#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION |
| Job Title: **Mental Health Liaison Charge Nurse (Band 6)**  Responsible to (insert job title): **Team Leader Adult Mental Health Liaison**  Department(s): **Mental Health Liaison and Emergency Services Pathway**  **Mental Health Unscheduled Care Service**  Directorate: **Mental Health Services**  Operating Division: **North Ayrshire Health & Social Care Partnership**  Job Reference:  No of Job Holders**: 14**  Last Update (insert date): **December 2022** |

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| 2. JOB PURPOSE |
| The post holder will be integral in providing a specialist Multi-disciplinary Mental Health Service to residents of North, South and East Ayrshire responding to the needs of individuals who present via the Emergency Services Pathway or to the Emergency Departments, Combined Assessment Units and General Hospital Wards and are thought to be experiencing mental health and or addiction related problems.  Key responsibilities will be to offer each individual a mental health assessment and proactive intervention, liaising with existing mental health/addiction services, facilitating admission to Mental Health Hospital or a new referral to external, third sector and voluntary services, as appropriate.  The post holder will be involved in teaching and audit within the scope of unscheduled Mental Health services to ensure the provision of effective evidence-based care; responsive to identified needs.  This will be done within Team objectives and the Operational Policy in terms of quality and value |

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| **3. DIMENSIONS** |
| **The post holder will:**   * Be a Registered Mental Health Nurse (RMN). * Contribute to the ongoing development of the Mental Health Unscheduled Care Service, ensuring the provision of effective evidence based care that is responsive to individual identified needs * Practice autonomously and as part of the team, using knowledge, skills, critical thinking, clinical judgement and evidence-based practice. * Exercise a degree of initiative and autonomy in order to anticipate and respond to the unpredictability of referrals and to plan how these can best be met with the available resources * Assume accountability and responsibility for service delivery and practice. * Ensure the integrity of the service is maintained and that the core function of the Mental Health Liaison/ESMHP Team is delivered in accordance with local clinical governance policies and procedures. * Uphold the values of the organisation and work as an active partner within the Health and Social Care Partnerships. * Be expected to work collaboratively with the Team Leader to ensure effective utilisation of resources. This includes staffing resource as well as the effective management of supplies. * Be responsible for assisting the Team Leader to prioritise the team’s workload as required. * Deputise for the Team Leader as required. |

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| 5. ROLE OF DEPARTMENT |
| The Mental Health Liaison Team is a specialist team within the Mental Health Unscheduled Care Service, responding to referrals and requests for input from both University Hospitals at Ayr and Crosshouse as well as The Ayrshire Maternity Unit.  The Emergency Services Pathway ESMHP, falls under the remit of the Mental Health Liaison team, and is itself a specialist team responding to referrals and requests for input from both the Scottish ambulance Service SAS and Police Scotland; where they have mental health concerns for residents of or visitors to, Ayrshire and Arran. This is a majority phone-based service however clinic or community assessments can be required based on patient needs and triage.  The Mental Health Liaison/ESMHP Teams offer each individual, who may be experiencing mental health, drug and/or alcohol related health difficulties, an assessment, clinical advice, information and signposting to external, third sector and voluntary services.  The Mental Health Liaison/ESMHP Teams are also involved in teaching and audit within the working in collaboration with general hospital and emergency service staff, to ensure the provision of effective evidence-based care; responsive to identified needs. |

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| 6. KEY RESULT AREAS |
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| 7a. EQUIPMENT AND MACHINERY |
| Car  Telephone /Pager  Use of computer for Data entry |
| **7b. SYSTEMS** |
| Maintaining accurate health records  Utilisation of Communication Systems including CAREPARTNER |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| Workload is mainly generated on a day to day, minute by minute basis from the Emergency Department, Combined Assessment Unit, wards, the Ayrshire Maternity Unit and via Emergency Services Pathway.  Main categories of referral and liaison thereafter include:   * Referrals from the General hospitals * Referrals from SAS or Police Scotland * Referral to Addiction Services * Liaison with existing care teams * Liaison with GP * Referral to external, third sector and voluntary services * Referral to Crisis, Community or Primary Care Mental Health Teams (including Child & Adolescent and Elderly) * Referral toLearning Disability Services * Referral to Psychology * Admission to the mental health hospital * A portion of the work is generated by the post holder, e.g. Learning and Development, Clinical Audit and Research. * Learning opportunities are provided for Peers, Student Nurses and Medical Students, in both General and Mental Health placements and with other Health Care Professionals. These include Presentations and Teaching Sessions, as well as in vivo teaching and supervision. * Review of other work and performance will be through agreed objectives and the Performance Review/PDP structures with the Team Leader. * The Post Holder will receive formal Managerial Supervision from the Team Leader on a regular basis. * Clinical Supervision will be available as per the Clinical Supervision guideline. * Participation in informal supervision is available via day to day clinical systems as well as regular individual clinical/managerial supervision with Team Leader and individual/group supervision with other clinical colleagues as agreed. |

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| **9. DECISIONS AND JUDGEMENTS** |
| * Triage and prioritise identified needs * Undertaking phone assessment, home visit or arranging clinical space, as indicted, following triage of ESMHP referrals * Undertaking mental health and addiction assessment in relation to self-injury and associated issues e.g dual diagnosis * Prioritise patients’ immediate needs following referral and assessment. Thereafter with patient agreement to link in with existing community addiction and/or mental health services or facilitating a new referral to external, third sector and voluntary services; as appropriate. * The post holder is expected to be able to offer advice in relation to immediate case management and future follow up requirements to a range of staff as decided by the Liaison Nurse; this range includes GP, medical and psychiatric consultants, other services such as CAMHS, Child and Family, Forensic, Learning Disability, SAS and Police. * While deputising in the absence of the Team Leader, the post holder will be required to demonstrate leadership and to take clinical and managerial decisions in response to dynamic and changing clinical needs within the service. |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * Working with a degree of autonomy often under isolated stressful conditions. * Supporting patients and their relatives during their crisis. * Balancing patients’ co-existing medical and mental health care need. * Balancing clinical need with bed availability. * Unpredictable referral rate. * Diverse range of clinical conditions and disorders. * Effective risk management. * Exposure to high risk environments * Maintaining patient safety in an environment out-with direct control. * Working with a wide range of professional disciplines. * Discerning between Mental Health problems and those physiological problems which mimic mental health problems (medically unexplained symptoms). * Overcoming stigma, intolerance and negative attitudes to Mental Disorder and to Drug and Alcohol related problems. * Effective time management; especially when providing services across a range of clinical settings. * Representing Mental Health Liaison Services within the General Hospitals and the Partnerships, including those with other emergency services. * Ensuring consistent high quality care delivery while effectively managing demand. |

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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| The Post Holder is required to establish and maintain effective avenues of communication and good working relationships with a wide range of personnel and agencies involved in the delivery of patient care. This may include medical and nursing staff, managers, local and national government departments and voluntary sectors.  Communication modes can be written or oral, formal, informal and informative.  Tact and diplomacy may be required to collaborate effectively with supervisees, peers and the general public.  Involvement in both local and national steering groups related to the clinical management and the development of services for patients who come into contact with the Mental Health Unscheduled Care Service e.g. Risk Management Group, Violence and Aggression Group, Clinical Effectiveness and national Liaison Forum Group. |

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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **PHYSICAL EFFORT/SKILLS**:  Walking around various hospital departments several times per day.  Walking up and down several flights of stairs 2 – 3 times per day.  Long periods of time on feet.  Driving between hospitals sites.  Driving in urban and rural areas.  Mandatory training in breakaway techniques, and usage when required.  Carrying case notes.  Keyboard Skills  **MENTAL EFFORT/SKILLS**:  Decision making regarding outcome of patient assessment.  Unpredictable work patterns.  Working in isolation.  Frequent concentration on patient assessments.  Risk management.  Time management.  High level of communication skills.  Regularly dealing with relatives.  Knowledge of various Mental Health Disorders and distinguishing them from physical disorders which often mimic the symptoms of a mental health disorder.    **EMOTIONAL EFFORT/SKILLS**:  Distressing situations.  Accountability for actions.  Occasional exposure to high levels of aggression/violence.  Patient unpredictable behaviour.  Relatives not accepting decisions made.  Other clinicians or partners (Police/SAS) not accepting decisions made.  Frequent exposure to emotionally charged environments.  Potential exposure to adverse events and the associated consequences. |

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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| * RMN essential * Evidence of further post-graduate education or professional development in relation to mental health nursing/Liaison psychiatry * Experience working in Mental Health Services particularly with acute mental health presentations. * Experience of carrying out robust Risk Assessment. * Knowledge and skills of mental health and Addiction and treatments. * Highly developed interpersonal, communication, leadership, planning and organisational skills. * Ability to provide specialist advice based on knowledge and experience. * Able to work on own and as part of a team/ service. * Highly developed broad and sound knowledge base with regard to clinical issues and mental health legislation. * Report writing/audit and presentation skills. * Ability to work autonomously with access to supervision. * Ability to manage, lead, teach and supervise junior staff including nursing students. * Presentation skills. * Sound knowledge of local and national policies and procedures. * Time management skills. * Supervision skills. * Full driving licence. |