanced judgements and decisions.</p> <p>Excellent communication skills, both written and verbal.</p> <p>Ability to work under pressure while remaining calm and maintaining quality.</p> <p>To have a flexible and creative approach to problem solving.</p>	Knowledge of a full range of therapeutic skills and approaches supported by further training in the specialty and management practice	A/I /T
<b>GENERAL</b>	<p>Must be eligible to work in the UK</p> <p>DBS Clearance</p> <p>Ability to work flexibly according to service needs.</p> <p>Service user-centered approach.</p>		A/I

**Date: April 2023 / SN**

