Job Reference Number: SC06-5796N

NHS TAYSIDE – AGENDA FOR CHANGE

JOB DESCRIPTION

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| **1. JOB IDENTIFICATION** | **Job Title** | **Community Mental Health Nurse** |
|  | **Department(s)/Location** | **Patient Assessment & Liaison Mental Health Service (PALMS)** |
|  | **Number of Job Holder** |  |
| JOB PURPOSE Positive mental health and wellbeing at population level can help reduce health inequalities. As part of PALMS , the post holder will have responsibility for:   * providing assessment and triage of mental health and wellbeing and associated needs within the primary care arena * signpost to self-help and community resources * where appropriate refer on to third sector and/or statutory mental health services   The post holder will work with the primary care team and partnership services to ensure timely access to high quality care for individuals experiencing common mental health problems. | | |
| 3. OORGANISATIONAL POSITION   Locality Manager Dundee Health & Social Care Partnership      Consultant Clinical/Counselling Psychologist & Lead Clinician for Dundee Adult Psychological Therapies Service    Clinical/CounsellingPsychologist        This post | | |

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| 4. SCOPE AND RANGE The post holder will work within the Primary Care arena in Dundee in a variety of locations. They may provide day to day support and/or supervision to PALMS staff  The post holder will report directly to the Clinical/Counselling Psychologist responsible for PALMS.  Work in an integrated way with all disciplines within the primary care team including a range of staff from Health & Social Care Partnerships, voluntary and private sector to contribute to an integrated Team philosophy.  To provide specialist community mental health and low intensity psychosocial interventions to service users experiencing a wide range of common mental health problems.  Implement, monitor and review standards of care continuously within PALMS  May be required to work over a 7 day period as the service evolves. |
| 5. MAIN DUTIES/RESPONSIBILITIES **Clinical**  Manage own work load and provide specialist mental health assessment and triage for individual’s with common mental health difficulties presenting in primary care. Following assessment provide advice and signpost to appropriate self management and community resources, deliver brief low intensity interventions in the community, evaluating the outcome of interventions and/or refer on to community, i.e. third sector, partner organisations or statutory mental health services.  Support individual choice  Develop and maintain good relationships with service users, carers, relatives and fellow health and social care, voluntary agency, advocacy and welfare professionals involved in care delivery to affect the highest attainable good mental health care and to meet the specific needs of the individuals being cared for.  Develop, deliver and evaluate specialist brief psychological and psychosocial low intensity interventions, for example, using a cognitive behavioural approach to anxiety management, problem-solving skills, stress management, and assertiveness training on an individual or group basis  Attend to any emergency or urgent clinical situations in collaboration with other primary care and community mental health team staff should the need arise.  Work to all health and safety and other appropriate guidance.  Provide specialist mental health advice and case consultation to all Primary Care staff including GPs. |
| **Documentation**  Contribute to patient records/reports of a complex nature including notes of meetings, professional consultations, assessments, complaints advice/response, action plans, risk assessments, adverse significant incidents etc.  Make a contemporaneous, comprehensive, clear record of consultation for individual patients in the main record in accordance with Professional Standards, NHS Tayside Policy and local policy.  Write referrals as required using established documentation and/or electronic systems  Comply with relevant national legislation e.g. Freedom of Information Act, Data Protection Act, and Mental Health (Care & Treatment ) ( Scotland ) Act 2003.  **Professional Responsibilities**  Practice within the legal and ethical framework as established in professional standards and national legislation, including mental health, community care and child protection legislation, to ensure a person’s interests and well-being needs are met.  Be familiar with all pertinent local, regional and national policies, procedures and guidelines  Be aware of responsibilities in relation to the Mental Health Act ensuring its legal requirements are being met and the rights of people who use our service are being protected.  Respect the individuality, values, cultural and religious diversity of people who use our service and staff and contribute to a service that is sensitive to these needs.  **Leadership, Supervision and Appraisal**  Identify Community Mental Health Nursing and psycho-social training needs relating to service delivery, which address and respect scope of practice issues and competencies.  Facilitate an environment where learning needs are identified and met and provide supervision and support to other PALMS and primary care staff.  Review and reflect on own practice and performance through effective use of professional and operational supervision and appraisal.  Work with a high degree of autonomy and initiative within primary care.  **Training staff and students**  Contribute to the induction and orientation of PALMS nursing staff.  Participate in the delivery of staff training and education.  Support the development of the service to reflect current and predicted mental health care needs.  Contribute to effective resource management within PALMS.  Support the planning, review, and development of the Community Mental Health Nursing role within PALMS.  Comment on national and local policies as and when requested.  Lead on delegated projects using project and change management techniques e.g. information gathering/benchmarking, improvement methodologies, communication to all relevant parties, evaluation etc.  Agree objectives with the PALMS Lead and translate these into clinical practice, which are research and/or evidence based.  Promote current partnership working to the benefit of patients, carers and staff.  Contribute to systems whereby users opinions are actively sought, and incorporated into all aspects of service delivery, e.g. prepare PALMS reports, service evaluation and patient satisfaction surveys routinely  Share best practice locally.  **Professional Development**  Maintain portfolio in line with requirement for Professional Registration, re-validation and TURAS.  Develop expertise in the role and be responsible for sharing information and best practice with all relevant parties.  Maximise skills and ensure development of staff to meet the changing needs of patients and the service.  Develop clinical skills and specialist mental health knowledge and expertise.  **Clinical Governance, Quality and Standards**  Participate in audit and research, to monitor, evaluate and improve services.  Contribute to Health and Safety Management systems to meet local and national priorities, ensuring all Health and Safety policies and procedures are adhered to.  Comply with all relevant NHS Tayside and local policies and procedures including e.g. relating to Health and Safety, Risk Management, Confidentiality of Information, Infection Control, Moving and Handling and Fire Protection.  Promote equality and diversity.  Prioritise workload to meet objectives agreed with PALMS Lead.  Participate within health and local authority and other partnership organizations meetings and groups where required.  **Research and Practice Development** Undertake specific audit and research projects to ensure service developments meet local and national standards.  Encourage staff to undertake research and/or audit projects in order to develop themselves professionally and to meet the needs of the service.  Review evidence base as new research becomes available and encourage evidence based practice.  Disseminate and implement relevant research findings to patient care and treatment delivery thereby reducing the theory practice gap. |
| 6. COMMUNICATIONS AND RELATIONSHIPS Establish and maintain effective communication channels and provide a focal point for the dissemination of information, relating to mental health care within the primary care setting.  Demonstrate a high level of communication skills – both written and verbal – with a range of individuals and service levels.  Adopt a professional approach in different situations using diplomacy, tact and sensitivity.  Overcome barriers to communication related to patients, carers and staff e.g. provide information where English is not the first language, or where speech and language difficulties exist  Convey meaningful but complex information in a succinct manner as well as at times contentious information to professionals, service users and carers.  Communicate sensitive information to people who use our service, carers and professionals.  Provide professional advice related to complex patient presentations and clinical issues using specialist skills and knowledge.  Liaise with professionals and their organization regarding contentious or sensitive issues, utilizing negotiating and other interpersonal and professional skills to achieve the best outcome.  Provide support and advice to colleagues. |

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| 7. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB **Training/Experience**  Registered Mental Nurse with current registration with the UK Nursing and Midwifery Council.  First degree OR equivalent experience.  Experience and specialist clinical knowledge in the field of community mental health nursing.  Knowledge and experience of developing, delivering and evaluating psychological and psycho-social interventions, for example, using a cognitive behavioural approach, anxiety management, problem-solving skills, social skills training, stress management and assertiveness training.  **Skills**  Good verbal and written communication skills.  Experience and ability to develop and deliver evidence-based brief mental health interventions.  Ability to in fluence in order to facilitate and maintain effective partnership working with  colleagues representing different disciplines, cultures and agendas.  Change management skills, effective time management and report writing skills.  **Knowledge**  Knowledge and understanding of national guidelines/legislation relating to Mental Health Care e.g. Mental Health (Care & Treatment) (Scotland) Act 2003, Adults with Incapacity Act.  Knowledge, understanding and ability to use IT systems effectively. |
| 8. SY8. SYSTEMS AND EQUIPMENT Ensure all patient records are maintained in accordance with NHS Tayside and professional guidelines.  Access and utilize multiple IT systems on a daily basis to maintain records, provide reports, develop documents, communicate clinical and service information and to make referrals  Mobile phone and video conference (e.g. MS Teams and Near Me).  **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. |
| 9 PHYSICAL DEMANDS OF THE JOB **Physical demands**  Frequently sit for long periods of time when working on documents, attending meetings etc.  Use keyboard skills when developing reports, statistics etc.  Travelling between bases to attend clinics and meetings  Maintain prevention and management of aggression techniques.  Moving and handling  Travel all the year round including in adverse weather conditions.  **Mental Demands**  Repeated, regularly on a daily basis:  Make complex decisions to ensure safe and effective patient care.  Frequent intense concentration for long periods when in clinic, or working on reports and documents, dealing with complex patient presentations and information  Responding to unexpected changes in workload e.g. emergencies.  Communicating with distressed, anxious, worried individuals e.g. staff, volunteers, patients, relatives and carers.  Managing workload throughout the day with constantly changing priorities, prioritizing workload to meet operational demands.  **Emotional Demands**  Support professionals , patients and carers who are dealing with or expressing highly sensitive information e.g. disclosure of abuse or traumatic events.  Support individuals that are experiencing difficult and highly emotional personal difficulties.  Deal with diverse and complex demands, which are emotionally draining.  Managing conflict.  **Working Conditions**  Sitting at a desk or computer for long periods of time.  Occasionally dealing and coping with threat and occurrence of verbal and physical aggression.  Exposure to all weather conditions. |
| 10. DECISIONS AND JUDGEMENTS On a day-to-day basis be able to plan, manage and prioritise own workload within clinics, deciding on the frequency of contact with service users, their relatives and carers using their own judgement to adapt to any changed circumstances encountered  Reports to the PALMS service Lead, setting annual objectives, which are reviewed regularly.  Contributes to service developments as per the needs of the service and as agreed with the PALMS Service Lead  Contribute to the investigation of complaints and incidents, reporting professional misconduct to the SCN.  Follow agreed policy in emergency situations.  To be able to judge the level of response required to any multi-disciplinary team or Lone Worker Emergency alert when acting as rostered co-ordinator for that system. (for example when to initiate police response) |
| 11. MOST CHALLENGING /DIFFICULT PARTS OF THE JOB Prioritising conflicting demands in regards to clinical work  Acting autonomously as mental health specialist and having to deal with a wide range of mental health presentations, including urgent and crisis situations within a limited response time.  Undertaking the process of assessment, formulation and action planning with service users, families, and carers in mental health emergencies.  On a daily basis manage the range and complexity of demands from patient and primary care teams  Maximising resources to meet increasing demands.  Be available for staff requiring immediate support and advice on personal, clinical and service issues.  Advise and participate in the development and management of nursing staff.  Work in collaboration with external agencies and partners.  Sustaining staff morale during the process of change.  Reflect the key models of mental health practice.  Support values and recovery focused practice. |