



South East Coast Ambulance Service



NHS Foundation Trust

## DRAFT JOB DESCRIPTION

<b>1. Job Details</b>	
<b>Job Title:</b>	<b>Consultant Mental Health Nurse/Mental Health Lead</b>
<b>Pay Band:</b>	
<b>Reports to (Title):</b>	Executive Director of Nursing
<b>Accountable to (Title):</b>	Executive Director of Nursing
<b>Responsible for:</b>	Professional Practice Mental Health Strategy
<b>Key Relationships</b>	<p>Operating Unit Managers  Head of Compliance  Head of Effectiveness &amp; Experience  Deputy Director of Nursing  Emergency Operations Centres and NHS 111 service  Head of Inclusion and Well-Being  Consultant Nurse Safeguarding  Consultant Paramedics  Police Mental Health Leads  Mental Health Provider Trusts Crisis Care Concordats</p>
<b>Professionally Accountable for (Title/s):</b>	<p>Mental Health Senior Practitioners  Mental Health Nurses/Practitioners</p>
<b>Location/ Site/ Base:</b>	TBD
<b>2. Job Purpose</b>	
<p>To ensure the highest quality of patient care via strategic leadership, directing a mental health strategy, policy and procedure development and implementation of best clinical practice in the area of mental health across the Trust.</p> <p>This will also include joint working with other ambulance, out-of-hospital, and pre-hospital care organisations to maximise patient experience.</p> <p>To lead on all aspects of mental healthcare to improve clinical outcomes for all patients.</p> <p>.</p>	

Working collaboratively with Clinical Audit to ensure robust reporting of the Ambulance Clinical Quality Indicators to support in the development of pathways to improve clinical outcomes.

A significant element of the role includes multiagency working, in particular with Police colleagues at a very senior level.

### 3. Role of Department

Provide strategic leadership and advice to the Trust on all matters pertaining to mental health patient care.

Lead and support improvements in practice in care pertaining to mental health.

Implement and lead change to deliver the mental health element of the Trust's Clinical Strategy whilst ensuring that robust clinical governance systems are in place.

Work collaboratively with the Medical, Nursing and Quality Directorate and Operations to develop a culture, which embeds Clinical Quality and Governance and monitors its effectiveness.

Provide professional leadership for all mental health practitioners..

Collaborate with external partners, notably commissioners and the Police to communicate the Trust message and diplomatically challenge as appropriate.

### 4. Organisation Chart



### 5. Duties & Responsibilities

In keeping with the national Allied Health Professional Consultant definition, there are 4 key duties and responsibilities that are core to all consultant

appointments. In addition these 4 key areas expand into a number of other impact measures for consultant AHP. Whilst this is a Registered Nurse post the elements are still appropriate. For the purposes of this post, the area of expertise will be determined as patients with mental illness/ disorder.

### **5.1. Key Area 1 – Advanced Clinical Practice**

- 5.1.1. To have an area of expert clinical practice to assess and treat a specific clinical presentation utilising relevant evidence-based interventions based on current treatment guidelines i.e. NICE.
- 5.1.2. To work across care and emergency service sectors in partnership with other professionals in order to develop and implement appropriate evidence-based pathways, protocols, policies and clinical guidelines of care.
- 5.1.3. In partnership with patients and other professionals, make sound decisions that are ethically based in the interests of patients, in the absence of precedents and protocols.
- 5.1.4. Communicate with patients in ways, which empower them to make informed choices about their health.
- 5.1.5. Actively monitor and evaluate the effectiveness of current therapeutic procedures and integrate different aspects to practice to improve outcomes for patients. This should include patient satisfaction surveys, providing data that is widely available.
- 5.1.6. Continuously assess and monitor risk in their own and other's practice and be able to challenge others about wider risk factors in care including the application of Human Factors approaches to reduce risk.

### **5.2. Key Area 2 – Professional Leadership, Service modernisation and Consultancy**

- 5.2.1. Improve practice and health outcomes so that they are consistent with national and international standards through managing and facilitating change in ways which are effective in their own context.
- 5.2.2. Lead and/or contribute to the wider development of their area of practice, through publicising and disseminating their developments in the interests of patients and carers.
- 5.2.3. To act in a consultancy capacity regarding the therapeutic care of complex cases.
- 5.2.4. To act as an expert resource by offering appropriate advice to their own and other professions on clinical practices, delivery and service development including clinical practices within the EOC and 111 service.
- 5.2.5. Able to challenge professional and organisational boundaries in the interests of patients and carers to improve care outcomes.
- 5.2.6. Draw upon appropriate range of multi-agency and inter professional resources in their work and proactively develop new partnerships in care. This activity should reflect NHS, Emergency Service stakeholders and others as appropriate. In particular, a large part of this work will involve Senior Partners within the Police.
- 5.2.7. To develop appropriate strategies to make the best use of resources and technology in the interests of patients and carers to achieve care outcomes and to monitor delivery of that strategy.

### **5.3. Key Area 3 – Education, Training and Development**

5.3.1.	Undertake lectures/teaching within SECamb and other emergency services. Ensure that training needs analysis of staff working in relevant areas of practice are undertaken in order to advise local managers.
5.3.2.	Work within service and with other stakeholders to ensure that policies are developed and implemented that support the evolution of mental health practice.
5.3.3.	Be proactive in developing and improving their own competence in structured ways, including accessing inter-professional clinical supervision.
5.3.4.	Promote the improvements of quality and clinical effectiveness within the resources available and also by developing business cases to enhance service delivery.
5.3.5.	Work with employer, professional, regulatory and other bodies to ensure that policies are developed and implemented that support the evolution of paramedic practice.
<b>5.4. Key Area 4 – Research, Audit and Evaluation</b>	
5.4.1.	Critically appraise and synthesise the outcomes of relevant research evaluations and audits and apply them to improve practice.
<b>6. Specific levels of responsibilities and activities</b>	
<b>6.1. Communication &amp; relationship skills</b>	
6.1.1.	The postholder must have excellent interpersonal skills and be able to develop and maintain relationships with key stakeholders within the Trust and among external agencies in relation to complex investigations and also when there are challenges associated with differing perspectives on best practice or data (i.e. patients, families, coroners, GP Mental Health Trusts, the Police etc.)
6.1.2.	Liaison with HM Coroner where required and attending inquests on behalf of the Trust, striving to uphold our reputation and ensuring trust in our services.
6.1.3.	Liaise with Clinical Education in relation to skills gaps and training plans and ensuring that the domains of the role are reflected in education delivered to staff.
6.1.4.	Provide professional and clinical advice for Operations Directorate Senior Leadership Teams, complementing these teams and ensuring a balanced approach which promotes clinical quality and operational performance.
6.1.5.	Lead on collaborative working to ensure that the patient journey is seamless from initial contact to patient handover.
<b>6.2. Analytical and Judgement Skills</b>	
6.2.1.	Undertake serious incident (SI) investigations pertaining to the speciality and prepare reports to a high standard, collating and considering complex and/or highly sensitive information from a range of sources, making decisions, reaching professional judgements and recommendations incorporating these in a comprehensive report. May be required to contribute on behalf of the Trust to other multiagency reviews relating to the deaths of patients with mental illness or disorder.

6.2.2.	Appraise and analyse evidence base in context to the domains of the role, and synthesising the information in order for it to be used in practice.
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<p><b>6.3. Planning and Organisational Skills</b></p> <p>6.3.1. Take responsibility for the delivery of change using defined Quality Improvement and collaborate in Quality Improvement work across the Trust using methodology and change management strategy,</p> <p>6.3.2. Provide highly complex or expert advice for operational managers and clinicians and make sure that work is planned around being available to receive ad-hoc enquires and requests for support.</p> <p>6.3.3. Responsible for leading the development of mental health professional specialist and advanced roles, and the creation of multi-professional roles.</p> <p>6.3.4. Required to provide complex, accurate reports to SECamb Board and external Mental Health Concordat Boards on time and to the desired quality.</p>	<p><b>6.4. Knowledge Training and Experience</b></p> <p>6.4.1. The postholder will have significant, expert professional clinical experience, both in relation to clinical care/practice relating to patients with mental illness and disorder, but also across all domains of the role. For example, excellent knowledge of professional regulators and their role (NMC etc.)</p> <p>6.4.2. The postholder will have extensive senior management experience and significant experience in a leadership and/or development roles.</p> <p>6.4.3. The postholder will have training in investigative methodologies such as root cause analysis and experience of undertaking complex investigations.</p> <p>6.4.4. The post holder will demonstrate proven experience of multiagency working and delivering complex, often challenging information at a senior level.</p>
<p><b>Responsibility for Patient Care</b></p> <p>6.4.5. The postholder will be central in developing and enhancing the Trust's strong focus on patient safety activities, taking responsibility for taking forward improvement activities within the service based on a range of complex information sources linked to the role, and through the promotion of professional standards and leadership.</p> <p>6.4.6. The postholder will take responsibility and accountability for mental health professional practice on behalf of the Executive Director of Nursing through leadership tasks.</p> <p>6.4.7. The postholder must remain clinically and professionally up to date and undertake regular clinical practice in order to be competent, confident and credible.</p>	<p><b>6.5. Policy &amp; Service Development</b></p> <p>6.5.1. The postholder is responsible for developing, maintaining and upholding the key policies, procedures, and guidance relating to the various aspects of the speciality. These documents require the postholder to read, understand and synthesise a wide range of highly complex sources of information (for example, NICE guidelines, research papers, Cochrane reviews, meta analyses).</p> <p>6.5.2. To ensure the highest standards of professionalism and play an active role in their professional body (where applicable), such as the NMC.</p> <p>6.5.3. Quality improvement at "practitioner" level (or equivalent) based on Trust's quality improvement plan/strategy or other source of requirement for improvement.</p>
<p><b>6.6. Financial &amp; Physical Resources</b></p> <p>6.6.1. Management of the Mental Health Team and associated budgets.</p>	

6.6.2.	The postholder will work collaboratively with colleagues and other trust staff to ensure duties promote financial efficiency as well as clinical quality. This will include new initiatives which are designed to improve care to patients with mental illness and disorder, ensuring they are safe, effective and financially viable
6.6.3.	The post requires consideration to the efficiency of services through improved and maintained standards (i.e. reduced litigation costs)
6.6.4.	Awareness of the financial and resource implications of investigations and disciplinary processes.
6.6.5.	The post requires attention on the need to optimise the efficiency of services through improved clinical care (i.e. via care pathways and cost improvements based on the evaluation and introduction of new equipment or ways of working)
<b>6.7.</b>	<b>Human Resources</b>
6.7.1.	Chair and advise on disciplinary hearings primarily affecting mental health clinicians in the Trust, advising colleagues in HR and Operations to ensure disciplinary action is avoided or minimised in favour of non-punitive, supportive remedial action when appropriate. However may be required to Chair other disciplinary hearings.
6.7.2.	Support staff welfare, discipline and grievance issues with the objective of achieving practical, sensible and acceptable solutions at the earliest opportunity
6.7.3.	Line management of the Mental Health, Senior Practitioner/Locality Leads, including ongoing professional development, leadership, supervision and coaching
6.7.4.	Undertake periods of coaching or mentorship within the domains of the role
6.7.5.	Oversee Trust arrangements to appropriately supervise any mental health professional working for the Trust
6.7.6.	To provide oversight on behalf of SECamb to assess whether any other provider commissioned by the Trust has appropriate arrangements for oversight of professional practice in terms of mental illness and disorder.
<b>6.8.</b>	<b>Information Resources</b>
6.8.1.	Interrogate, analyse and synthesise very complex information from a range of sources and feed these into actions across the different domains of the role. This will include complex data from varying sources which may conflict.
6.8.2.	Manage documents using the appropriate systems
6.8.3.	Responsible for the collaborative oversight and development of clinical systems relating to the speciality, , and supporting specific functions such as patient specific instruction authorisation and publication, DNACPR documents, and frequent callers.
<b>6.9.</b>	<b>Research and Development</b>
6.9.1.	Research literate, and able to support and contribute to studies within the Trust
6.9.2.	Able to read and understand healthcare evidence at Master's level (or equivalent) and interpret into practice context
<b>6.10.</b>	<b>Freedom to Act</b>
6.10.1.	Accountable for the timeliness and accuracy of investigations, reports, and other time-bound work based on SMART objectives across the domains of the role
6.10.2.	The postholder is expected to use their own initiative to facilitate completion of work (for instance, arranging interviews with staff)

6.10.3.	The postholder is expected to be self-starting and self-reliant, and able to work with minimal support.
6.10.4.	Work within agreed boundaries and review/plan the work required.
6.10.5.	Work within clear boundaries and have their work appraised regularly
<b>6.11. Physical Effort</b>	
6.11.1.	The postholder is required to travel throughout the Trust region
6.11.2.	
<b>6.12. Working Conditions</b>	
6.12.1.	The postholder will be based at a Trust location, but will be required to undertake significant amounts of travelling across Trust areas.
6.12.2.	Clinical practice may require periods of working outdoors.



## PERSON SPECIFICATION – Consultant Nurse for Mental Health

	Essential	Desirable
Professional Qualifications	<ul style="list-style-type: none"> <li>Registered Mental Health Nurse registered with the NMC</li> <li>Educated to Masters level education or equivalent</li> <li>Extensive recent demonstrable experience in the health care environment.</li> <li>Clear evidence of leadership and development.</li> <li>Teaching, coaching or mentorship qualification</li> <li>Current driving license .</li> </ul>	A recognised qualification in Quality Improvement methodology
Knowledge and skills	<ul style="list-style-type: none"> <li>Excellent proven knowledge in relation to mental illness and disorder</li> <li>Excellent proven knowledge in relation to the Mental Health Act</li> <li>Knowledge of the impact of trauma on mental health</li> <li>Advanced level communication skills including the ability to effectively and diplomatically challenge misperceptions and intern agency differences. Also the ability to communicate at a level with all levels of the organisation and with patients which elicits sufficient information to make an assessment of risk, including suicide</li> <li>Ability to assess risk to patients/ other people they live with or come into contact with/ staff in terms of mental illness and disorder in order</li> <li>Ability and proven track record of to interpreting national guidance and legislation and translating it into strategy, policy and practice.</li> <li>Experience of and contribution towards the changes within the NHS and the potential impact of these on ambulance services and pre-hospital care.</li> </ul>	<ul style="list-style-type: none"> <li>Contributing to national level professional and service development (i.e. through professional body activity or NAMHG working group)</li> <li>Administrative and organisational experience</li> <li>The ability to use Word and Excel and good information technology skills</li> <li>Highly developed interpersonal/ communication and organisational skills</li> </ul>

	<ul style="list-style-type: none"> <li>• Detailed knowledge of local and national policies pertaining to mental health and ambulance service interface.</li> <li>• Outstanding leadership and people management skills, to ensure a high commitment from Trust staff and the development of professional and managerial capabilities</li> <li>• Personal qualities should include tenacity, positive outlook, caring and innovative.</li> </ul>	
Experience	<ul style="list-style-type: none"> <li>• Significant consolidated experience and professional/clinical credibility.</li> <li>• Expert knowledge of mental health care and able to demonstrate credibility</li> <li>• Up to date portfolio including significant demonstrable relevant and recent CPD activity.</li> <li>• Experience of research in practice.</li> <li>• Evidence of leadership experience and working within a team structure focused on leading clinical enhancements and quality improvement for patients</li> <li>• Experience of undertaking formal investigations and collecting and analysing evidence.</li> <li>• Staff management.</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in other clinical settings</li> <li>• Previous knowledge of managing professional standards and quality issues.</li> <li>• Experience in leading practice (including acting as a Consultant Nurse or equivalent level of responsibility)</li> <li>•</li> </ul>

Personal Qualities	<p>Evidence of commitment to personal and professional development Commitment to continuous improvement activities</p> <p>Positive attitude toward change</p> <p>Commitment to staff development</p> <p>Occasional flexibility to work outside of normal office hours</p> <p>Completer finisher working to tight deadlines</p> <p>Demonstrates commitment to improving the quality of patient care</p> <p>Must have the ability to achieve a work life balance in light of the emotional and mental impact of this role.</p> <p>Must have in place adequate external supervision for clinical aspect of the role which meets NMC requirements and provides a safety net for the potential impact of this role.</p>	
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