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| Service Manager | | |
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| Operational Manager | |  |
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| Team Manager | |  |
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| Community Mental Health Nurses x 7.7 wte | |  |



# JOB DESCRIPTION

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| **1. JOB IDENTIFICATION**  **Job Title:** Community Mental Health Nurse **Department & Base:** Borders Crisis Team, Huntlyburn **Job Reference Number:** |
| **2. JOB PURPOSE**   * Function as an independent practitioner to provide effective risk and mental health assessment, treatment and short term follow up care for adults in crisis with identified or suspected mental health related problems. * Provide intensive community based treatment to people in an acute phase of mental illness, thereby reducing the need for hospitalisation. * Provide relevant screening for patients presenting in ‘crisis’ in A & E Department and Medical Wards following acts of self harm. * To be part of an integrated Crisis Team that works jointly with other statutory and independent mental health services. * Provide cover over a 24 hour period and undertake a management role for the Mental Health Inpatient Service overnight. |
| **3. ORGANISATIONAL POSITION** |

# SCOPE AND RANGE

**The post holder…………..**

* Reports to Team Manager.
* Manages, as a key worker, the Crisis Team casework to be allocated each day.
* Supervises the work of other nursing staff, support workers and learners.
* Is a member of a multi disciplinary team consisting of nursing colleagues, medical staff and support workers.
* The post holder will be a member of the Crisis Team, but a key part of the role will be joint working with the wider services, which includes A & E, Medical Wards and expanding to any other area where an acute psychiatric referral is requested.

# OUR VALUES IN ACTION

●Care and Compassion ●Quality and Teamwork ●Dignity and Respect ●Openness, honesty and responsibility

# MAIN DUTIES/RESPONSIBILITIES

**Clinical**

* Make holistic bio psychosocial health assessments, both routine and emergency.
* Assessments will include specific assessment of clinical risk according to local policy.
* Use your clinical judgement in the provision of care to enable people to improve, maintain, or recover health, to cope with health problems and to achieve the best possible quality of life, whatever their disease or disability, until death.
* In the role of key worker will design, implement, evaluate and document treatment plans for patients and families with complex health problems, and co-morbid conditions, to improve and maintain mental health and well-being.
* Implementation of care will include providing a range of therapeutic interventions, such as psychosocial and psychological approaches, monitoring pharmacotherapy and working with families and carers.
* Promote and encourage an approach to care which empowers patients where able, to take responsibility for their health and well-being, and to participate in decisions about their care and future.
* Co-ordinate the activities of a range of professionals and agencies in the provision of programmes of care, participate in the planning of care while patients are in hospital and maintain continuity of care.
* Practice in a manner, which reflects current best practice and research. Initiate and participate in audit and research.
* Establish and monitor standards of nursing care for adults with mental health problems, which reflect current best practice and research. Audit and research should be encouraged and reflected in the care given.

# Managerial

* Manage your casework, workload and responsibilities effectively, making the best use of your time and other resources.

Plan, prioritise, organise the work of the Crisis Team so as to effectively fulfil its role and function both in the present and in the future. This includes:

* + Deployment of staff when required
  + Responding to, and managing internal and external change
  + Management of casework
  + Development, maintenance and adaptation of administrative systems
  + Pursuit of quality and innovation
* Exercise in full your responsibilities under the NHS Borders Risk Management Strategy.
* Participate in the process of recruitment and selection of junior staff.
* First point of contact for mental health service overnight with responsibility for co-ordinating the staffing resource, supporting staff in wards with clinical decision making, escalating issues to on

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| call manager as appropriate.  **Professional**   * Represent your patients’ interests, team and specialty at clinical, managerial and other meetings. * Approach your supervision and appraisal in an open and constructive manner, and provide supervision and appraisal to junior members of staff. * Ensure that the training and educational needs of staff are identified and met, in order to ensure safe, high quality practice and personal/professional development. * Prepare and deliver formal and informal teaching sessions, and support others in providing   education for patients, relatives, colleagues and others.   * Co-ordinate and take part in the education process of nursing and other students in conjunction with the relevant educational establishments. Provide mentorship, preceptorship and support to nursing and other students. |
| SYSTEMS AND EQUIPMENT Responsible for the proper operation and security of clinical, administrative and managerial systems at unit level. These include for example: -   * + Maintenance of patients’ records   + Safe custody of medicines   + Organisation and deployment of staff   + Organisation and administration of staff leave and absence   + Risk management   + Organisation of staff supervision, appraisal and PDPs.   Develops systems, as appropriate, at nursing team level in response to changing clinical and managerial demands; contributes to the development of systems at organisational level.  Competent in the use of the following software: EPEX  Trak Care Microsoft Office |
| DECISIONS AND JUDGEMENTS **The post holder should:**  Manage and practice within current legal, ethical and professional frameworks. These include:   * + Mental Health (Care and Treatment) (Scotland) Act 2003   + Adults with Incapacity (Scotland) Act 2000   + Data Protection Act   + NMC Code of Professional Conduct and associated guidance   + Working Time Regulations   + SIGN Guidelines   + Guidelines for the Protection of Vulnerable Children and Adults   Adhere to, and contribute to, the continuing development of NHS Borders procedures and policies. Develop, implement and evaluate policies and procedures in your own area of responsibility.  Where the application of any of the above appears to act to the detriment of patients, staff or the organisation, raise these concerns in the appropriate forums. This would also include, when necessary, challenging decisions relating to clinical situations.  **The post holder:** |

Functions autonomously and is accountable for own clinical practice, including making decisions about admission to hospitals and referral to other specialist mental health services.

Responds to changes and anticipated changes in patients’ behaviour, condition and circumstances. Reschedules the work of junior staff in response to changes in need and workload.

Determines the most effective prioritisation and application of own time and effort. Effectiveness if measured by outcomes.

# Typical Judgements

These include:

Assessment of mental state; assessment of risk; consideration of suitable treatment options; admission to hospital; referral to other agencies; judgements in use of medication in conference with medical colleagues.

# 8. COMMUNICATIONS AND RELATIONSHIPS

* Promote a culture of communication that is open, professional, polite, positive and welcoming to all.
* Communicate effectively with people who present profound and complex barriers to

understanding arising from, for example:

* + Mental ill health
  + Physical illness
  + Perceptual disturbance
  + Cognitive impairment
  + Sensory impairment
  + Social/cultural/educational factors
* Lead on communicating the interests of your patients, staff and team to a wide range of individuals, departments and organisations.
* Internally this potentially includes NHS Borders in its entirety.
* External examples include:
  + Advocacy Services
  + Benefits and Pensions Agencies
  + Mental Welfare Commission
  + Primary and Secondary Care
  + Police & Emergency Services
  + Schools, Colleges and Universities
  + Social Work Departments
  + Solicitors
  + The NHS nationally
  + Voluntary Organisations
  + Welfare and Financial Guardians
* Help to develop and maintain systems for the collation and dissemination of information within your team.
* Act in a consultative role to other health service staff and social work staff on Mental Health

issues (e.g. GPs, Accident and emergency staff, Health Visitors, District Nurses, Social Workers).

* The post holder is expected to communicate effective internally and externally and provide leadership and motivation to the staff team in circumstances that may be unpredictably demanding emotionally and/or intellectually. For example:
  + Interpersonal difficulties
  + Difficult issues concerning patients and relatives
  + Handling complaints
  + Counselling
  + Coaching

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| * Providing support and reassurance * Negotiating * Complex clinical issues * Complex managerial and resource issues * Advocating * Teaching * Presentations |
| PHYSICAL DEMANDS OF THE JOB The requirement for physical effort is generally minimal or light. However, exceptions may, on occasion, include:   * + Employment of breakaway techniques   + Driving for extended periods and/or in adverse conditions   + Working with patients in difficult, unsuitable and sometimes unhygienic environments   Other physical demands will include:   * + Use of computer workstations on a frequent basis.   + Occasional carrying of equipment.   Necessary physical skill will include:   * + Manual and mechanical handling skills   + Control and restraint skills   + Driving skills   + Keyboard skills   + Skills in the use of basic medical equipment |
| MOST CHALLENGING/DIFFICULT PARTS OF THE JOB Occasional/frequent exposure to unpleasant and emotionally demanding situations, which may include:   * + Mental/physical distress, despair and psychosis   + Pain, illness and death, including the consequences of suicide and serious self harm   + Anger, aggression and abuse, both verbal and occasionally physical   + Tensions in working relationships and managing stress   + Unpredictable workloads and responding to crisis emergency situations which require re- prioritisation of routine duties   + Supporting carers and relatives at times of stressful life events   + Risk assessment and risk management   + Involvement in admission of compulsory patients   + Participation in formal procedures, such as child protection conference and critical incident reviews |

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| **11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** | | | | |
|  | **CATEGORIES** | **ESSENTIAL** | **DESIRABLE** |  |
|  | **QUALIFICATIONS** | * Registered Nurse – RMN | * Degree/Diploma |
|  | **EXPERIENCE** | * Relevant post qualification experience in Mental Health, including experience in a Community Mental Health   Team.   * Experience working with people with Mental Health problems in the community. * Experience of managing staffing resource and co-ordinating the work of others * Have been a band 6 within Mental Health Services within the last 6 months. | * Experience of In-patient acute care * Experience of Crisis intervention techniques towards resolution of   crisis. |
|  | **KNOWLEDGE & SKILL** | * Knowledge and skill in methods of mental health care intervention that are effective and evidence based and be able to role model these to   others.   * Knowledge and skills in developing, implementing and evaluating care programmes with other members of multi- disciplinary team. * Ability to assess staff skills and help them develop. * Skilled in supporting and developing others. * Skilled in motivating/directing self and others. * Good interpersonal/communication skills. * Good organisational skills. * Presenting/teaching skills. * Knowledge and skill in quality assurance and service monitoring. * Knowledge and skill in risk assessment and risk management. * Knowledge and understanding of the Mental Health (Care and Treatment) (Scotland) Act 2003. * Knowledge of services available in the community for clients, both statutory and voluntary. | * IT Skills * Research Skills * Knowledge and skills in specific therapies, e.g. CBT, DBT, Solution Focused Therapy, etc. |

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|  | **GENERAL INTELLIGENCE** | * Good verbal and written skills. * Good problem solving abilities. * Ability to think critically. * Ability to think creatively. |  |  |
|  | **LEADERSHIP** | * Ability to offer a clear vision and direction and be able to communicate this articulately and effectively. * Ability to foster team- working by involving and empowering   team members, and by adopting an appropriately facilitative style to support the team in achieving its goals.   * Ability to manage owns and assists others to manage   stress.   * Skilled in multi- disciplinary collaborative working. * Open minded and willing to consider and try out new ideas/different ways of working. | * Pleasant/calm manner. * Friendly and approachable. * Self-motivator and ability to motivate others. |
|  | **PROBLEM ANALYSIS AND SOLUTION ORIENTATION** | * Identifies a problem and breaks it down into its constituent parts. Links together and evaluates information from different   sources, and identifies possible  causes of the problem.   * Makes sensible, sound decisions or proposals based on reasonable assumptions and factual information. |  |
|  | **DEVELOPING SELF AND OTHERS** | * Makes every effort to develop, both on and off the job, the   knowledge, skills and competencies of team members, or others, required to do their job, and advance their  careers.   * Keep own relevant professional knowledge, skills and expertise up-to-date and applies them effectively. * Commitment to life long learning. |  |
|  | **TRAINING** | * Prevention & Management of Aggression & Violence * Moving and Handling * Basic Life Support * Willingness to participate in student nurse training | * Counselling Skills. * Interview Skills. * Supervision/appraisal training |

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|  | **PHYSICAL** | * Good general health |  |  |
|  | **INTEREST** | * Genuine interest in caring for people * Interest in maximising physical and mental health of clients | * Good community involvement. * Interest in Health Promotion |
|  | **RESEARCH** | * Be prepared to participate in research projects. * Awareness of current trends and development in caring for people with acute mental health problems | * Some knowledge of research methods |
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# TERMS AND CONDITIONS

**Grade and salary:** Band 6, £37,831 - £46,100 pro rata per annum

**Hours of work: 37.5 hours**

**Annual leave:**

**Public Holidays:**

**Superannuation:** The post-holder is entitled to join the NHS superannuation pension scheme.

# If Unsuccessful:

If you have **NOT** heard from us within **4 WEEKS** of the closing date, then we regret that your application has not been successful on this occasion. However, we appreciate your interest in

working with NHS Borders and your time and effort in completing the application form. We would welcome your application for future posts.

# Equal Opportunities:

In NHS Borders, we believe that all staff should be treated equally in employment. We will not discriminate against any member of staff, or job applicant, on grounds of

* age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation.
* Trade Union membership.

# Disclosure checks:

We carry out criminal record checks on new staff who fall within certain staff groups within NHS Borders, through Disclosure Scotland. We send out Disclosure Forms to all shortlisted candidates

for these staff groups, and ask for these to be completed and returned at interview. If a successful-

at-interview candidate forgets to bring their completed form to interview, then they will be required to return the form (and proofs of identity) within 7 days, otherwise the provisional job offer will be withdrawn. Unsuccessful candidates forms will be shredded.

The Rehabilitation of Offenders Act does not apply to this post.

# Tobacco policy:

We have a Tobacco policy in place. When selecting staff, we do not discriminate against applicants who smoke, but staff must observe our policy on smoking.

# Hepatitis B:

We offer Hepatitis B immunisation through our Occupational Health Service (OHS). If you think you may be at risk of contracting Hepatitis B through your job, you should ask for this immunisation at OHS.

**If your work involves exposure-prone procedures**, you must keep to the document “Protecting Health Care Workers and Patients from Hepatitis B”, and the NHSiS Management Executive Directive on this issue. You must be immune to Hepatitis B, and if you cannot prove that you are immune, OHS will investigate to find out whether you are Hepatitis B positive or not.

# Health and Safety at Work:

You must look after the health and safety of yourself and anyone else who may be affected by what you do at work. You must also co-operate with us to make sure that we keep to legal and

organisational safety regulations. You can get more information from the NHS Borders’ Health & Safety Adviser.

# Interviews will take place on

**The closing date for completed application forms is:**