**Job Description & Person Specification**

|  |  |  |  |
| --- | --- | --- | --- |
| Position: | Mental Health Nurse | Division: | LLR |
| Location: | Anstey Frith House | Reporting to: | Martin Reeves |

Purpose of the Role

*DHU has been commissioned to provide a children’s and young person’s (CYP) mental health clinical triage and navigation service within Leicester, Leicestershire and Rutland. This service will accept referrals from a large number of health and social care professionals, patient’s and relatives, screen the referral, and signpost or refer as appropriate.*

*The post holder will be based at our offices at Fosse House in Leicester and will work as an expert mental health professional to provide oversee the service, and provide expert mental health advice to staff, patient’s and referrers when required.*

A commitment to a quality service, excellence in clinical practice and continuous professional development are integral to the role and the development of the service.

The post holder will participate in promoting and advancing DHU Health Care CIC.

**Overview of Main Duties and Responsibilities**

As part of the CYP triage and navigation service you will be responsible for the following:

* Screening referrals
* Managing incoming calls (referral and enquiries)
* Clinician advice to CYP and carers
* Professional referrals including crisis team referrals.

You will be the point of contact for initial clinical queries, providing appropriate advice and guidance, and navigating the referrer/caller to the right part of the system.

You will be required to manage queries and referrals that have been escalated due to complexity and/or risk by other clinicians.

Key Success Measures

* Caring & Compassion - We will actively listen to understand and empathise with others’, with a desire to support both patients and colleagues.
* Always Professional - We will be accountable for consistently delivering high quality healthcare for our patients
* Respect & Dignity - We will actively listen to each other and our patients to answer their concerns or questions. We will maintain and respect patient’s dignity and must ensure it is never compromised.
* Everyone Matters - We will actively encourage feedback from both patients and colleagues to continually improve our service, ensure everyone has an opportunity to have their voice heard, and everyone has an opportunity to further develop their skills and competencies.

Key Areas of Responsibility & Accountability

Clinical

* Be the first clinical point of contact for clinical referrals (self or professional) and enquiries on the telephone, and by online.
* Monitor, manage and coordinate with staff within the team and external agencies to ensure safe sign posting of referrals.
* Providing call back support/advice/information gathering with the support of navigator
* Risk assessment when necessary and offer advice to CYP and carer to manage clinical risk.
* Discussing appropriate care pathways with the (self) referrer to agree current needs, expectations of a service and utilisation of the most appropriate pathway and optimal level of care
* Using System1 to ensure accurate documentation of all episodes of caller interaction are complete and include any adverse events, safeguarding issues and other notifiable matters in accordance with policy, guidelines and best practice
* Ensuring systems and processes are in place for the security and maintenance of all equipment and comply with information policies and procedures
* Support the development of the CYP Triage and Navigation service in association with other inter-related teams.
* Managing all communications in a professional and courteous manner to all service users, relatives, referrers and staff

Clinical Governance

* To participate in the clinical governance requirements within the work of the organisation.
* To practice with the parameters of company policies, protocols and guidelines.
* To participate in quality improvement within the organisation.
* To assess and evaluate outcomes of own practice, service intervention and treatment and identifies any short falls in service reporting to relevant managers.
* To provide mentorship leadership and training to other team members.
* To ensure the requirements of Health and Safety policy and legislation are maintained.
* To participate in research and development activities of DHU Health Care.

Education Practice Development

* Taking personal responsibility to deliver results, demonstrating resilience and drive in the face of ambiguity, uncertainty and complexity (Resiliency)
* Able to develop innovative ideas and apply continuous improvement in all aspects of work (Ingenuity)
* Relationship and people development and working with others collaboratively to deliver results (Dignity & Community)
* Maintaining the highest levels of confidentiality and ethical standards (Integrity)C.

Professional

* To work within the regulatory requirements, codes and Professional Standards of practice of the NMC
* To maintain professional and clinical competence through mechanisms of continuing professional development.
* To act in such a manner at all times to promote confidence and public trust and uphold the reputation and image of DHU Health Care CIC.

Communications and Working Relationships

* Director of Nursing and Quality and other Executive Directors.
* Divisional Clinical Director and Managing Director
* Divisional Heads of Clinical Services
* Divisional Operations and Corporate Teams
* DHU Health Care CIC Governance Team
* DHU Health Care CIC Clinical Training Team
* Clinical and managerial staff within participating Clinical Commissioning Groups (CCG)
* Clinical staff in local primary and secondary care services
* Other related services within the local health economy
* Social Services and local intermediate Care Services

**Values, behaviours and principles**

We are always:

* **Compassionate** – we show kindness, consideration and understanding in everything we do – and demonstrate our caring nature to our patient, people and communities
* **Accomplished** – we are available day and night – a response, adaptable, professional NHS partner, providing the best advice, care and treatment for every individual
* **Respectful** – we recognise the value that individual and team difference bring – welcoming views, listening, being honest, and learning from others’ experiences
* **Encouraging** – we believe everyone matters, so we inspire confidence in other – promoting ‘speaking up’, fostering career-long learning and development, and supporting improvement ideas

Person Specification

The job holder will have;

|  |  |  |
| --- | --- | --- |
| Qualification | Essential | Desirable |
| Qualifications  Academic/ professional | * Registered Mental Health Nurse registered with the Nursing & Midwifery Council (NMC) | * Evidence of continuing post-registration/graduate development |
| Experience | * Substantial Autonomous practice experience working and multi-professional team * Evidence of working with undiagnosed and undifferentiated patients. * Experience of working with children and young people. * Knowledge of mental health conditions, diagnoses and clinical risk * Experience of working as a mental health triage/screening/assessing technician * Experience in working in community setting | Experience in working in crisis team |
| Skills & Knowledge | * Awareness of available services in the local health service, local authority, and voluntary sector, including support available in an online format. * Ability to self-organise/manage and deliver a high standard of clinical coordination and triage service * Established risk assessment skills and able to reduce the level of risk to clients, staff and others. * Ability to work with technical teams (IT, telephones etc) to develop efficient technical solutions to the management of referrals in and out the service * Comprehensive knowledge of relevant policy & legislation relating to mental health * Excellent communication/ interpersonal skills in order to deal effectively with complex and sensitive service user information, distressed or aggressive service users or carers or those with an impaired level of understanding. | * Research skills. * I.T and database. * Presentation skills |
| Job Circumstances | * Commitment to the role. Able to work unsocial hours including bank holidays * Flexibility to meet service/Rota needs * Be prepared to travel between different primary Care Sites when on duty. * Full driving license essential (LLR Home Visiting Service only) | Full driving Licence (All other DHU Health Care CIC divisions) |
| Personal Qualities | * Proven team player * Able to work autonomously * Committed to continuing professional development * Positive effect * High level of interpersonal skills |  |

Diversity

DHU Health Care CIC believe our workforce should be as diverse as the range of services we offer, and the communities we serve. We are committed to valuing and encouraging diversity throughout our workforce, regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. As part of our mission we are dedicated to eliminating discrimination

Safeguarding

DHU Health Care CIC is committed to safeguarding and promoting the welfare of Adults, Children and Young People and expects all staff and volunteers to share this commitment.

Infection Prevention & Control

Infection Prevention & Control is pivotal in ensuring a safe & clean environment for both patients and staff.  IP&C is everyone’s responsibility and strict adherence to the IP&C policy is expected of ALL employees of the organisation.

General

As you will expect the organisation may change from time to time and you will be expected to meet the operational requirements of the business and any other reasonable duties as required from time to time.

Acknowledgment

I acknowledge receipt and confirm my understanding and acceptance of the responsibilities specified in my Job Description. ***Please Note:*** *If you are unclear of any requirement in this document obtain clarification from your line manager.*

|  |  |  |  |
| --- | --- | --- | --- |
| Signature of Post Holder: |  | Date: |  |
| Name: |  | | |