



South East Coast Ambulance Service



NHS Foundation Trust

JOB DESCRIPTION

1. Job Details	
Job Title:	Mental Health Clinical Supervisor
Pay Band:	Band 6
Reports to (Title):	Clinical Safety Navigator
Accountable to (Title):	Senior Clinical Operations Manager
Responsible for (Title/s):	None
Location/ Site/ Base:	Emergency Operations Centre (EOC) East and West
2. Job Purpose	

To provide clinical supervision and mentoring for the Trust Clinical Decision Support call triage system and Trusts Emergency Medical Advisors (EMAs) and dispatch staff and functions.

Provide remote clinical triage to appropriate incidents especially mental health incidents and where applicable provide home management instructions to patients to discharge patients from the services care, in line with the NHS Pathways call triage system.

To provide clinical oversight and advice for deployment of specialist resources, remote clinical leadership, information and guidance, where required, to ambulance crews.

To liaise with mental health providers to ensure continuity of care for those patients unready under the care of mental health services.

To work within the Clinical Multi-disciplinary team in the crisis management of mental health patients/ provides clinical advice and consultation on complex issues to other members of the clinical team and staff from other agencies.

To act as a link between SECamb and mental health services in the management of “frequent callers” for the NHS 111 service

To work as part of the Clinical Multi-Disciplinary team in providing quality, evidence-based health care to meet the immediate needs of the patient.

Provide a thorough telephone based assessment for patients calling 999 and managed through the Clinical Decision Support call triage system with unscheduled care and emergency care needs.

To provide leadership and decisions relating to capacity and consent in the EOC.

Show holistic, evidence and guidelines based approach to meeting the needs of patients presenting to the Trusts EOCs. Refer patients to an alternative care setting and/or provide home management advice and discharge as appropriate.

3. Role of Department

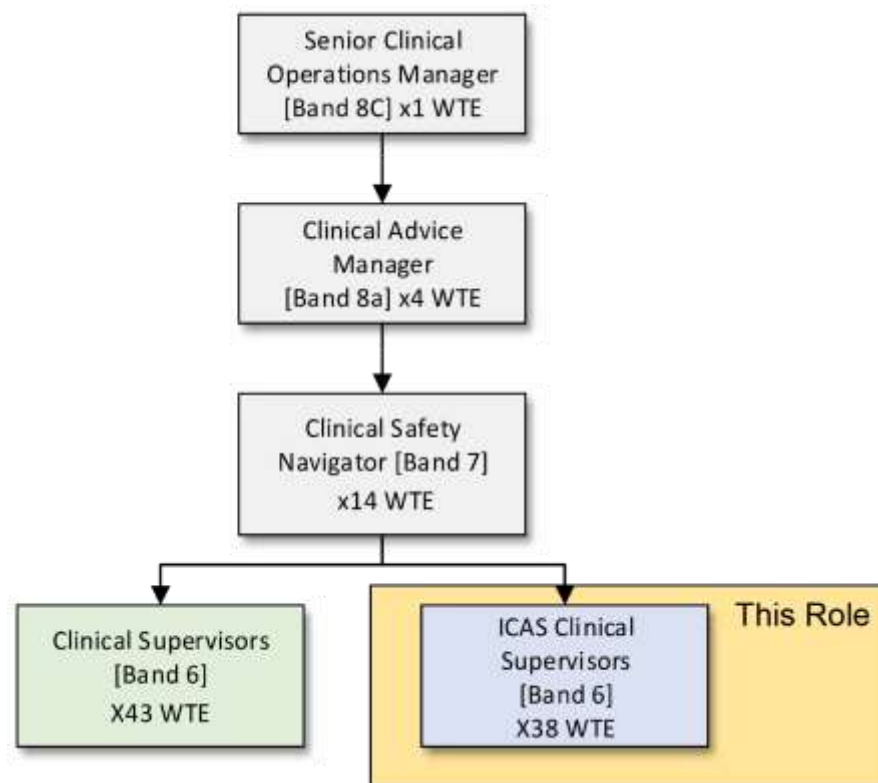
The clinical functions within the Emergency Operations Centre and Integrated Clinical Advice Service (ICAS) focus resources to support the Trusts Computer Aided Dispatch and Integrated Urgent Care Systems, Clinical Decision Support systems and personnel to:

- Support the receiving of 999 / 111 calls into the service and ensuring each call is handled safely, efficiently, qualitatively and appropriately to direct apposite resource as required.
- Support the receiving of incidents into the ICAS and ensuring each call is handled safely, efficiently, qualitatively and appropriately to direct apposite resource as required.
- Direct liaison with patients and callers applying clinical knowledge, experience, systems and informational support technologies to meet patient needs.
- Being able to respond, support and share best practice with front line road crews in the management, conveyance and care for patients.
- Liaising directly with other emergency services to ensure patients, events or incidents are managed in an efficient and coordinated fashion to maintain patient safety at the heart of each encounter.

Further Clinical Emergency Operations Functions are included within the full Hear and Treat clinical roles, the developing Integrated Clinical Assessment Service roles, as well as the quality assurance and governance processes that include, clinical education, audit, training, learning and development.

4. Organisation Chart

The role fits into the rest of the organisation as seen in the below organogram



5. Duties & Responsibilities

Communicate with patients and callers at their level of understanding, culture and background. Remain courteous and professional at all times.

Validate and review all suitable incidents in the EOC utilising the Trust Clinical Decision Support call triage system

Provide Home Management Advice: specific symptom management and worsening instructions to patients, utilising the Trust Clinical Decision Support call triage system to provide safe, consented discharge of patients from the care of the organisation

To provide advance remote clinical assessment skills to patients via the EOC as required

Actively manage and prioritise referrals to the Clinical Supervisors utilising the Trusts Computer Aided Dispatch (CAD) or IUC systems

Utilise the Trust Clinical Decision Support call triage system, ensuring all details received from caller/patient are accurately entered. Any additional notes will be entered accurately in line with National Clinical Clerking in the CAD/IUC incident.

Initiate appropriate action, utilising appropriate resources based on the

telephone discussion with caller.

Proactively undertake Clinical Reviews, call backs or welfare checks on patients where clinically necessary.

Handling calls in an appropriate manner, which is safe, clinically/situationally appropriate and evidence based in line with the patient's needs.

Communicate effectively and sensitively with colleagues and other Health Care Professionals and other emergency services to ensure patients receive the most appropriate care available, this includes:

- Accessing information regarding patients care plans and medical history
- Liaising with other Healthcare Professionals, including paramedics, doctors, GP, nurses, Allied Healthcare Professionals and Social Care professionals from primary and secondary care as well as third sector organisations
- Referral to a range of professional and organisations as is clinically appropriate: referral options will be provided by the Directory of Services (DoS) system, however it may be necessary to act on initiative to access referral opportunities
- Liaison with other emergency services, including Coastguard, Police, Fire, military as required

Provide additional call taking support at times of high demand for 999/111, urgent and routine calls.

Provide appropriate remote clinical supervision to clinical and non-clinical staff within SECAMB through Clinical In-Line support systems.

Provide clinical supervision and mentoring for the Emergency Medical Advisors and Health Advisors within 999 and 111 contact centres

Ensure that confidentiality of patients, staff and other aspects of the Trust's business is maintained at all times, in line with information governance legislation.

Ensure productivity levels for telephone advice are high, by proactively identifying suitable calls.

Maintain an awareness of mandatory performance standards and their relevance on a day to day basis.

The post holder will ensure they carry out their duties in a manner that maintains and promotes the principles and practice of infection prevention and control in compliance with national standards, trust policies, guidelines and procedures.

Liaise with other agencies/disciplines involved in the provision of care and treatment of patients and promote and develop cross trust partnership working.

Maintain required standards of clinical competence and qualifications, through

continuing professional development.

Demonstrate an understanding and application of evidence based practice.

Undertake other additional clinical skills, which have been formally agreed by the Trust.

Where necessary, ensure continuity of care by following up on and managing patients already seen by another health care professional, including support the role of the Advanced Practitioners within the Trust.

Demonstrate a developing ability to process and communicate complex facts, and interprets and acts appropriately on the information with a large degree of autonomy.

Demonstrate innovative ways of meeting individual patient and population needs within the confines of the Trust policies. Always work within the appropriate clinical scope of practice and Trust guidelines.

Recognises and acts on their own personal and clinical development needs.

Recognise the limits of their own practice and at all times work within the NMC code of practice.

Participates in the development, mentorship and clinical supervision of staff and students.

Shows an ability to organise self and others workload in an effective and efficient way

Demonstrates a high standard of clinical information collection and documentation, and a use of all guidance around the collection and storage of information under the existing local and national guidance.

Identifies and assists in the collection of data for audit and research purposes as required.

Demonstrate personal accountability in their everyday practice and an understanding of their responsibility for staff to which they delegate actions.

Regularly participates in locality and directorate meetings as required.

The post holder will be expected to adopt a flexible attitude to take account of the changing needs of the service as dictated by patient and organisational need.

To support and carry out the quality assurance measures implemented within the EOC/IUC including Clinical tail audit, peer to peer audit and end to end call reviews

The post holder will ensure compliance with the requirements of Caldicott, the Data Protection and the Human Rights Acts and other relevant legislation and guidance.

To contribute to a healthy and safe working environment by adhering to health and safety regulations and Trust policies.

The post holder may be required to carry out a job of equal or less value than this post with relevant training to maintain service delivery, including providing direct clinical care.

To contribute to a healthy and safe working environment by adhering to health and safety regulations and service policies.

The post holder may be required to carry out a job of equal or less value than this post with relevant training to maintain service delivery.

To adapt their triage for higher acuity patients during a major incident when a response time might be protracted.

To build a good rapport with the community when dealing with incidents.

To assist with social care issues such as end of life care.

Values

The Post holder will be required to demonstrate compassionate care in their daily work and adopt the 6 Cs - NHS values essential to compassionate care: **Care, Compassion, Competence, Communication, Courage and Commitment.** Post- holders will also be required to understand and work in accordance with the NHS constitution and put the patient at the heart of their work.

Safeguarding Children, Young People and Adults at risk of abuse and neglect

South East Coast Ambulance NHS Trust is committed to safeguarding and promoting the welfare of children, young people and adults at risk of abuse and neglect, and expects all staff and volunteers to share this commitment. All staff are required to adhere to the trust's safeguarding policy and understand their individual safeguarding responsibilities

Equality and Diversity/Equal Opportunities

The Trust recognises the need for a diverse workforce and is committed to Equal Opportunities. It seeks to eliminate unlawful discrimination against colleagues, potential employees, patients or clients on the grounds of sex, marital status, disability, sexual orientation, gender identity, age, race, ethnic or national origin, religion, pregnancy/maternity, political opinion, or trade union membership and to promote equality of opportunity and good relations between staff and clients. Individuals, including volunteers, contractors and temporary workers, must at all times indicate an acceptance of these principles and fulfil their responsibilities with regard to equality legislation and the Trust's Equality Diversity and Human Rights Policy and protocols. Similarly, all individuals have a responsibility to highlight any potentially

discriminatory practice to their line manager, human resources department or trade union/professional associations, ensure that they treat everyone with respect and consideration and attend relevant mandatory training.

Corporate governance:

High standards of governance are vital in healthcare organisations. Good governance sets the boundaries and structures in which we are able to function safely and provide the most effective care to our patients. We ask all employees to:

- Familiarise yourself with and apply Trust-wide and local policies, procedures and other formal instructions;
- Act within the scope of your authority and/or practice at all times. Limits of financial authority are set out in our Standing Financial
- Instructions; Undertake the statutory and mandatory training suitable to your role and maintain any relevant professional registration(s);
- Maintain accurate and timely records wherever required; and
- Notify the Trust if you identify any areas for improvement in any areas of corporate governance so that we can learn and improve.

Infection Prevention and Control

The prevention and control of infection is recognised as everyone's responsibility. All staff, bank workers, volunteers and contractors, both clinical and non-clinical are required to make every effort to maintain high standards of infection control in accordance with the Trust's Infection Prevention and Control Policy and The Health and Social Care Act 2008

Financial Management

Ensure that the Trust's funds are properly used, represent value for money and can withstand public scrutiny.

Where applicable, provide strong budget management for the defined area of management responsibility and monitor expenditure against those budgets.

Act within Standing Orders and Standing Financial Instructions of the Trust.

Health, Safety and Security

Meet Health and Safety legislation and move towards an environment where health and safety considerations are firmly embedded in the planning and decision making processes and the 'culture' of own area of responsibility.

Promote, monitor and maintain best practice in health, safety and security

All individuals have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Trust's health and safety policies and procedures are complied with to maintain a

safe working environment for patients, visitors and employees. All staff have a duty to protect their own health and safety and that of others persons who may be affected by their acts or omissions.

In addition, managers have specific responsibilities relating to health and safety activities including consenting to breaches; conniving to breach legislation or neglecting their duties under the legislation. Trust's objectives in accordance with the Trust's risk management strategy and policies.

Policies

The duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of the Trust, which may be amended from time to time.

Patient Safety is a key priority for the Trust. It is your responsibility to ensure that you are fully compliant with SECamb policies and procedures in respect of patient safety, for example Risk Management, Infection Prevention and Control, Safeguarding children and vulnerable adults.

Confidentiality / Data Protection / Freedom of Information:

Individuals (including volunteers, contractors and temporary workers) must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act 1998. Individuals must not, without prior permission, disclose any information regarding patients or staff. If any individual has communicated any such information to an unauthorised person that individual(s) could be liable for disciplinary action which could result in dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

Following the Freedom of Information Act (FOI) 2005, individuals must apply the Trust's FOI procedure.

In addition, managers have specific responsibilities to ensure that their staff maintain the confidentiality and security of all information that is dealt with in the course of performing their duties it is in accordance with the requirements of the Data Protection Act 1998 and the principles of Caldicott. Managers should also ensure that their staff are aware of their obligations under legislation such as the Freedom of Information Act 2000; Computer Misuse Act 1990, and that staff are updated with any changes or additions relevant to legislation.

Review

This document provides an outline of the main responsibilities of the post. It is not intended to be an exhaustive list of duties. Its content will be subject to regular review in conjunction with the postholder.

Date Reviewed:		
Reviewed By:	Manager:	Signature
	Postholder:	Signature:

PERSON SPECIFICATION

Factors	Essential	Desirable	Assessment
	<i>The essential criteria are those which the role cannot operate without.</i>		<ul style="list-style-type: none"> Application Form (App) Interview (I) Assessment (Ass)
Qualifications/ Training What should the candidate have already attained?	<p>The post holder should have a good general education, with evidence of formal qualifications at GCSE/A level or above.</p> <p>Nursing Midwifery Council (NMC) Registered Mental Nurse, HPC Occupational Therapist or Mental Health Social Worker. Minimum of 2 years' post registration with relevant clinical practice as a mental health practitioner in either Acute Inpatients, Crisis Teams, Emergency Department Liaison, Single Point of Access or as a Community Psychiatric Nurse.</p> <p>Evidence of undertaking regular update training and continuous personal/professional development in accordance with NMC/HPC regulations and Trust requirements as amended from time to time.</p> <p>Professional registration is the sole responsibility of the practitioner, and failure to remain on the register may lead to</p>		
	suspension from duty.		

Knowledge What particular knowledge should the candidate already have?	High levels of current clinical knowledge. Commitment to and evidence of Continuous Professional Development. Commitment to clinical review and evidence-based practice. Working knowledge of clinical governance.	Working knowledge of Health and Safety relating to working with computers. Knowledge of ambulance service working and clinical policies and procedures.	
Experience What previous type of experience should the candidate have?	Experience of mentoring/training junior staff and sharing knowledge and skills. Experience of patient management within the acute care setting	Experience within telephone triage utilising a clinical decision support system	
Skills What particular skills should the candidate already have?	Medically fit, the role requires applicants to work rotating shifts to provide 24/7 cover and possible operational incidents. No current disciplinary or performance issues outstanding. Understanding and commitment to equal opportunities. Able to remain calm under pressure Being assertive whilst appropriately empathetic Tact and diplomacy Work independently and as part of a team Highly organised and priority conscious.		

	<p>Ability to work on their own initiative without direct supervision.</p> <p>Willing to wear and maintain uniform.</p> <p>Strong listening and communication skills with a caring and compassionate approach.</p> <p>Strong team worker with a collaborative style.</p> <p>Ability to multi task and prioritise existing workloads using a methodical and systematic approach to work.</p> <p>Ability to communicate with people from different professional backgrounds and at all levels.</p> <p>Ability to manage risks and defuse stressful situations and aggressive patients, including well developed personal stress management techniques.</p> <p>Ability to use reflective practice and participate in peer review.</p> <p>Literate and numerate.</p>		
Personal Qualities	<p>Professional attitude and appearance.</p> <p>Reliable and conscious of taking responsibility when required</p>		
Other	<p>Ability to travel between sites for work purposes when required</p>		

NOTE: Candidates should meet all the essential criteria if they are to be shortlisted

Date Reviewed:	
Reviewed By:	