



JOB DESCRIPTION

Senior Mental Health Clinical Practitioner EOC / 111

Reports To:	Operations Manager Clinical
Accountable To:	Senior Clinical Operation Manager
Base:	Trust HQ, Crawley
Responsible for:	Mental Health Practitioners (EOC/111 IUC)
Pay band	Band 7 (indicative)
Level of Accountability	The post holder will be self-starting and work within defined parameters, supported and empowered by the Operations Managers Clinical and professionally to the Trust's Mental Health Nurse Consultant
Job Purpose:	<p>To provide supportive line management, leadership and clinical supervision to the existing Mental Health Practitioners based in the 999 Emergency Operations Centre (EOC) and NHS 111 Integrated Urgent Care (IUC) services.</p> <p>As a first line supervisor the post holder will be a focal point for Mental Health Practitioners; providing advice, guidance, motivation, direction and leadership as well as managing rotas, sickness and welfare issues.</p> <p>Support the delivery of a package of education and training within the Emergency Operations Centre (EOC) and NHS 111 IUC environments to ensure that patients experiencing mental health illness receive high quality of care from SECamb staff, and that organisational learning takes place.</p> <p>Key responsibilities to include evaluating current training and educational status of the 999 and 111 mental health clinical staff concerning mental health, care pathways and telephone triage systems (e.g. Manchester Triage System and UK Mental Health Triage Scale) including mental health assessments, the Mental Health Act, and any other relevant mental health legislation and clinical guidelines (such as NICE guidelines).</p> <p>Identify and report gaps in mental health skills, education and competencies, formulating an education and training programme to improve on areas identified, in consultation with the Trust's Clinical Education Department and Mental Health Nurse Consultant.</p>

	<p>Work with EOC/111 training and audit teams, engaging with Clinical Education, Safeguarding, Medical, Operations, Risk, Professional Standards and Quality Improvement teams to improve on identified mental health educational needs.</p> <p>Contribute to the wider Quality Improvement and Patient Safety activities, including Frequent Callers, Conveyance Reduction, Clinical Pathways, Safeguarding and Crisis Care Concordats.</p> <p>Coordinate and deliver an agreed programme of mental health education within the EOC and 111 services as required using a variety of delivery methods, including face to face, e-learning, Key Skills and other suitable methods.</p> <p>Provide supervision to EOC/111 based registered mental health practitioners.</p>
Role of the Department	<p>The clinical functions within the 999 Emergency Operations Centre (EOC) and NHS111 Clinical Advice Service (CAS) focus resources to support the Trust's Computer Aided Dispatch and Integrated Urgent Care (IUC) systems, Clinical Decision Support Systems and personnel to:</p> <ul style="list-style-type: none"> • Support the receiving of 999 (emergency) and 111 (urgent) calls into the service; ensuring each call is handled safely, efficiently, qualitatively and appropriately to direct appropriate resource as required. • Support the receiving of incidents into the CAS; ensuring each call is handled safely, efficiently, qualitatively and appropriately to direct appropriate 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 clinical colleagues in the management, conveyance and care for patients. • Liaising directly with other emergency services, partner agencies and health & social care providers to ensure patients, events or incidents are managed in an efficient and coordinated fashion to maintain patient safety at the heart of each encounter. <p>Further Emergency Operations Centre functions are included within the full Hear and Treat (H&T) clinical roles, the</p>

	developing IUC Clinical Assessment Service roles, as well as the quality assurance and governance processes that include clinical education, audit, training, learning and development.
Organisational Chart	<p>The role fits into the rest of the organisation as seen in the below organogram</p> <pre> graph TD SCOM["Senior Clinical Operations Manager (Band 8c) x1 WTE"] --> OM["Operations Manager Clinical (Band 8a) x4 WTE"] OM --> CSN["Clinical Safety Navigator (Band 7) x14 WTE"] OM --> SMHP["Senior Mental Health Practitioner (Band 7) x1 WTE"] CSN --> CS["Clinical Supervisors (Band 6) x43 WTE"] SMHP --> IUCMHP["IUC Mental Health Practitioners (Band 6) x 12 WTE"] CMHN["Consultant Mental Health Nurse"] -.-> SMHP </pre>
Duties & Responsibilities:	<p>The post holder is responsible for the line management and clinical supervision, education and training of the EOC and 111 IUC Mental Health Practitioners. They will identify training and education needs, coordinating a package of education delivery across the EOC and 111 services, in order to deliver high quality care for patients.</p> <ul style="list-style-type: none"> •Communication & relationship skills: <ul style="list-style-type: none"> ○ The post holder must have excellent interpersonal skills and be able to develop and maintain relationships with key stakeholders within the Trust and among external agencies (for instance, professional standards, operational leads, clinical education and mental health professionals) ○ Liaise with EOC / 111 training and auditing teams in relation to development of learning activities in response to identified clinical risks and mental health education needs.

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	<ul style="list-style-type: none"> ○ Engage with Trust leads in relation to Clinical Risk Alerts and SI actions, ensuring effective communication and completion of required actions pertaining to education and training within the EOC and 111 mental health service. • Knowledge Training and Experience: <ul style="list-style-type: none"> ○ The postholder will have significant professional clinical experience, both in relation to mental health clinical care/practice, but also in other roles such as first line management or equivalent ○ Understanding of the principles of patient safety, clinical risk, quality improvement, and educational needs in the context of mental health. • Analytical and training needs and skills: <ul style="list-style-type: none"> ○ Detailed review of existing staff education and skills to elicit themes and issues relating to patient care. ○ Using clinical judgement, seek to identify themes from a range of sources and with complex information in a range of formats. • Planning and Organisational Skills <ul style="list-style-type: none"> ○ Support the Mental Health Nurse Consultant Preparation and dissemination of Mental Health education and teaching plans within the EOC and 111 services. ○ Plan and coordinate the assurance group meetings, supported by the Mental Health Nurse Consultant. ○ Support strategies to improve operational efficiency and enhance staff welfare in the context of mental health education. ○ Deliver change using defined Quality Improvement methodology and change management strategy • Physical Skills <ul style="list-style-type: none"> ○ Be able to undertake full range of physical skills related to their specific clinical registration • Responsibility for Patient Care <ul style="list-style-type: none"> ○ Lead role on ensuring the EOC and 111 service maintains a strong focus on reducing clinical risk and promoting excellent care for patients experiencing mental health crisis.
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	<ul style="list-style-type: none"> ○ Professional practice and leadership ○ Remain professionally active maintaining own continuing professional development ○ The postholder must remain clinically up to date within the field of mental health. <ul style="list-style-type: none"> ● Policy & Service Development <ul style="list-style-type: none"> ○ Develop and maintain procedural documents relating to mental health education. ○ Quality improvement (based on quality improvement plan/strategy) ○ To ensure the highest standards of professionalism. <ul style="list-style-type: none"> ● Financial & Physical Resources <ul style="list-style-type: none"> ○ The postholder will work collaboratively with colleagues and other trust staff. ○ The post requires consideration to the efficiency of services through improved mental health education and reduction in patient harm. <ul style="list-style-type: none"> ● Human Resources <ul style="list-style-type: none"> ○ Support staff education and training needs. <ul style="list-style-type: none"> ● Information Resources <ul style="list-style-type: none"> ○ Review of existing mental health training and education and relevant Trust documents. ○ Support Clinical Education Team in the development of new training and education packages. <ul style="list-style-type: none"> ● Research and Development <ul style="list-style-type: none"> ○ Research literate, and able to support and contribute to studies within the Trust <ul style="list-style-type: none"> ● Freedom to Act <ul style="list-style-type: none"> ○ The postholder is expected to be self-starting and self-reliant, but able to work to clear direction provided by the Head of Clinical Education and Mental Health Nurse Consultant. ○ Work within clear boundaries and have their work appraised regularly <ul style="list-style-type: none"> ● Physical Effort <ul style="list-style-type: none"> ○ The postholder is required to travel throughout the Trust region.
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	<ul style="list-style-type: none"> •Mental Effort <ul style="list-style-type: none"> ○ The postholders will have expertise in their practice area, and be able to articulate this through their work •Emotional Effort <ul style="list-style-type: none"> ○ Undertake oversight of a full range of clinical duties which will on occasion require exposure to distressing situations. •Working Conditions <ul style="list-style-type: none"> ○ The postholder will be based at a Trust location, but will be required to undertake significant amounts of travelling
Quality	<ul style="list-style-type: none"> • Review with the Mental Health Nurse Consultant the quality of own work to ensure that the required standards of performance are met. • Maintain a professional attitude and public image at all times and promote the Trust Values • Able to work successfully in a team • Credible to internal and external stakeholders. • Has analytical, numeric and critical reasoning skills and capable of effective problem solving. • Aware of conflicting priorities and works collaboratively to reach effective and efficient solutions. • Ability to present information logically and concisely both verbally and in writing, including the ability to write reports and procedures with clarity to ensure that messages are put across effectively. • Good presentation skills and the ability to convey information and concepts in a way which is understandable. • Good influencing and negotiating skills. • Good communication skills. • Able to demonstrate and maintain a professional and diplomatic approach with competing priorities and tight deadlines. • Good organisational skills. • Good report writing skills. • Aware of importance of research in practice. • Competent in a range of mental health skills. • Demonstrate an ability to identify difficult situations and act appropriately to obtain support. • Identifies difficulties as challenges and works with others to identify solutions. • Good conflict resolution skills.

Personal	<ul style="list-style-type: none"> • Undertake learning to ensure that own knowledge and skills are maintained at the required level for the post. • Participate in regular personal development reviews in accordance with Trust policies and the NHS knowledge and skills framework. • Undertake required learning and ensure that this is put into practice • Can motivate, inspire and support innovative thinking in others. • Is a committed team player. • Is self-aware, has personal integrity and is a role model for openness and inclusion. • Demonstrates resilience, confidence and self-belief when under pressure. • Ability to work under pressure and meet deadlines. • Accuracy and attention to detail. • Commitment to lifelong learning and development. • Ability to reflect and learn from situations. • Demonstrate a high level of understanding of self, able to identify personal limitations and shows openness to address them.
Corporate Governance	<p>Maintain good corporate and clinical governance arrangements, including risk management.</p> <p>Embrace high standards of employment practice and act in accordance with the 'Code of Conduct'.</p> <p>Promote the vision, values and goals of the organisation.</p>
Values	<p>The post holder will be required to demonstrate compassionate care in their daily work and adopt the 'six Cs' - NHS values essential to compassionate care: Care, Compassion, Competence, Communication, Courage and Commitment.</p> <p>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.</p>
Safeguarding Children, Young People and Adults at risk of abuse and neglect	<p>South East Coast Ambulance NHS Foundation 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</p>

	policy and understand their individual safeguarding responsibilities.
Performance Management	<p>Ensure that the Trust's funds are properly used, represent value for money and can withstand public scrutiny.</p> <p>Where applicable, provide strong budget management for the defined area of management responsibility and monitor expenditure against those budgets.</p> <p>Act within Standing Orders and Standing Financial Instructions of the Trust.</p>
Health and Safety	<p>The post holder will take due care at work, reporting any accidents or untoward occurrences.</p> <p>The Trust operates a "No Smoking" Policy. Staff are only allowed to smoke in designated smoking areas.</p> <p>The Health Act 2008 Code of Practice for Prevention and Control of Healthcare Associated Infections</p> <p>You are required to ensure that you carry out your 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.</p>
Equality and Diversity / Equal Opportunities	<p>The Trust's Equal Opportunities policy affirms our commitment to ensure that no patient, employee or prospective employee is discriminated against, whether directly or indirectly on the grounds of gender, sexual orientation, age, marital status, responsibility for dependents, disability, religion, creed, colour, race, nationality, ethnic or national origin, trade union activity, social background, health status, or is disadvantaged by conditions or requirements which cannot be shown as justifiable.</p>
Policies	<p>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.</p> <p>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.</p>
Confidentiality / Data Protection /	<p>Individuals (including volunteers, contractors and temporary workers) must maintain the confidentiality of information about</p>

Freedom of Information	<p>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.</p> <p>Following the Freedom of Information Act (FOI) 2005, individuals must apply the Trust's FOI procedure.</p> <p>In addition, individuals have specific responsibilities to ensure that they 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. Individuals 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.</p>
Infection Prevention and Control	<p>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.</p>
Financial Management	<p>Ensure that the Trust's funds are properly used, represent value for money and can withstand public scrutiny.</p> <p>Where applicable, provide strong budget management for the defined area of management responsibility and monitor expenditure against those budgets.</p> <p>Act within Standing Orders and Standing Financial Instructions of the Trust.</p>
Review	<p>This role brief reflects the principle duties of the post as identified at date of issue. It may be subject to amendment in the light of the changing needs of the service, and will be reviewed periodically in discussion with the post holder</p>
Special Conditions	<p>The duties and responsibilities described in this role brief may be subject to amendment in the light of the changing needs of the Trust. All managerial posts are subject to the NHS Managers' Code of Conduct.</p> <p>The post holder may be required to carry out additional tasks as required to meet business priorities.</p>

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PERSON SPECIFICATION

	Essential	Desirable
Knowledge and skills	<ul style="list-style-type: none"> • Registered Mental Health Professional • Evidence of continual professional development at degree level. • Current license in approved Clinical Decision Support Software (CDSS) • An awareness of the current changes within the NHS • Awareness and understanding of the key documents relating to mental health. • Current knowledge of local and national policies informing mental health • Well-developed interpersonal/ communication and organisational skills • Mature outlook, confident and flexible in approach to work • Personal qualities should include tenacity, positive in outlook, caring and innovative. 	<ul style="list-style-type: none"> • Administrative and organisational experience • The ability to use Word and Excel and good information technology skills
Experience	<ul style="list-style-type: none"> • Evidence of previous leadership experience • Working within a range of mental health settings providing clinical care and assessment • Experience of delivering education and training 	

	<ul style="list-style-type: none"> • Experience of leading in the field of mental health and analysing information relating to patient care (such as audits, staff appraisals etc) 	
Professional Qualifications	<ul style="list-style-type: none"> • Current driving license • Registrant NMC / HCPC • Current license in approved Clinical Decision Support Software (CDSS) – 	<ul style="list-style-type: none"> • Specialist practice qualification • RMN/RGN