**Job Description**

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| **1. JOB IDENTIFICATION** | Job Title | **Community Mental Health Nurse** | |
| Department(s)/Location | **Dundee CRHTT** | |
| Number of Job Holders | **2** | |
| 1. **JOB PURPOSE**  * To undertake individualised assessments of people in acute mental health crisis and people requiring early supported discharge interventions from in-patient care. * To determine comprehensive care packages and to develop, implement and evaluate the provision of that care as delivered to service users, their relatives and/or carers. * To provide telephone assessment and intervention to [people in acute mental health crisis. * To provide specialist mental health interventions focusing on the management of acute crisis situations, home treatment, and intensive support of people in the process of being discharged from in-patient care. * To manage the admission of people to in-patient series as required in liaison with in-patient care teams, primary care and Mental Health Officers. * In the absence of the Team Leader, provide managerial and clinical leadership and supervision to the staff of the Dundee Crisis Resolution Home Treatment Team | | | |
| 1. **ORGANISATIONAL POSITION**   TEAM LEADER (BAND 7)  **THIS POST**  MENTAL HEALTH NURSE (BAND 5)  COMMUNITY SUPPORT WORKERS (BAND 3) | | | |
| 1. **SCOPE AND RANGE**   The post holder will function as part of a multi-disciplinary Team providing an Emergency Response for mental health service users within Dundee, Perth and Kinross and Angus.  The Team will provide Emergency assessments to people in mental health crisis 24 hours, 7 days per week. Out of hours this Emergency response will extend to any person within the locality regardless of age or access to other services and may result in assessment or signposting to other services.   * The post hold will provide specialist mental health interventions to individuals and a wide range of complex mental health problems. * People may be informal or subject to provisions of the Mental Health Act or other legislative provision * Supervision, leadership and support of junior staff. * The post holder will be mentor for staff in training. | | | |
| **5. MAIN DUTIES/RESPONSIBILITIES**  **CLINICAL**     * Participate in Police Triage * Participate in GP Triage * Undertake specialist mental health assessments of people in acute mental health crisis and people requiring early supported discharge interventions from in-patient care therefore developing, implementing and evaluating treatment interventions. * To develop, deliver and evaluate specialist psychological and psychosocial interventions, for example, using a cognitive behavioural approach, anxiety management, problem-solving skills, social skills training, stress management and assertiveness training. * To establish and maintain therapeutic relationships by planning programmes of therapeutic intervention, offering a wide range of treatment strategies. * Determine comprehensive care packages and to develop, implement and evaluate the provision of that care as delivered by service users, their relatives and/or carers. * Provide specialist mental health interventions focusing on the management of acute crisis situations, home treatment and intensive support of people in the process of being discharged from in-patient care. * To monitor and/or assess service users’ concordance with prescribed medications and undertake the administration of those medications as necessary, understand complex drug regimes and common side effects and follows UK Nursing and Midwifery Council (UK NMC) Drug Administration guidelines. * To undertake clinical procedures relating to the administration and monitoring of medications and to participate in training relating got these procedures eg Venepuncture E.C.G. monitoring) * Individually develop and maintain good relationships with people, carers, relatives and fellow health, social, voluntary agency, advocacy and welfare professionals who are involved in care delivery to effect the highest attainable good mental health care and to meet the specific needs of the individuals being cared for. * Provide confidential, professional and possibly legally binding written reports to outside agencies (for example Solicitors, Housing Department, Insurance Companies) * Provide confidential and professional written communication with General Practitioners. * In the absence of the Team Leader gate keep referrals and discharges for the Team. * Assess and manage clinical emergencies and critical events including the management of challenging and violent behaviour and supervise and support junior members of the Team in their own response and management of such events. * Play a key role in care management and identify and select from a range of health and social agencies those that will assist and improve the mental health care of individuals and groups. * Participate with the Team Leader in the development, review and maintenance of the Quality Improvement Framework for service provision and Patient Safety Agenda.   **MANAGEMENT**   * Formally provide, at regular intervals, management supervision of support workers in workload and other operational issues relating to the provision of the service. * Formally appraise and ensure the development of KSF personal development plans for support workers. * Informally offer advice and support to peers and junior members of staff. * Be responsible for prioritising own workload so as to manage own time and resources. * Participate in the selection and appointment of support workers. * Participate and/or lead in any programme of induction for learners into the department.   **PROFESSIONAL RESPONSIBILITIES**   * Participate in regular Management Supervision of work with the Team Leader. * Agree a Personal Learning Plan on a yearly basis and participate in formal annual Appraisal of Performance with the Team Leader. * Ensure that up-to-date written and electronic records are maintained in accordance with UK NMC, NHS Tayside and local standards supervising support workers and learners record-keeping as appropriate. * Be aware of any responsibilities in relation to the current Mental Health Act legislation ensuring legal requirements are being met and the rights of service users are being guarded. * Practice within the legal and ethical framework as establish by the Nursing and Midwifery Council, national legislation, including mental health, community care and child protection legislation to ensure peoples’ interests and well being are met * Be familiar with all pertinent local, regional and national policies, procedures and guidelines. * Provide confidential, professional, and possibly legally binding written reports to outside agencies.   **EDUCATIONAL**   * Be proficient in the accessing and evaluation of current research literature to maintain up to date evidence base for professional and service development. * Maintain appropriate links to outside agencies and educational institutions that contribute to the development and maintenance of skills relevant to the post. | | | |
| **6. COMMUNICATIONS AND RELATIONSHIPS**   * Encounter and deal effectively with unforeseen situations arising out of the process of mental health practice where service users and/or significant others may become aggressive and/or develop severely challenging behaviour. * Encounter and work through on a one-to-one basis, highly sensitive, highly complex and highly contentious information in relation to a persons problems during assessment and treatment. * Engage with service users in crisis and emergency situations whose diagnosis and treatment plan may be contentious and to deal with any behaviours arising out of these situations. * Have the ability to develop sound therapeutic working relationships using highly developed skills such as empathy and a non-judgmental approach. * Employ specialist de-escalation and negotiating skills with people, their relatives or carers who are difficult to engage in the therapeutic process through mental ill health. * Have the ability to create, develop and maintain positive working relationships with Team member, other multi disciplinary teams, primary care and voluntary organisations. * Under supervision of Line Management, have the ability to manage conflict within the Team and contribute to the resolution of interdisciplinary conflict. * Under supervision of Line Management, encounter and work through, usually on a one to once basis, highly sensitive, complex, and sometimes contentious information relating to a junior staff member’s performance at work. * Negotiate potential inter-disciplinary conflict in treatment paradigms for example nursing models versus medical models, versus social models, versus OT models of treatments. * Provide written and verbal reports of mental health care to referrers and others as appropriate. * Develop and maintain good communications and working relationships with users, carers, relatives and other health, welfare, social agencies and other care providers in order that an effective service can be provided for mental health service users and their families. | | | |
| **7. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**     * Registered Mental Nurse * Significant experience working as a Band 5 or above. * Desirable to have achieved or to be able to train to achieve qualification as a Non-Medical Prescriber and to maintain that status according the UK NMC Standards of Proficiency for Nurse and Midwifery prescribers. * Substantial experience of a variety of treatments for acute mental health problems, early supported discharge and a wide knowledge of the theoretical basis underpinning those treatments. * In-depth experience in emergency response to mental health crisis. * Knowledge and ability to be able to develop deliver and evaluate psychological and psychosocial interventions * Fire Risk Awareness, CPR, Load Handling, Infection Control, Control and Restraint, De-Escalation and Breakaway, Risk Assessment Training. * Experience of understanding, evaluating and utilising research based evidence to inform treatment strategies with people. * Knowledge of the Tayside Psychiatric Emergency Plan. * Venepuncture and ECG training | | | |
| 1. **SYSTEMS AND EQUIPMENT**  * Mobile phones * Personal computer * Equipment to administer I.M. medication * Equipment to take bloods * E.C.G Equipment * E-Mail system communications * Input into computerised activity systems * Computerised Risk Management Systems * Lone worker system * Personally generated service user notes * Medical records * Sphygmomanometer and cuff * Thermometer * Weighing scales * Face mask for CPR * Urinalysis equipment * Risk Management alarm systems * Fax   **Responsibility for Records Management**  All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment. | | | |
| 1. **PHYSICAL DEMANDS OF THE JOB**   **Physical Skills:**   * Keyboard/IT skills on a daily basis * Travel all year round including in adverse weather conditions * Co-ordination skills for giving of intra-muscular injections in peoples’ houses and at clinics * Moving and handling of confidential case files and equipment required to give I.M. injections (eg needles, syringes, medication, storage bins for sharps, sterile swabs). * Control and Restrain/De-escalation and Breakaway skills to deal with difficult behaviour. * CPR skills. * Database skills for analysis and audit under Clinical Governance Agenda on an occasional basis. * Hand-eye co-ordination required for phlebotomy and clinical observations (B.P., temperature)   .  **Physical Effort:**   * Travel for long periods in all weather conditions. * Visiting several patients in one day at different locations, carrying equipment. * Accompanying people in social and recreational activities as part of treatment programmes.   **Mental Effort:**   * Frequent concentration required to listen to and comprehend highly complex and sensitive issues in one-to-one, face-to face and telephone sessions with people often several times per day. * On a daily basis required to remember and recall large amounts of highly sensitive information from several sources at once. * Required to shift concentration from one type of activity to another eg clinical work to managerial supervision.   **Emotional Effort:**   * Frequently discussing highly sensitive issues such as sexual abuse, relationship problems, family conflict, domestic violence, psychosis, substance misuse, as part of treatment programmes. * Frequent exposure to a wide range of emotional problems and behavioural difficulties requiring a wide repertoire of responses, skills and judgement. * Lone working for some of the day * Crisis contact for persons, their relatives and carers, with severe and highly complex mental health problems.   **Working Conditions:**   * Exposure to verbal aggression – often * Exposure to physically aggressive behaviour owing to the nature of the client group. * Exposure to all weather conditions on a frequent basis. * Exposure to peoples living conditions (potentially hazardous eg fleas, dirt). * Exposure to hazard of passive smoking in peoples own homes. * Frequent exposure to high-risk locations to fulfil treatment plans. * Occasional exposure to high risk bodily fluids (eg person with HIV requiring blood sample to be taken) | | | |
| 1. **DECISIONS AND JUDGEMENTS**  * On a day to day basis be able to plan, manage and prioritise their own workload deciding on the frequency of contact with service users, their relatives and carers using their own judgement to adapt to any changed circumstances encountered (eg increased suicide risk) * Work autonomously with a caseload of people, their relatives and carers and undertaking assessments, formulating, implementing and evaluating treatment plans in discussion with a senior member of the Team Leader. * Undertake initial and ongoing risk assessments in relation to service users, their relatives and carers, and any associated environmental factors so as to decide on the location and context of interventions offered. * Make a judgement as to when confidentiality may need not to be maintained in a person’s or others best interests. * In the absence of the Team Leader, decide on the deployment of staff within the team on a day to day basis ensuring that resources are used efficiently and effectively to meet assessed need. * Make judgements regarding learners and junior members of staff’s performance and report to the Team Leader when staff performance is not meeting the required standard and assist in any remedial action plan if appropriate. * In the absence of the Team Leader, discretion to manage attendance at work including sickness, absence and annual leave in accordance with NHS Tayside policy. * Freedom to comment on Draft versions of NHS Tayside policies and procedures, and participate in drawing up local guidelines and protocols. * To be able to judge the level of response required to mental health emergencies within the designated are (Perth and Kinross, Dundee or Angus Mental Health Service). | | | |
| 1. **MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**  * Having to continually assess risk in relation to people with complex mental health problems (eg suicide risk). * Having to employ specialist skills to manage a succession of challenging encounters with people in crisis or moving towards discharge from in-patient care and who will be suffering from a wide range of highly complex mental health problems. * Challenging beliefs and behaviours, which are chronic and enduing (eg persistent self-harm). * Developing and maintaining therapeutic relationships with people who are treatment resistant. * Supporting the Team Leader with conflict management and resolution within the Team. * Supporting the Team Leader in facilitating change and maintaining morale at times of extensive service redesign. * In the absence of the Team Leader, gatekeeping referrals to the Team. * Having to use highly developed negotiation skills with other professionals whose expectations of the Team may differ from service criteria. * Having to contain and manage people’s psychological distress within time and other therapeutic boundaries. | | | |
| 1. **JOB DESCRIPTION AGREEMENT**   A separate job description will need to be signed off by each post holder to  whom the job description applies. | | | |
| **Job Holder’s Signature:** | | | **Date:** |
| **Head of Department’s Signature:** | | | **Date:** |