

JOB DESCRIPTION & PERSON SPECIFICATION

Job Title: Crisis Resolution and Home Treatment (CRHT) Clinical Lead

Band: 7

Department: Barnet Crisis Resolution and Home Treatment Team Manager

Location and mobility: Your normal place of work will be. Dennis Scott Unit Edgware Community Hospital. However, you may be required to work at any other location of the Trusts interests, including travelling to appropriate meetings, outside of the borough, as required.

Accountable to: Service Manager & Managing Director

Responsible to: Team Manager

WORKING RELATIONSHIPS:

- Service Users
- Ward/Team Staff
- Community Managers/Other HTT managers/Day Therapy Manager
- Clinical Lead Nurse
- All members of the multi-disciplinary team
- Community Mental Health Teams
- Heads of Department
- Support Services including Human Resources and Finance
- Inter-agency relationships (Police, Social Services, PALS)
- Carers/relatives/visitors
- General Practitioners

External:

JOB SUMMARY:

The CRHT is crucial in delivering urgent crisis resolution and timely treatment to service users by assessing their needs and caring for them in the least restrictive environment. The service will also ensure effective gatekeeping of all service users referred to the service for admission to Hospital.

Due to service re-development, an exciting opportunity has arisen within Barnet Crisis Resolution Home Treatment Team (BCRHTT) for Band 7 Clinical Lead posts. The post will be both shift working and office based between Monday- Friday 9-5 P.M to provide management cover where required.

The Barnet CRHTT is a 24 hour per day, 7 day per week service which provides urgent care for people experiencing mental health crisis as an alternative to hospital admission. The team views

crisis as meaningful, a crossroads in someone's life. We draw on several different models to understand this including family/systemic perspectives and the recovery model. The CRHT is crucial in delivering urgent crisis resolution assessments and treatment for service users by assessing their needs and caring for them in the least restrictive environment. The service will also ensure effective gatekeeping of all service users referred to the service for admission to Hospital. The post holder will ensure a high-quality responsive service to service users and referrers.

The Barnet CRHTT is in the process of delivering an ambitious development programme. This includes gaining accreditation through the Royal College of Psychiatrists Home Treatment Accreditation Scheme (RCPsych HTAS). In the last year the team has had success in delivering the most outstanding outcome of the Trust's Quality Improvement (QI) Collaborative.

The Clinical Lead posts are central to delivering development and effective operational management of the CRHTT. He/she will be expected to collaborate closely with the Team Manager, Service Manager, Consultant Psychiatrist and Psychological Therapies Lead.

The post holder is accountable for supporting the team manager with the shift leadership, allocation, deployment, prioritisation, and delivery of the service and for implementing and reviewing systems, policies, standards, and procedures that ensure the provision of high-quality services within frameworks agreed by the Trust.

The role will involve three days primarily allocated to management tasks and two days more focused towards delivery of clinical care.

MAIN TASKS AND RESPONSIBILITIES:

Operational Management

Support the CRHT Manager in the provision of professional and managerial leadership within the CRHT service, to ensure its services are integrated with and responsive to local service needs.

Support management of the CRHT staff, comprising of Mental Health Practitioners and Administration staff. This will include supporting the manager in the planning and maintaining services whilst applying best value principles in the use of resources.

Support in the management of resources, systems and processes which deliver the immediate crisis assessment at the location to which the crisis is occurring (outreach service). This will include a screening, assessing and signposting service.

To ensure full compliance in the CRHT service with all employment legislation and associated codes of practice

Ensure in conjunction with appropriate lead professionals that practice within the CRHT service meets relevant standards, is appropriate, timely, safe and follows agreed professional practice. This will require leading on, when delegated specific tasks, development and monitoring of policies, and procedures that ensure compliance with best practice requirements of the Trust in line with strategic policies and operational procedures.

Partnership Working

Positively promote effective and harmonious relationships between staff, developing a high-quality customer care ethos. Work collaboratively with all relevant departments and Trust services and with external partners, developing positive relationships with local GPs, Local Authorities, service commissioners, service users and carers and third sector agencies.

Manage sensitive situations thus ensuring smooth and productive relationships with referrers, patients, carers, external and internal Trust services. Contentious issues can be referred to the CRHT Manager for guidance and advice.

In partnership, use knowledge, skills and experience to identify trends, strengths and areas for development that can support the manager in influencing the development of the CRHT service and to develop a culture of continuous improvement. This will involve the support of systems which promote seamless interface between teams across service lines and that all referrals receive appropriate crisis assessment and signposting to the most appropriate treatment service.

Ensure that an appropriate, safe and equitable workload is held by all professional workers, which is in keeping with the aims of the service.

Care and Treatment

Ensure immediate same day crisis assessments are completed for all referrals and all subsequent decisions are communicated clearly and effectively to all stake holders within the Trust's agreed timeframes. All assessments are to be comprehensive, providing highly specialised advice and treatment options for referrers and patients. Ensure that the referral and onward care pathway from initial crisis assessment is followed and that there are excellent communication systems in place.

Maintain awareness of current developments in the provision of Health and Social Care for people with mental health problems.

Ensure compliance with statutory requirements and policies relating to Safeguarding legislation, policies and procedures, the NHS & Community Care Act 1990, the Mental Health Act 1983, The Carers and Disabled Children's Act 2000, The National Assistance Act 1984 and other relevant current or future legislation

Staff Management

Supporting the CRHT manager in the provision of effective leadership, management, direction and support to all staff within the CRHT service. The deputy CRHT manager will provide a professional leadership role to members of the CRHT service to ensure that staff work in partnership to provide an integrated service to patients referred to the service.

To provide a system of effective supervision to a delegated selection of CRHT staff and ensuring that staff receive education and support in specialist matters relating to the individual's professional background.

To support the implementation of continuous professional development for all Trust and Local Authority staff through annual Individual Performance Reviews and regular supervision (managerial and clinical). This includes supporting the Lead professionals in identifying and advising on training requirements for all staff groups and how these may be met in line with Trust Policy.

Performance Management and Quality

To support implementation and application of risk assessment procedures, that meet the organisation's requirements. To support effective audit processes within the CRHT service, to enhance pro-active and robust risk assessments and quality outcomes. This will require monitoring of all referral activity and outcomes, accidents and incidents and ensuring that appropriate action is taken in accordance with agreed policies and statutory requirements of the Trust.

Support the implementation and maintenance of a local clinical governance structure, which is in place, including regular minuted clinical governance meetings, which feed into C&E clinical governance structure.

With management support, Implement and further develop quality assurance systems in the CRHT service, including recording and monitoring clinical records.

Support the CRHT manager in ensuring the service has regular peer review to maintain compliance with CQC standards. Deep Dive action plans are addressed, implemented, monitored and reviewed within agreed deadlines.

Support the CRHT manager in the review of service activity data to inform changes that will impact on the effectiveness of the CRHT service.

Compile and present reports as requested by the CRHT manager on aspects of the CRHT service when necessary and as required.

Ensure adherence to quality initiatives, which are compatible with national targets and develop and implement local standards applicable to mental health practice, regularly reporting as required

As delegated by the CRHT manager manage complaints at the first stage in accordance with the agreed policies and procedures of the Trust and Local Authorities.

Maintain the Trust's commitment to providing services to both internal and external customers/clients of the highest possible standard and ensure compliance by CRHT staff members in all aspects of their work

Financial Management

Monitor CRHT financial activity and support the CRHT manager to manage the service budget ensuring deployment of resources is effectively managed within best value principles, assuming responsibility for funding provided for the CRHT service

Ensure appropriate authorisation of People and Organisational Development and financial documentation in accordance with People and Organisational Development and financial procedures. As requested, and required, provide timely and accurate information and financial activity and performance data as required

Team Working

To lead in the absence of the CRHT manager and work as part of a team of Mental Health Practitioners (MHP) responsible for urgent Crisis assessments including screening, assessing and

treatment for all referrals that come through the CRHT service. The CRHT deputy manager will work closely with the CRHT Consultants, doctors, MHP colleagues and Administrative staff

- Following referral and assessment, responsibilities will include ensuring effective liaison with and feedback to referrers and all other relevant agencies. This will include direct communication with referrers and duty systems within the Trust and external services and providing written feedback to referrers within established timescales.
 - Having knowledge of the range of mental health and social care resources within and external to the Trust for people experiencing mental health problems
 - Overseeing and at times facilitating urgent crisis assessments for referrals within agreed timescales, which are based on the needs of the service user, liaising with referrers, service users, carers and other agencies. Assessments will ensure comprehensive information is communicated following the outcome decision with an identification and clear management of risk and plan of care.
 - Being fully competent in use of Trust electronic patient records system ensuring all relevant clinical information relating to referral and screen is entered in the appropriate RiO fields
 - Liaising closely with treatment services within the Trust and externally, ensuring thorough and effective communication and interface pathways are in place and followed as part of signposting referrals to the appropriate services
 - Ensuring that statutory and legal requirements of care are incorporated safely within each patient's assessment/treatment outcome
 - Giving due regard to the customs, values and spiritual beliefs of service users as part of clinical decision-making and those decisions are made on the needs of service users
 - Supporting implemented measurable high standards of care, which contribute to setting and review of policy and practice in response to audits, lessons learnt through complaints and serious untoward incidents. Support staff in delivering high standards of care
 - Possess thorough knowledge of medication used in the treatment of mental health problems and to providing information regarding medication, treatment, dosage and side effects to referrers and service users. Ensuring adherence to Trust's medication management policy.
 - Supervising team staff and students on placement (if applicable) and help to ensure placement and learning objectives are met

Professional

- Maintain own registration with requisite professional body
- Be aware of and practice professional accountability with due regard to the Professional Bodies' Codes of Professional Conduct

- Maintain up to date knowledge of relevant professional developments
- Adhere to all Trust and Local Authority policies relating to mental health services, procedural guidelines and current legislation
- Ensure that record keeping follows Professional Bodies' guidance and Trust/Local Authority policy standards
- Discuss/present own performance and future development needs with the Line manager using supervision and Individual performance review in accordance with the Trust Policy and maintaining own personal records of professional development. Participate with Line Manager in establishing a Personal Development Plans and reviews for the role within the Knowledge and Skills Framework
- Provide supervision and appraisal for team staff in line with Trust policy and the principles of the Knowledge and Skills Framework and support team members to develop their full potential
- Maintain activity and performance records for the CRHT service and actively participate in the completion of Quality Audit documentation and undertake audits relevant to the role/area as required
- Support staff in implementing evidence-based specialist mental health assessments in accordance with departmental policies and procedures.

As an employee of the Trust you may be asked to move within your service in response to service needs.

Education/Training

- Be conversant with the current curriculum for pre-registration students within own profession and provide appropriate mentoring to students on placement
- Promote the importance of Health Education to staff, service users and their carers
- Attend staff development sessions/days and Team Away Days as agreed by Line manager
- Attend mandatory training in line with Trust/Local Authority Policy
- Take responsibility for own learning and development including personal study, shadowing activities as well as attending courses with agreement of Line Manager as identified through IPR/PDP
- Ensure all staff comply with mandatory training as detailed by Trust policy.
- Undertake any other duties as identified by line manager.

This job description is subject to regular review following consultation between managers and employees

To be noted:

- **This is not an exhaustive list of duties and responsibilities, and the postholder may be required to undertake other duties which fall within the grade of the job, in discussion with the manager.**
- **This job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder.**
- **The post holder is expected to comply with all relevant Trust policies, procedures and guidelines, including those relating to Equal Opportunities, Health and Safety and Confidentiality of Information.**

JOB DESCRIPTION – CORE ADDITIONAL INFORMATION FOR ALL EMPLOYEES

MOBILITY

As an employee of this organisation you may be asked to carry out duties at any of its establishments, at any time throughout the duration of your contract.

HEALTH and SAFETY

It is the duty of all employees to ensure that a safe working environment and safe working practices are maintained at all times. It is also the responsibility of management to do so.

INFECTION CONTROL

All staff will be expected at all times to practice in accordance with the infection control standard specified in the policies of the organisation.

RISK MANAGEMENT

All staff have a responsibility to manage risk within their sphere of responsibility. It is a statutory duty to take reasonable care of their own safety and the safety of others who may be affected by acts or omissions.

HEALTH PROMOTION

This organisation is committed to helping people live a healthier life. All staff are encouraged to make healthier choices and to be aware of the range of health promotion information and local policies that support the promotion of health and the prevention of ill health e.g. food and nutrition, stress management etc.

All clinical staff are reminded of their individual professional responsibilities for the promotion of health, by providing up to date and relevant best practice advice, in supporting their patients/clients to live a healthy life.

FLEXIBLE WORKING

This organisation is committed to offering flexible, modern employment practices which recognise that all staff need to strike a sensible balance between home and work life. All requests to work flexibly will be considered

SMOKING

Barnet, Enfield & Haringey Mental Health NHS Trust has a smoke free policy. Smoking will not be permitted on any Trust premises (including the grounds that those premises are sited on) or in any Trust-owned vehicle. Applicants should be aware that it will not be possible to smoke throughout working hours.

EQUAL OPPORTUNITIES

In line with the organisation's Equal Opportunities Statement, this organisation is committed to ensuring and promoting the rights of all people to equality of opportunity and all staff are required to abide by and promote this.

POLICIES AND PROCEDURES

All employees, at all times are subject to the policies and procedures of this Organisation.

SAFEGUARDING CHILDREN & VULNERABLE ADULTS

Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults.

Familiarisation with, and adherence to, the appropriate organisational Safeguarding Policies and any associated guidance is an essential requirement of all employees as is participation in related mandatory/statutory training. All employees must ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally then you must ensure that you seek clarification from your immediate manager as a matter of urgency. Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regard to Safeguarding Children and Vulnerable Adults

DATA PROTECTION

In line with national legislation, and organisational policy, all data will be processed in a fair and lawful way, for the specific registered purpose and not disclosed in any way incompatible with such purpose or to any unauthorised persons or organisations.

CONFIDENTIALITY

This organisation attaches the greatest importance to patient confidentiality and to the confidentiality of personal health data, and other data held and processed by the organisation. All data should be treated as confidential and should only be disclosed on a need to know basis. Some data may be especially sensitive and is the subject of a specific organisational policy, including information relating to the diagnosis, treatment and/or care of patients, individual staff records and details of contract prices and terms. Under no circumstances should any data be divulged or passed on to any third party who is not specifically authorised to receive such data. Due to the importance that the organisation attaches to confidentiality disciplinary action will be taken for any breach of confidentiality. All members of staff are expected to comply with national legislation and local policy in respect of confidentiality and data protection.

All employees should be mindful of the seven information management Caldicott principles when dealing with data belonging to the organisation and person identifiable information.

1. Everyone must justify the purpose(s) for which patient-identifiable information is used
2. Do not use patient-identifiable information unless it is absolutely necessary
3. Only use the minimum necessary for the purpose

4. Access to patient-identifiable information should be on a strict “need to know” basis
5. Everyone with access to patient-identifiable information should be aware of their responsibilities
6. Everyone with access to patient identifiable information should understand and comply with Data Protection and Security legislation
7. The duty to share information can be as important as the duty to protect patient confidentiality

If there is any doubt whether or not someone has legitimate access to information, always check before you disclose.

STANDARDS OF BUSINESS CONDUCT FOR NHS STAFF & CODES OF CONDUCT

You are required to act at all times in accordance with the relevant professional Codes of Conduct and Accountability (including, where applicable, those for Board Members). In addition, all management staff must comply with the Code of Conduct for NHS Managers. All staff are required to act in accordance with the rules and regulations as described in the organisation’s Standing Orders and Standing Financial Instructions.

The organisation reserves the right to report any activity, incident or suspicion of behaviour likely to be deemed a breach of a professional code of conduct to the appropriate professional body. This decision as to whether such a report will be made will only be taken by the appropriate service Director after he/she has fully considered the available facts. At all times, the safety of the public, staff and the reputation of the employing organisation and the wider NHS will be key points for consideration before any report is made.

MANDATORY TRAINING

All staff are required to attend any training designated by the organisation and/or service as mandatory (compulsory) for the position held or to provide evidence of previous, recent equivalent training at a level appropriate to the post held.

SATISFACTORY CLEARANCES

For all posts where the appointment is subject to satisfactory clearance via the Criminal Records Bureau or Independent Safeguarding Authority, or any other successor agency, it should be clearly understood that the post holder must maintain satisfactory clearance status throughout his/her employment in the post.

PROFESSIONAL REGISTRATION

With respect to any post for which the appointment is subject to holding a specific professional registration, as set out in the person specification for the post, it should be clearly understood that the post holder must maintain satisfactory registration status throughout his/her employment in the post.

ADDITIONAL CLAUSE FOR ALL MANAGERS

RISK MANAGEMENT

All managers throughout the organisation have a responsibility to ensure that policies and procedures are followed and that staff receives appropriate training, that a local risk register is developed and regularly monitored and reviewed. Significant level risk must be reported through the Quality Improvement and Risk Committee (QIRC) network. Risk registers need to be submitted to the Support Services Manager or other nominated officer, on an annual basis.

ADDITIONAL INFORMATION FOR ALL STAFF

Where relevant, further information regarding these core clauses can be found in each employee's written statement of terms and condition of employment (contract documentation).

BEH-MHT VALUES

Our values

The Trust's values are:

- Compassion
- Respect
- Being Positive
- Working together

NHS VALUES

It is recommended that where possible the NHS values below are reflected in job descriptions. Please go to the NHS Confederation website for further information www.nhsconfed.org

RESPECT AND DIGNITY

We value each person as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits. We take what others have to say seriously. We are honest about our point of view and what we can and cannot do.

COMMITMENT TO QUALITY OF CARE

We earn the trust that is placed in us by insisting on quality and striving to get the basics right every time – safety, confidentiality, professional and managerial integrity, accountability, dependable service and good communication. We welcome feedback, learn from our mistakes and build on our success.

COMPASSION

We find the time to listen and talk when it is needed, make the effort to understand and get on and do the small things that mean so much – not because we are asked to but because we care.

Improving lives

We strive to improve health and well-being and people's experiences of the NHS. We value excellence and professionalism wherever we find it – in the everyday things that make people's lives better as much as in clinical practice, service improvements and innovation.

WORKING TOGETHER FOR PATIENTS

We put patients first in everything we do, by reaching out to staff, patients, carers, families, communities and professionals outside the NHS. We put the needs of patients and communities before organisational boundaries.

EVERYONE COUNTS

We use our resources for the benefit of the whole community, and make sure that nobody is excluded or left behind. We accept that some people need more help, that difficult decisions have to be taken – and that when we waste resources we waste other's opportunities. We recognise that we all have a part to play in making ourselves and our communities healthier.

DIGNITY AT WORK STATEMENT

Barnet, Enfield & Haringey Mental Health NHS Trust is committed to treating all of our staff and patients with dignity and respect. You are responsible for behaving in a way that is consistent with these aims. This includes not discriminating unfairly in any area of your work and not harassing or otherwise intimidating other members of staff.

PERSON SPECIFICATION

GENERAL INFORMATION

Job Title: Crisis Resolution and Home Treatment (CRHT) Clinical Lead

Band: 7

Department: Barnet Crisis Resolution & Home Treatment Team

A person specification should comprise of a list of attributes required of the role. Essential criteria are those without which, the post holder would be unable to adequately perform the job. Desirable criteria are those that may enable the candidate to perform better or require a shorter orientation period. You should not include any reference to numbers of years' experience unless justified.

REQUIREMENTS	ESSENTIAL	DESIRABLE	Assessment Type Interview (I) /Test (T) /Application (A)
EDUCATION AND QUALIFICATIONS	Registered with NMC as RMN, or Dip SW, or registered with HPC Mentorship qualification or equivalent First or higher degree in appropriate subject area to specialisation or equivalent Evidence of relevant post registration training		A / I
EXPERIENCE AND KNOWLEDGE	Significant experience working within Mental Health Services at Band 6 Experience of working within a Mental Health Crisis service Ability to identify health needs and facilitate appropriate access to relevant	Experience working within Mental Health Services at a Band 7 level. Experience of managing a team to achieve objectives and high standards of patient care	A / I

	<p>Trust services</p> <p>Ability and experience in managing/implementing local quality assurance systems in particular audit process</p> <p>Experience of working in a multi-cultural environment and of involving users and carers ensuring culturally sensitive practice</p> <p>Experience of identifying, initiating, implementing, and managing effective practice.</p> <p>Experience of supporting the management of staff in a team to achieve objectives and high standards of patient care</p> <p>Experience of developing and maintaining effective links with external agencies to enhance patient care</p> <p>Experience of promoting and developing multi-disciplinary team working within the team and working in</p>		
SKILLS AND ABILITIES	<p>Possession and evidence of effective leadership skills</p> <p>Monitoring and evaluation skills</p> <p>Demonstrable ability to network internal</p>		A / I

	<p>and external to the Trust including the wider Health Service and health care providers including GPs</p> <p>Ability to communicate effectively with patients and their carers</p> <p>Ability to use appropriate strategies for managing performance</p> <p>Ability to communicate with colleagues and senior staff internal and external to the Trust</p> <p>Flexible approach to work</p> <p>Excellent Customer Care skills</p> <p>Excellent communication skills including, verbal and written skills</p> <p>Ability to organize and prioritize own and others workload to balance clinical and other service priorities</p> <p>Ability to show leadership and coordination</p> <p>Ability to facilitate and support the CRHT manager in ensuring effective teamwork.</p> <p>Effective screening/triage skills</p>		
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	<p>in relation to care needs of service users and their carers</p> <p>Management of urgent referrals, crisis calls and assessment processes within the designated assessment locations</p> <p>Ability to act as an advocate as and when necessary</p> <p>To make balanced judgements and decisions</p> <p>Excellent communication skills, both written and verbal</p> <p>Ability to work under pressure while remaining calm and maintaining quality</p> <p>Ability to develop effective links with external agencies</p> <p>To have a flexible and creative approach to problem solving</p> <p>Experience in the use of IMT skills including keyboard skills</p> <p>Car driver with access to own car</p> <p>Ability to travel across a geographical area and various locations within the Trust</p>		

PERSONAL QUALITIES	<p>Extensive knowledge of Trust services and resources and that of third sector providers</p> <p>Knowledge of a full range of therapeutic skills and approaches</p> <p>Ability to develop and implement Policies and Procedures.</p> <p>Ability to evidence current practice and knowledge of clinical, managerial and policy issues related to the clinical specialty and the wider NHS</p> <p>Awareness of own training needs to maintain and develop knowledge</p>		A / I
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Date: 06/03/2023

