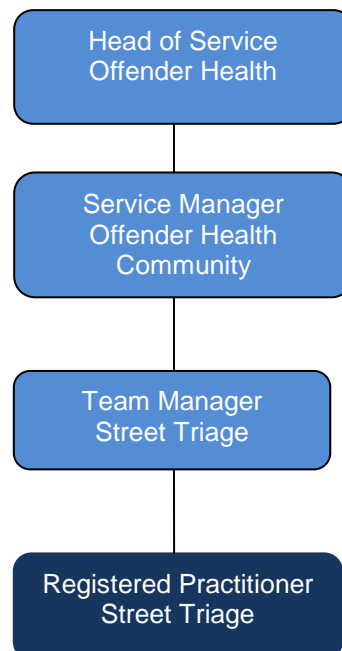


## **JOB DESCRIPTION**

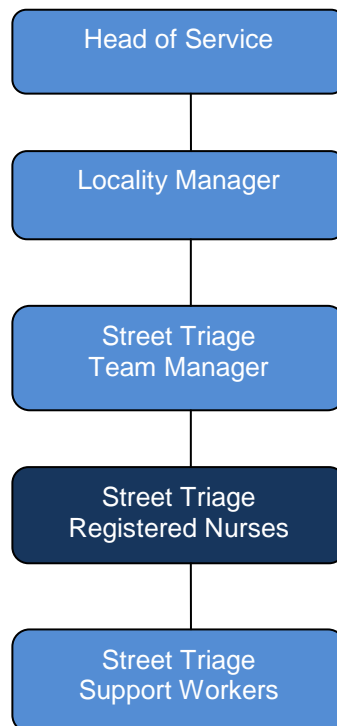
### **Section One**

<b>Job Title:</b>	<b>Street Triage Registered Practitioner</b>
<b>Band:</b>	6
<b>Service/Department:</b>	<b>Forensic Mental Health or Adult Mental Health</b>
<b>Accountable to:</b>	Service Manager Offender Health Community or Locality Manager
<b>Responsible to:</b>	Street Triage Team Manager
<b>Responsible for:</b>	Supervision of Street Triage Support Workers (depending on work area)

### **Organisation Chart (Forensic Mental Health):**



## Organisation Chart (Adult Mental Health):



## 2.0 Job Summary

- 2.1 To improve the lives of people with mental ill health, learning disabilities or substance misuse by minimising the impact of their condition through the delivery of excellent services to promote recovery and well being.
- 2.2 To be compassionate in meeting the needs of those people, and their carers, who come into contact with the service.
- 2.3 To be responsible for provision of excellence in clinical care, providing clinical leadership to the team and promoting a culture of evidence-based practice and person-centred care.
- 2.4 To be professionally accountable and responsible for individual assessments of people referred to the Street Triage Team by the police at their first point of contact with Criminal Justice Services, prior to a decision to detain under the Mental Health Act.
- 2.5 To provide follow up care as appropriate, working in police custody areas, prison, clients' homes and other community settings.

- 2.6 To develop co-operative and collaborative working between clients, health and social care professionals, the criminal justice system and voluntary organisations to deliver the best outcomes for offenders with complex mental health problems, learning disabilities or substance misuse issues.
- 2.7 To promote social inclusion, community access and participation through the provision of client care.
- 2.8 To facilitate others in the team to develop competence by providing leadership, day to day supervision, clinical advice and clinical supervision to street triage support workers and students.
- 2.9 To be committed to and take a lead role in activities integral to the Trust's Quality Improvement System.
- 2.10 To promote at all times a positive image of people with mental ill health.
- 2.11 To promote at all times a positive image of the service and the wider Trust.

### **3.0 Main Duties and Responsibilities**

#### **3.1 Clinical Responsibilities, Patient Contact**

- 3.1.1 Promotes and maintains safety, privacy and dignity of all clients in the delivery of client centred care, recognising and respecting differences including spiritual and cultural beliefs
- 3.1.2 Takes steps to obtain client consent to care and treatment in accordance with the Mental Capacity Act, ensuring that clients who lack mental capacity remain at the centre of decision-making and are fully safeguarded.
- 3.1.3 Acts, wherever applicable, in accordance with the Mental Health Act and associated policies and procedures.
- 3.1.4 Responsible for recognising the potential for or signs of client harm, abuse or neglect, including poor clinical practice, reporting all such concerns and taking all reasonable steps to protect the client. Responsible for identifying and reporting concerns regarding the safeguarding of children who may be at risk.
- 3.1.5 Responsible for ensuring the highest professional standards and attitudes towards the care of clients are maintained at all times and that care is delivered in accordance with evidence based practice by all members of the team. Clients may have a range of mental health conditions, learning disabilities or substance misuse issues and may have a history or potential high risk of offending behaviour. Clients may demonstrate behaviours that challenge including verbal and physical aggression. Some may have difficult family circumstances of relevance.
- 3.1.6 Provides clinical advice on complex issues to other members of the clinical team and staff from other Trust services.

- 3.1.7 Provides specialist mental health advice to staff from health, social and criminal justice agencies including police, probation officers, court staff etc.
- 3.1.8 Responds to police requests for immediate face to face assessment of people at their first point of contact with Criminal Justice Services (street level), prior to a decision to detain under the Mental Health Act. Makes recommendations which take the risk formulation fully into account.
- 3.1.9 Advises on removal to a place of safety or referral to other services where this is considered to be a more appropriate alternative to custody.
- 3.1.10 Attends the place of safety to ensure that all relevant information regarding presentation and risk management is passed to the receiving staff and remains with the client until an assessment under the Mental Health Act is commenced.
- 3.1.11 If the person is taken into custody, ensures their health needs are known, enabling the police and courts to make informed decisions about charging and sentencing.
- 3.1.12 Where detention is not considered to be appropriate, provides access to services in the community, ensuring that health needs are known and can be met appropriately. Encourages clients to engage with such services and assertively follows up those who fail to engage.
- 3.1.13 Has responsibility for a small caseload of clients, formulating, planning, implementing and evaluating interventions which are individually focussed to aid recovery and social inclusion. Ensures intervention plans are based on current risk assessment, evidence based practice, critical thinking and whole system support requirements that take account of relevant physical, social, cultural, psychological, spiritual, genetic and environmental factors.
- 3.1.14 Liaises and works in partnership with health colleagues and other professionals and agencies, including GPs, Prison Mental Health In-Reach, Substance Misuse Service, police, probation, courts, employment, housing and third sector organisations.
- 3.1.15 Provides health education and advice on health promotion to clients and their carers.
- 3.1.16 Responsible for decision making and coordination in a crisis situation, where necessary seeking advice and guidance from other relevant professionals.
- 3.1.17 Demonstrates safe breakaway techniques in the management of violence and aggression as required.
- 3.1.18 Where appropriate and with authorisation, acts as an advocate for clients/carers.

## **3.2 Administrative Responsibilities**

- 3.2.1 Undertakes administrative tasks in relation to own work
- 3.2.2 Uses Microsoft Office applications.

- 3.2.3 Uses Trust-approved electronic systems as required e.g. ESR, Datix, CRS, IIC etc.

### **3.3 Responsibility for Information Systems**

- 3.3.1 Responsible for the maintenance of accurate and comprehensive client records by self and others, using PARIS, in accordance with the Trust and professional record keeping standards.
- 3.3.2 Provides accurate, up to date and timely input of relevant information to assist the organisation in collecting data necessary to the core business.
- 3.3.3 Writes reports for partner agencies within the criminal justice system, including police, courts and probation services.

### **3.4 Responsibility for Planning/Organising & Strategic/Business Development**

- 3.4.1 Plans own and others workload, managing competing demands to ensure care is delivered according to clinical priority.
- 3.4.2 Delegates tasks to members of the clinical team whose competence has been established whilst maintaining professional accountability and ensuring their work meets required care standards.
- 3.4.3 Plans training for members of the clinical team.
- 3.4.4 Contributes to the business planning process as a member of the team.

### **3.5 Policy Development**

- 3.5.1 As a member of working groups, proactively engages in or leads the development of local policies and procedures.
- 3.5.2 Responsible for ensuring robust implementation, monitoring and evaluation of new or revised policies and procedures in the workplace.
- 3.5.3 As a member of working groups, may contribute to the development of policies which impact across other services.

### **3.6 Service Development, Project Management**

- 3.6.1 Uses the techniques of the Trust's Quality Improvement System to facilitate continual safety and quality improvement activities as part of the team or special interest group.
- 3.6.2 May participate in or lead local projects to develop services to meet the changing needs of the client group.
- 3.6.3 May participate in service improvement projects which impact across other services.

### **3.7 Financial Responsibilities**

- 3.7.1 Monitors and requests re-ordering of stock as required.
- 3.7.2 Depending on work area, may be authorised signatory for staff expenses and mileage claims.

### **3.8 Responsibility for Physical Resources, Estates, Hotel Services**

- 3.8.1 Ensures all equipment is used safely and effectively by self and staff, following manufacturer's instructions, and immediately reporting any defects in accordance with local procedures.
- 3.8.2 Ensures that available resources are used efficiently and effectively by self and staff.

### **3.9 Research and Audit**

- 3.9.1 Keeps up to date with new developments in the field, evaluating available research and disseminating information to inform evidenced based practice.
- 3.9.2 Maintains a personal professional portfolio of learning activity in compliance with registering body requirements.
- 3.9.3 Leads practice development initiatives within the team.
- 3.9.4 In conjunction with the team manager, sets and monitors quality standards for clinical work, reports outcomes and proposes action plans to address areas of concern, facilitating implementation and evaluation of agreed action plans.
- 3.9.5 Participates in and may lead research projects and complex audits using research methodology.

### **3.10 Staff Management, Training and Development, HR**

- 3.10.1 Demonstrates clinical leadership through personal practice.
- 3.10.2 Depending on area of work, may undertake day to day supervision of street triage support workers including work allocation, checking record keeping and quality of care delivered and providing clinical advice and guidance as required.
- 3.10.3 Provides clinical supervision to members of the clinical team.
- 3.10.4 Provides preceptorship / mentorship to team members as appropriate.
- 3.10.5 May participate in the recruitment and selection of staff in the clinical team, following appropriate training.
- 3.10.6 Participates in the induction of new staff to the clinical area.

- 3.10.7 Provides training to all members of the clinical team, monitoring and evaluating learning outcomes, providing feedback and assessing competencies to facilitate learning in practice. Where appropriate, sign-off mentor for student nurses.
- 3.10.8 Provides training in relation to own work to healthcare professionals and staff working in the criminal justice system.

#### **4.0 Communication**

- 4.1 Communicates in a way which recognises difference and ensures that people feel included and their individual communication needs are met.
- 4.2 Communications with clients must at all times be safe (appropriate) in content, effective and respectful and made compassionately and positively to minimise anxiety and distress related to their health and well-being.
- 4.3 Ensures that effective communication systems are maintained within the team. Establishes effective communication systems with all services involved in the Criminal Justice pathway and strengthens partnership links and collaborative working. Participates in cross-service meetings as required.
- 4.4 Uses appropriate communication methods to ensure effective therapeutic engagement with clients including the giving and receiving of complex or sensitive information where understanding may be limited.
- 4.5 Communicates complex and sensitive information regarding clients' needs and progress accurately and in a timely manner to the carers/relatives as appropriate having due regard for confidentiality at all times.
- 4.6 Uses police communications equipment in accordance with approved protocols.
- 4.7 Responsible for ensuring that communication with the public is professional and courteous at all times.
- 4.8 Resolves informal complaints effectively, avoiding escalation where possible and informs the team manager in a timely manner.
- 4.9 Participates in professional forums and special interest groups.

#### **5.0 Analysis and Judgement**

- 5.1 Analyses and interprets a range of complex facts and situations when undertaking first response assessments to facilitate informed decision-making regarding the on-going care and/or detention of individuals as requested by the police service. Judgements may be required where there exists a range of options.
- 5.2 Decides when to escalate issues to more senior staff
- 5.3 Is aware of own limitations and scope of practice.

- 5.4 Responds appropriately to crisis situations, where necessary seeking advice and guidance from other senior professionals to promote professional autonomy required in the role and to reduce any sense of professional isolation. Implements prescribed strategies or interventions to manage the crisis effectively and informs relevant staff in a timely manner.
- 5.5 Uses judgement when providing advice and guidance on complex clinical cases to other members of the clinical team and staff from other disciplines and partner agencies.
- 5.6 May assist in the investigation of Serious Untoward Incidents.
- 5.7 Responsible for maintaining appropriate boundaries with clients.

## **6.0 Freedom to Act**

- 6.1 Line managed by the Street Triage Team Manager.
- 6.2 Works within NMC Professional Code of Conduct, accountable for own professional practice.
- 6.3 Uses discretion as appropriate in applying clinical policies.

## **7.0 Personal Responsibilities**

The post holder must:

- 7.1 Comply with the terms of the contract of employment, the Staff Compact and the Trust's Statement of Values and Behaviours.
- 7.2 Be aware of, comply with and keep up to date with all Trust Policies and Procedures and other communications relevant to the role.
- 7.3 Maintain registration with the appropriate professional body where applicable and comply with the relevant code of conduct and standards of professional practice.
- 7.4 Fully participate in management, clinical and professional supervision sessions relevant to the role, as required by the Trust.
- 7.5 Fully participate in annual appraisal and appraisal reviews.
- 7.6 Maintain up to date knowledge and competency in the skills required to perform safely and effectively in the role. Undertake relevant training (including statutory and mandatory training) and be responsible for personal development agreed with the line manager and in line with the requirements of the AFC Knowledge and Skills Framework.



## 8.0 **General**

The post holder must:

- 8.1 Comply with the Trust's Information Governance Policies and maintain confidentiality of information at all times in line with the requirements of the Data Protection Act.
- 8.2 Comply with the Trust's Health and Safety Policy and risk management procedures and report as necessary any untoward incident or hazardous event in accordance with local procedure.
- 8.3 Carry out the duties of the post with due regard to the Equality and Diversity Policy.
- 8.4 Comply with the Trust's Infection Control Policies as appropriate to the role.
- 8.5 Comply with the Safeguarding of Children and Adults policies and protocols as appropriate to the role.
- 8.6 Comply with the Behaviours that Challenge Policy as appropriate to the role.

## 9.0 **Other requirements**

- 9.1 The post holder may be required to undertake duties not specified in the job description, but which are commensurate with the role and/or band as required by service need.
- 9.2 The post holder may be required to work in locations other than those specified in the job description as required by service need.
- 9.3 The post holder may be required to work flexible hours as required by service need.
- 9.4 There may be a requirement to change the job description in light of developing service needs.

## 10.0 **Person Specification**

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Current professional registration with a recognised professional body.</li> <li>• Evidence of Continuing Professional Development.</li> <li>• MIP, FLIP, ENB 998 Teaching &amp; Assessing in Clinical Practice or City &amp; Guilds 730 Teaching in Adult Education.</li> </ul>	<ul style="list-style-type: none"> <li>• Leadership or management qualification</li> <li>• Post-graduate qualification in a relevant area</li> </ul>

	<ul style="list-style-type: none"> <li>• Recognised sign-off mentor (or equivalent) or must be achieved within agreed timescale.</li> <li>• Key skills in literacy, numeracy and ITQ level 2 (or equivalent)</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Significant experience working with people with complex mental ill health, behavioural and social issues, in a community setting.</li> <li>• Experience in assessing and treating mental health patients in crisis.</li> <li>• Working collaboratively with service users and their families/carers.</li> <li>• Providing clinical supervision.</li> <li>• Mentoring students on practice placement experience.</li> <li>• Working in a multi-disciplinary team and joint working with statutory, voluntary and private sector agencies</li> <li>• Quality improvement activities</li> </ul>	<ul style="list-style-type: none"> <li>• Leadership or management experience</li> <li>• Experience in forensic mental health or working with offenders.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Demonstrable knowledge to post-graduate level of evidence-based practice in caring for clients in the designated field.</li> <li>• Good understanding of the Criminal Justice System and the roles and responsibilities of those working within it.</li> <li>• Understanding of relevant legislation (e.g. Mental Health Act, Mental Capacity Act).</li> <li>• Good understanding of the available care pathways and access routes.</li> <li>• Detailed understanding of Safeguarding and its application in practice.</li> <li>• Clinical Risk Assessment and Management and its application in practice.</li> <li>• Clinical Governance and its application in practice.</li> <li>• Research and development methodology.</li> <li>• Understanding of psychological models of care and treatment.</li> </ul>	

<b>Skills</b>	<p>Must be able to:</p> <ul style="list-style-type: none"> <li>• Provide leadership and monitor, co-ordinate and prioritise the activities of a team.</li> <li>• Communicate complex and sensitive information effectively to clients, carers/families and all services within the Criminal Justice Pathway.</li> <li>• Provide effective clinical supervision, teaching, training and assessing in clinical practice.</li> <li>• Write reports.</li> <li>• Use multimedia materials for presentations in professional settings.</li> <li>• Use approved breakaway techniques.</li> </ul>	
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Able to work in accordance with the Staff Compact and Trust Values and Behaviours.</li> <li>• Compassionate in meeting the needs of vulnerable people and their families and carers.</li> <li>• Able to engage with vulnerable people and work effectively in distressing and challenging circumstances</li> <li>• Able to work flexibly and co-operatively as part of a team</li> <li>• Able to use own initiative and make decisions independently</li> <li>• Committed to continual quality and service improvement</li> <li>• Self aware and committed to professional and personal development. Able to accept and respond positively to feedback from supervision</li> </ul>	
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>• Ability to travel independently in accordance with Trust policies and service need.</li> <li>• This post is subject to a satisfactory Disclosure and Barring Service check and further clearances as required by the Prison Service.</li> </ul>	

**JOB DESCRIPTION AGREEMENT** SNM074: v4: 26 January 2017

**Post Holder**

Sign..... Date.....

Print Name.....

**Line Manager**

Sign..... Date.....

Print Name.....

Print Job Title.....

# Staff compact

The psychological or cultural relationship that exists between staff and the trust

Tees, Esk and Wear Valleys **NHS**  
NHS Foundation Trust

## Trust

### Communications

The trust will strive to ensure honest and timely communications at all times.

### Recognition

The trust will recognise staff who have achieved excellence and show commitment to value adding work.

### Training and development

The trust will invest in the continuing professional development, training and education of staff in the skills and competencies required and adhere to all agreed training commitments.

### Support

The trust will ensure that staff will be involved in and supported through the process of change and managing the process of change.

### Work environment

The trust will strive to provide a positive, healthy workplace for all staff which is characterised by enthusiasm and not cynicism; staff having the right equipment; the right colleagues and a good physical environment in which to work.

### Choice

The trust will give staff choices to ensure no compulsory redundancies should job numbers reduce as a consequence of quality improvement activities.

*"The trust will endeavour to be a great organisation to work for"*

## Staff

### Alignment

To work in accordance with the values of the trust and its strategic goals, mission (purpose) and vision.

### Responsive

To respond to the changing needs of patients and people who use our services, as well as changes to the requirements of other "customers" and changes in demand for services.

### Technical expertise

To keep skills and competencies up to date and relevant to their work, all of which will be evidence based.

### Embrace and engage

Willingness to support, co-operate with and contribute to quality improvement activities and especially with the testing of new ideas and innovations.

### Team work

To be supportive, positive and a good communicator with staff, people who use our services and all other "customers" e.g. GPs, PCTs, Social Services, etc.

### Flexibility

In the context of significant change taking place in society and the NHS, staff will be flexible with regard to the breadth of work undertaken and the location of their work.

*"My job is to provide the best possible customer experience"*

making a

difference

together

## Statement of Values and Behaviours

### **Commitment to quality**

We demonstrate excellence in all of our activities to improve outcomes and experiences for users of our services, their carers and families and staff.

#### **Behaviours:**

- Put service users first.
- Seek and act on feedback from service users, carers and staff about their experiences.
- Clarify people's needs and expectations and strive to ensure they are exceeded.
- Improve standards through training, experience, audit and evidence based practice.
- Learn from mistakes when things go wrong and build upon successes. Produce and share information that meets the needs of all individuals and their circumstances.
- Do what you / we say we are going to do.
- Strive to eliminate waste and minimise non-value adding activities.

### **Respect**

We listen to and consider everyone's views and contributions, maintaining respect at all times and treating others as we would expect to be treated ourselves.

#### **Behaviours:**

- Be accessible, approachable and professional.
- Consider the needs and views of others.
- Be open and honest about how decisions are made.
- Observe the confidential nature of information and circumstances as appropriate.
- Be prepared to challenge discrimination and inappropriate behaviour.
- Ask for feedback about how well views are being respected.
- Consider the communication needs of others and provide a range of opportunities to access information.

### **Involvement**

We engage with staff, users of our services, their carers and families, governors, members, GPs and partner organisations so that they can contribute to decision making.

#### **Behaviours:**

- Encourage people to share their ideas.
- Engage people through effective consultation and communication.
- Listen to what is said, be responsive and help people make choices.
- Provide clear information and support to improve understanding.
- Embrace involvement and the contribution that everyone can bring.
- Acknowledge and promote mutual interests and the contributions that we can all make at as early a stage as possible.
- Be clear about the rights and responsibilities of those involved.

### **Wellbeing**

We promote and support the wellbeing of users of our services, their carers, families and staff.

#### **Behaviours:**

- Demonstrate responsibility for our own, as well as others, wellbeing.
- Demonstrate understanding of individual and collective needs.
- Respond to needs in a timely and sensitive manner or direct to those who can help.
- Be pro-active toward addressing wellbeing issues.

### **Teamwork**

Team work is vital for us to meet the needs and exceed the expectations of people who use our services. This not only relates to teams within Tees, Esk and Wear Valleys NHS Foundation Trust, but also the way we work with GPs and partner organisations.

#### **Behaviours:**

- Be clear about what needs to be achieved and take appropriate ownership.
- Communicate well by being open, listening and sharing.
- Consider the needs and views of others.
- Be supportive to other members of the team.
- Be helpful.
- Fulfil one's own responsibilities.
- Always help the team and its members to be successful.