**NHS GREATER GLASGOW & CLYDE**

**Older Peoples Mental Health Services**

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| **1, JOB IDENTIFICATION** | |
| Job Title: | OPMH Acute Hospital Liaison Nurse |
| Responsible to (insert job title): | Nurse Team Leader |
| Department(s): | OPMH CMHT |
| Directorate: | Older People and Primary care |
| Operating Division or NHSGG: | Glasgow City HSCP |
| **2. JOB PURPOSE**  The post holder provides an appropriate high quality, culturally sensitive and effective specialist nursing liaison to older people with mental illness in Glasgow hospitals by working in partnership with service users, care providers and other agencies.  The post holder provides triage, assessment, short term intervention, participation in discharge planning processes and facilitates the seamless discharge from hospital to community OPMH services.  The post holder identifies patients with complex needs, requiring referral to other agencies/teams both primary & secondary and voluntary agencies.  The post holder provides expert clinical advice, practical support and specialist education to other professional groups/staff regarding the mental health needs of the individual referred as well as teaching students.  The post holder is a nursing clinical expert and is a resource.to the multidisciplinary team providing ongoing care and development. Is responsible for managing their own caseload within a defined geographical area for patients experiencing mental health problems referred from the hospital setting.  The post holder provides support and advice to family/carers on all aspects of care.  ;  The post holder functions as an autonomous practitioner by virtue of in depth knowledge to lead the nursing contribution to the multi-disciplinary management of the patient with mental health problems.  The post holder works as part of the multi-disciplinary team to promote, influence and improve the practice of other professionals who deliver a service to this group of patients. | |

**4.**.**ORGANISATIONAL POSITION**

Nurse Team

Leader

Liaison Nurses

**3. ROLE OF THE DEPARTMENT**

Older People's Mental Health Service's provide a full range of secondary care inpatient and community based mental health services for the population of Glasgow.

Older People's mental health liaison service ·provides assessment, nursing diagnosis and treatment to individuals with mental health problems who have been referred after admission to general hospital settings.

Service Manager

**5. SCOPE AND RANGE**

The post holder will provide specialist assessment advice and practical support to hospital staff, patients and their families.

The post holder will develop effective working relationships across all staff groups.

The post holder will contribute to the development of protocols appropriate to this clinical area and to the implementation of evidence based practice.

The post holder will contribute to strategic developments to provide co-ordination and equitable approach to older people's mental health services working in collaboration with the Team Leader and Practice Development Nurse to enhance professional standards of care.

The post holder works independently and autonomously without direct supervision.

The post holder is operationally accountable to the Team Leader and professionally accountable to the Team Leader and/or Senior Nurse. ·

The post holder will identify mental health nursing needs and ensure care plans/discharge plans address these needs.

The post holder will facilitate referral to multidisciplinary and agency colleagues as required with regard to mental health issues.

# 6. MAIN DUTIES/RESPONSIBILITIES

1. Responsible for the independent management of their own caseload by admitting, treating and discharging as appropriate.
2. Act upon referrals from consultants and other secondary care health and social care teams, providing assessment, implementation and development of care program’s to individuals, families and groups
3. Liaise with professionals and voluntary agencies to provide appropriate specialist psychiatric advice for patients with mental health problems, and attend and contribute to appropriate multi-disciplinary team meetings and case conferences
4. To provide and facilitate education to ward based staff and other professional groups both formally *I* informally regarding the mental health needs of the individual.
5. Be familiar with and ensure the dissemination of all local, regional and national policies, procedures and guidelines pertinent to all staff and students within area of responsibility and comply with their contents in the pursuit of the highest standards of patient care.
6. Contribute to the induction and the assessment of skills of new members of the nursing team, providing direct supervised practice as required until competence is agreed.
7. To ensure that ongoing personal development needs and professional educational needs are identified and met.
8. Be familiar with and comply with all legislation relevant to area of responsibility.
9. To liaise, advise, develop and maintain good relationships with service users, carers, relatives and fellow health and social care professionals who are involved in care delivery to deliver the highest standards attainable in good mental health care.
10. To promote the public health role of mental health nurses in mental health care, identifying health needs and supporting health improvement activity.
11. To support the effective management of clinical and environmental risk on a day to day basis.
12. Nominated as caseload holder and responsible for the caseload management.
13. To establish, and participate in, systems of practice support and caseload supervision with the Nurse Team Leader and/or Senior Nurse.
14. Responsible for maintaining high quality, contemporaneous written and electronic clinical records for personal and team activity.
15. Communicate effectively with referees and others including provision of written

reports.

1. Initiate and develop new ideas to improve patient care and provide advice relating to changing community based older people's mental health services. Facilitate ideas brought by team members providing clinical support and influence to ensure

success.

1. To assess, critically appraise and apply the evidence base for practice within the specified clinical area and to promote the development of an evidence based culture.
2. Assist and plan with Higher Education Institutions to ensure a meaningful learning

experience for pre and post registration student nurses and support the clinical area to meet defined standards for practice placements.

1. Act as a role model for nursing, modelling professional and leadership behaviors as an integral part of professional practice.
2. To support and manage nursing staff as required ensuring that patient needs are assessed, care plans implemented and evaluated, and that there is consultation and involvement of patient carers. This involves regular supervision sessions and direct supervised practice if required.
3. Contribute, as part of the multidisciplinary team, to the development,

implementation and maintenance of policies, procedures, standards and protocols of the Community Team, Directorate and Division to ensure adherence to, and delivery of the highest level of patient care at all times.

1. To support the Team Leader in recruitment processes, as required.
2. To maintain patient records within agreed standards and ensure the quality of record keeping within area of responsibility. To audit compliance with standards if required.

**7a. EQUIPMENT & MACHINERY**

The equipment and machinery will be used by the post holder in their role includes:

* A computer will be used on a regular basis. The post holder will need to have a

. workinq knowledqe of svstems such as Microsoft Word, e-mail and internet.

* A telephone and mobile telephone will be used regularly.

• It is likely that travelling will be a regular feature of the role·

* + The post holder may be required to collect blood samples and as such will require to use the vacutainer blood collection system which consists of needles, hub and blood bottles. Other equipment for physical interventions may include needles and syringes to administer medications, and equipment such as sphygmomanometers and thermometers which will be used during physical health checks.

**7b. SYSTEMS**

The post holder will regularly be involved in a number of systems, including:

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Ongoing maintenance of paper based and electronic patient records e.g. PIMS .

Delivery of appraisal and personal development planning systems Maintenance of training records

Use of caseload management systems

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Recording of practice support/supervision sessions.

* Use of standardised clinical rating scales.

**8. DECISIONS AND JUDGEMENTS**

The Liaison Nurse is expected to make autonomous clinical decisions on a day to day basis. This includes the provision of advice to members of the nursing team and multidisciplinary team and contributing to effective forward planning and deployment of human resources. This includes prioritising and re-assigning of team workload as appropriate.

The post holder is accountable both to the organisation and to the NMC for their actions and judgements and is responsible for delegated actions by other members of the nursing team. Is not directly supervised and is also responsible for managing and ensuring performance of their nursing team as set out within organisational guidelines.

Practice is guided by professional and organisational policy, protocols, guidelines and procedures and the post holder is also required to make decisions that are informed by the legal and ethical framework within which they operate.

**9. COMMUNICATIONS AND RELATIONSHIPS**

The post holder will regularly be involved in communicating internally and externally with health and social care professionals as well as users and carers. The role will involve an educational dimension with users, carers and colleagues. The post holder will be required to communicate sensitive information, provide counselling and manage potential interpersonal conflict. This is a strong clinical and managerial/leadership dimension of their role. They will also attend a range of meetings that support effective communications, including:

* Clinical meetings
* . Referral meetings
* Staff meetings
* . Locality business meetings
* User/carer forums
* Supervision meetings.

**10. PHYSICAL, MENTAL, EMOTIONAL, ENVIRONMENTAL DEMANDS OF THE JOB**

Due to the complex nature of the role of the Liaison Nurse (Band 6), there will be a high level of mental and emotional demand upon the post holder. The emotional effort involved in the role will be high and will occur frequently. This is driven by the needs of service· users, their carers and through the management/supervisory role with staff. Mental demands are significant in relation to the retention and communication of knowledge and information. Resolution of conflict will place high emotional demands on the post holder, as will dealing with verbal and/or physical abuse in isolation.

Travelling in a variety of weather conditions.

**11. MOST CHALLENGING/DIFFICULTPARTS OF THE JOB**

The most challenging parts of the job will be establishing, developing and maintaining ongoing professional working rapport with all levels of staff within the hospital setting.

Managing own caseload autonomously using own decision making skills, therefore balancing priorities.

Sensitivity involved with clients newly diagnosed with life changing illness.

1. **. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

• First level Registered Mental Nurse

* + Significant clinical experience

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Evidence of continuing professional development· Excellent communication and organisational skills

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Ability to fulfil main duties and responsibilities as outlined in the job description.