

6th October 2025

City and Hackney Directorate Consultation Paper:

Community Mental Health Services Redesign (Phase 1)

1. Introduction

- 1.1 The Trust wishes to enter into formal consultation with staff and their Trade Unions in line with its agreed policy set out in 'Management of Staff Affected by Change Policy and Procedure' (Appendix A – separate document). The Trade Unions and affected staff are invited to raise questions and comments, which can be considered before the proposals are finalised.
- 1.2 The purpose of this consultation document is to outline the first phase of a proposal to reconfigure the City and Hackney community core adult mental health services, plus aspects of the crisis pathway, in order to provide a simpler, more coherent service for residents and carers and to propose a better integrated health offer in light of the agreed changes to mental health social care delivery model arrangements, which have been developed by the London Borough of Hackney Adult Social Care, in conjunction with ELFT. The paper will outline the operational and business case for proposing the change, including all contractual and service changes affecting ELFT staff in the following teams:
- Neighbourhoods Mental Health Service (NMHS)
 - Assessment and Brief Intervention Service (ABI)
 - Neighbourhoods Recovery Service (NRS)
 - Rehabilitation and Recovery Service
 - Crisis and Assessment Team (CAT)
 - Early Intervention Service (known as EQUIP)
 - Specialist Psychotherapy Service (SPS)
 - Psychological Professionals (PP) within NMHS and NRS
 - Crisis Assessment Team
 - Community Administration Team
- 1.3 The process of consultation is to ensure that all staff are informed of the proposal and to allow the affected employees the opportunity to respond and take an active role in this process.

2. Guiding Principles

- 2.1 The aim of the transformation is to create a high-quality, accessible, equitable and safe community mental health service, which is also efficient and cost-effective. It is intended that these will complement the Mental Health Social Care changes, and align with good practice, as laid out in the Government's 10 Year Health Plan for England 'Fit for the Future' published in July 2025.
- 2.2 This includes continuing to develop a strengthened model of integrated care between primary and secondary care for adults (including young adults and older adults) with severe and enduring mental illness, with the following features:
- Support being provided as close to home as possible

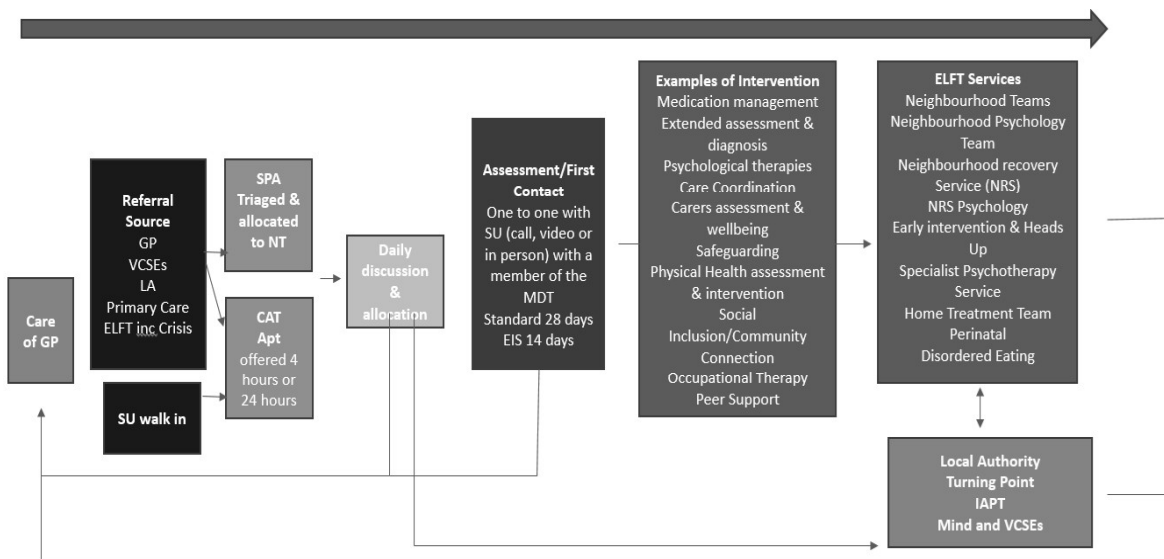
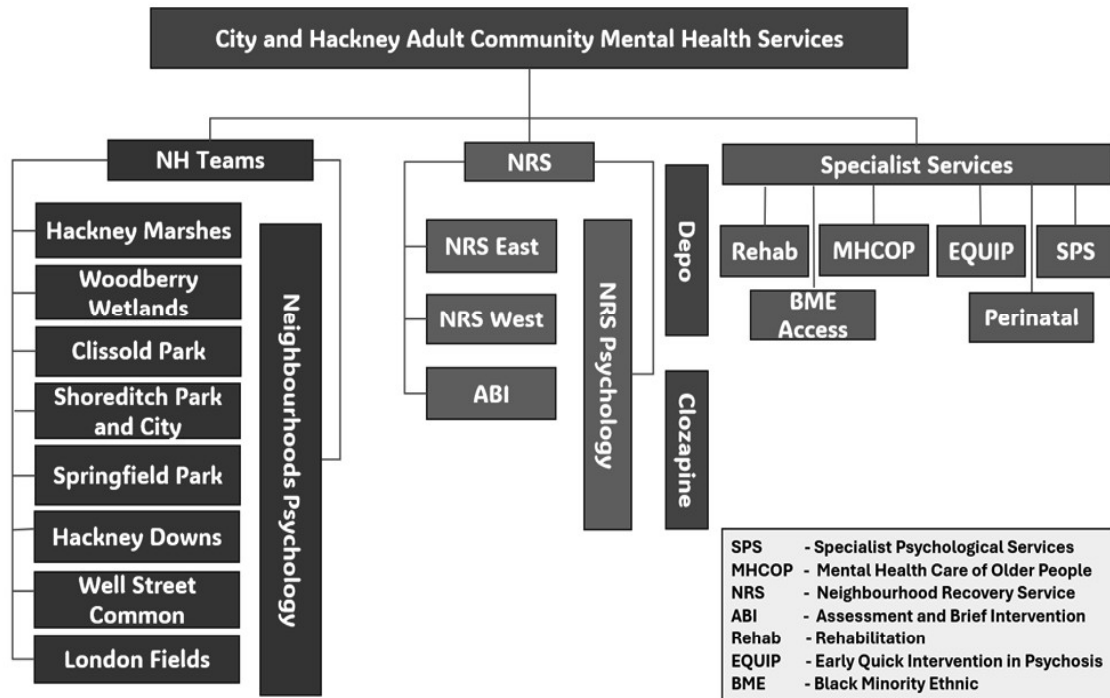
- Strengthened access to psychological therapies
- Improved physical health care
- Focused employment support
- Personalised and trauma informed care
- Medicines management
- Enhanced support for self-harm, and co-occurring substance use issues
- Proactive work to address health inequalities, including addressing unwarranted disparities in access, outcomes or experiences for particular population cohorts (e.g. reflecting race, age and / or disability)

- 2.3 The proposed model is intended to be simpler for service users, carers, staff and stakeholders to navigate and is intended to better target care for those who need it most. It will use resources more efficiently to avoid duplication of work, reduce waiting times and adhere to the principles of place-based and integrated care.
- 2.4 A core priority of the proposed change is to ensure that those service users at high risk of non-engagement, and rapid deterioration of their mental health, are provided with an enhanced assertive and intensive treatment offer.

3. Background

- 3.1 ELFT City & Hackney serves a diverse population in the City of London and Hackney. Around 33,000 people in CH are experiencing depression and/or anxiety disorders at any one time. 14,000 people are receiving repeat prescriptions of anti-depressants and around 1 in 5 accessing 'talking therapies' through the Primary Care Psychological Therapies programme (formerly known as IAPT). An estimated 11,000 people in City and Hackney have a diagnosis of or are suspected of meeting criteria for a diagnosis of a personality disorder. City & Hackney has the highest incidence of first episode psychosis and the fifth highest rate of psychotic and bipolar disorders in England, with 4,500 on the Serious Mental Illness (SMI) register. The number of residents with dementia is on the rise, with an estimated 1890 residents in 2025.
- 3.2 Three quarters of people with SMI are managing their condition in the community, supported by GP and primary care services, often with voluntary and community sector involvement. 6,490 people in City and Hackney with severe and enduring mental health problems entered secondary care services in 2017-18, with 1,089 admitted as in-patients. Around 2,200 people have been engaging with specialist mental health services in City and Hackney in the previous 12 months.

The following diagram summarises the current organisational arrangements and the current model:

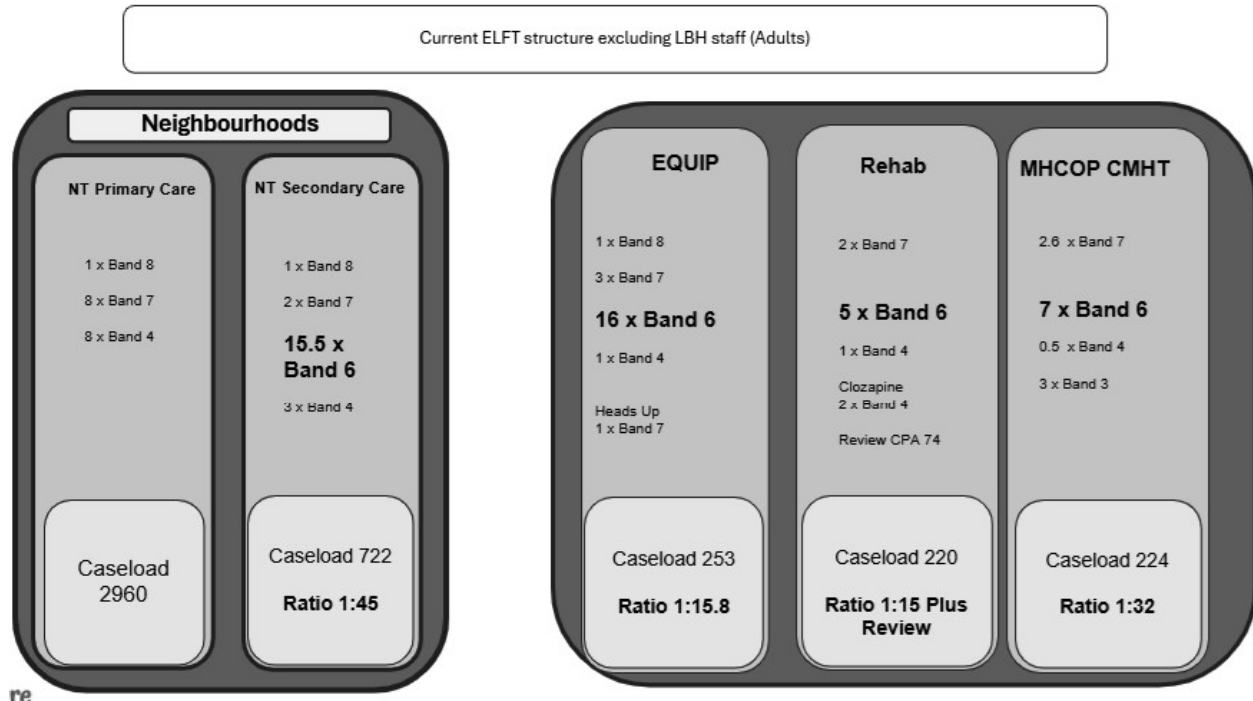


3.3 **Current services:** The core working age adult community mental health service currently comprises of the following services that are in scope:

- a) **Neighbourhoods Team (including Depot Clinic):** This team comprises the ELFT 'primary care' offer, providing support to people with complex emotional needs (CEN), previously referred to as personality disorder, and severe mental health difficulties, which significantly impacts their wellbeing, functioning and mental health. The team was structured by the eight neighbourhoods of City and Hackney as follows: Woodberry Wetlands; Springfield Park; Clissold Park; Hackney Downs; Shoreditch Park & City; London Fields; Hackney Marshes and Well St Common. The neighbourhood psychology team (NPT) falls within the neighbourhood teams. This service aims to offer timely psychological interventions to people with CEN and disordered eating by offering time limited interventions as part of the embedded team offer. They also work with community providers and host trainee psychologists.
- b) **Neighbourhood Recovery Service (NRS):** The East and West Hackney Recovery team is a multi-disciplinary team that works with individuals aged 18-65, who are experiencing a range of mental health disorders significantly impacting their lives. The team aims to deliver a service focused on recovery and wellbeing, including care-coordination. The NRS Psychology team works as part of the multidisciplinary team (MDT) offering direct and indirect work including assessment, formulation and teamwork alongside individual and group psychological therapy. The Assessment and Brief intervention (ABI) function of NRS offers an extended assessment and intensive support, which includes social care.
- c) **Rehabilitation and Recovery Team:** The Rehabilitation and Recovery Service supports adults (aged 18 and over) living in Hackney who have severe and enduring mental health conditions, primarily complex, treatment-resistant psychosis. These individuals may have difficulties with daily living, social inclusion, and independence due to persistent symptoms, often alongside other physical health or substance use issues. There is a Clinical Psychology provision within this service.
- d) **Clozapine Clinic:** The Clozapine clinic provides blood testing, physical health checks, and medication to service users receiving Clozapine, according to national guidance.
- e) **Depot Clinic:** The depot clinic provides medication administration and physical and mental health checks for around 300 service users receiving IM Depot medication.
- f) **Crisis Assessment Team:** This team offers an alternative to attending the Emergency Department. More recently, the service has offered a 'walk in' function, whereby service users can attend as an option for support when in crisis. The service has capacity to see service users within four or twenty-four hours, depending on need and acuity, and is open from 08:00 – 22:00, seven days a week.
- g) **EQUIP (early intervention in psychosis service):** This service provides an assertive and responsive service to adults aged 18–65 for up to 3 years during their recovery from a first episode of psychosis. Two staff members from EQUIP are proposed to move to the quadrants or front door.

- h) **Specialist Psychotherapy Service (SPS):** This service offers psychological therapy to service users with severe, enduring mental health difficulties who are not appropriate for the MDT psychology teams either because they do not fall under the remit of that team or because they need a longer term or different intervention to that which is offered by the MDT psychology team. SPS consists of psychotherapists working in different modalities including Cognitive Behavioural Therapy, EMDR, Psychodynamic Psychotherapy and Family Therapy. They offer group and individual treatments of up to 30 sessions (or longer for group analysis) as well as assessment and consultation to neighbourhood teams in complex case discussions. Alongside SPS, sits the mentalisation based therapy (MBT) team, which is not in scope of this Consultation.

4. Current ELFT Community Team Structure Excluding LBH Staff (excluding community connectors, medical and ARRS roles whose posts will not change)



Current Psychology Structure

Currently, our PP services in City and Hackney (C&H) are broadly structured as inpatient, crisis, community teams and the specialist psychotherapy service (SPS) and Mentalisation Based Therapy/Complex Emotional Needs Team. The community teams include the Neighbourhood Psychology Team (NPT), Neighbourhood Recovery Service (NRS) Psychology Team, the Perinatal Team, Early Intervention (EQUIP), the Rehabilitation team, and the Black and Minority Ethnic (BME) access service. The services are led by a 1.0 whole time equivalent (WTE) Consultant Psychological Lead and there is a 0.5 WTE deputy lead. There is an 8c reflective practice lead across East London.

Summary of new 'net' staffing – details in Appendix

Band	Funded WTE	In Post	New Service
6	44.2	37.4	48.6
7	14.91	9.91	14
5	2	2	2
4	6	4	6
3 - PSW	2.5	2.5	2.5
3- HCA	8.8	4.6	8.8
8a – Op Lead	4	4	4
8b – Sr Op Lead (new posts)	0	0	2
B4 Admin	20.93	22	20.93
B5 Admin	4.9	5	4.9
B6 Admin	1	1	1
B8c Service Manager	1	1	0
PP 8B	5	4.2	4.6
PP 8A	5.53	4.53	4.53
PP 7	10.5	9.5	10.5
PP 6	3	1	1
PP 5	1	1	1

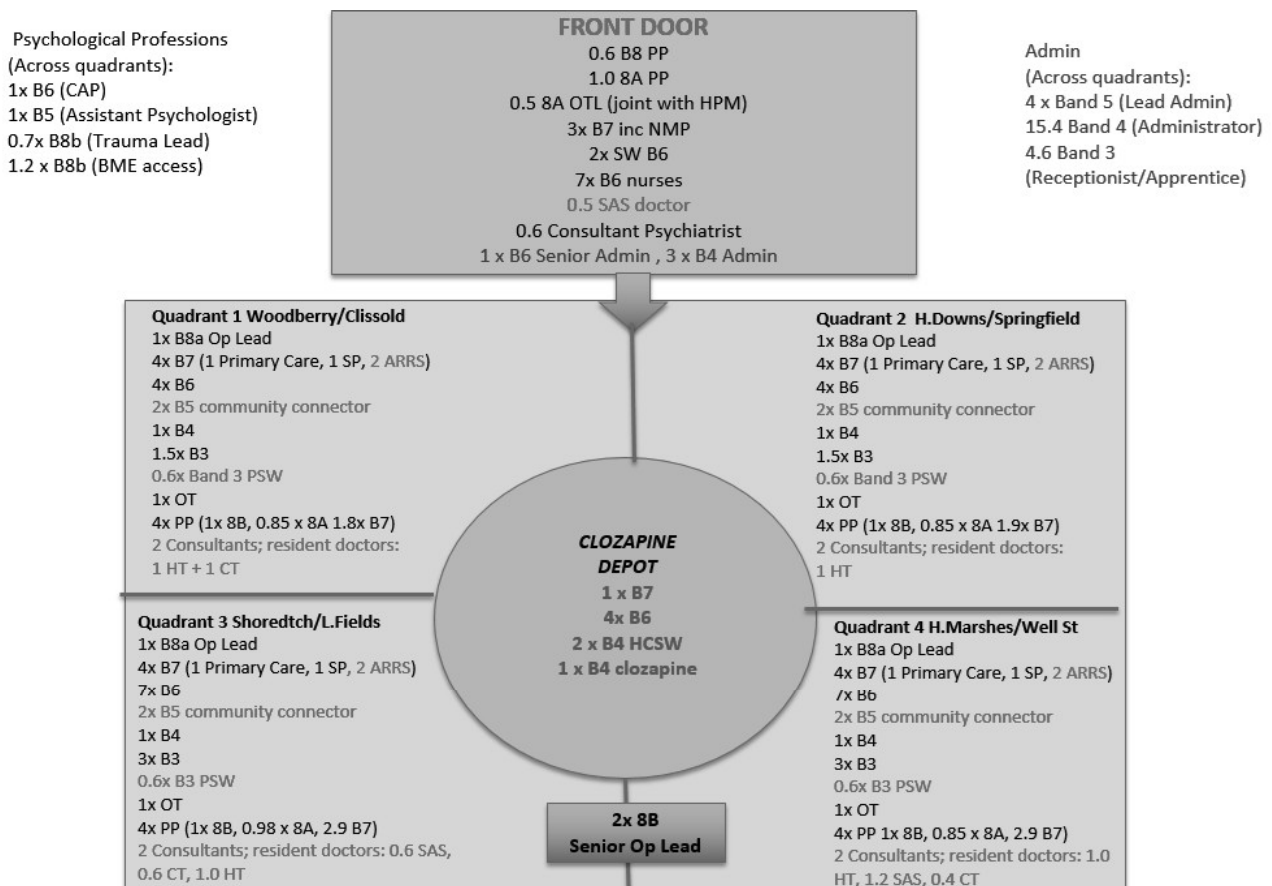
5. Rationale for Change:

- 5.1 Reasons for change include national and local drivers. Nationally, the NHS 10 Year Plan, 'Fit for the Future', published July 2025 laid out three shifts: from inpatient to community, from treatment to prevention, and from analogue to digital. The proposed community review intends to improve the services in the community, allowing the majority of care to be delivered to patients in their own homes or community settings, whilst improving the relationship with inpatient services. Another national driver is the 'Mental Health, Learning Difficulties and Autism (MHLDA) Board Intensive & Assertive Update & Discussion' from April 2025, which responded to the tragic events in Nottingham in January 2024, by making a series of recommendations. These include every service user being assigned a 'skilled key worker', care plans reviewed a minimum of every six months, and risk assessment and safety planning emphasising a relational approach in a biopsychosocial framework with clear plans for escalation if needed, which should be reflected in policies. The Trust intends to integrate these recommendations into the proposed new model, ensuring that we improve the way our services respond to service users who may require an intensive and assertive approach. Finally, socio and political factors currently place the NHS under national pressure to improve financial viability. The trust intends to respond to this context by ensuring that resources are used to maximum efficiency to improve the experience for staff, service users and their carers.
- 5.2 Locally, our service users and carers have reported difficulties in navigating the different teams and in understanding who oversees their care. They have spoken of complex systems, lack of clarity of the care they are entitled to receive and of having to undergo multiple assessments. A further major driver is the delivery of social care in mental health, following the ELFT/Adult Social Care (ASC) Service Review, and the resultant Consultation with London Borough of Hackney (LBH) staff, which concluded in July 2025, and the new social care structures are to be implemented from November 2025. The implications of this are now laid out.
- 5.3 ELFT and LBH provide mental health care under Section 75 of the NHS Act. LBH social workers are embedded in ELFT mental health teams and provide statutory mental health services in those teams. Until recently, LBH social workers and ELFT band 6 nurses, social workers and occupational therapists provided health and social care generically. The new proposed structure in mental health services will see LBH social workers leading on time limited social care interventions based around legal responsibilities of the Care Act and the MHA and not providing a care coordination role or overseeing health needs. ELFT workers will take the lead responsibility on the health needs in MH. This will have a significant impact on service delivery due to the ratio of LBH / Health workers currently employed in our core community services (50/50) and all service users under these services needing a health offer.
- 5.4 LBH social workers will be taking on some of the functions which were also carried out by health staff, such as reviewing placements and care packages. To ensure that there is the correct balance of health and social care staff across the system, staff will need to be redistributed across the service. It is proposed that the Rehabilitation and Recovery Service's care coordination function will predominantly be amalgamated into the new quadrants, and their health staff will join the quadrant teams. However, there will be health staff input (psychology and psychiatry) into the cross-borough review function which will now be led through social care staff.
- 5.5 Aim of the transformation**
- There is a need to rebalance the local mental health system to strengthen the focus on community mental health services, given the nationally aspiration for a 'hospital to home' shift. As such, the aim of the transformation is to create a high-quality, accessible, equitable and safe mental health service which will complement the Mental Health Social Care changes

being introduced in conjunction with LBH and will move closer to realising the original, nationally prescribed community transformation goals, which includes movement towards a more bio-psycho-social model. As such, our community mental health services will be simpler for service users, carers, staff and stakeholders to navigate and will better target care for those who need it most. It will use resources more efficiently to avoid duplication of work and reduce waiting times and adhere to the principles of place-based and integrated care.

6. Proposal

6.1. Below is a pictorial summary of the current proposed model for the community services, with a more detailed description underneath for the different services.



- 6.2 The proposed total staffing for the Front Door and Quadrants (excluding PPs) is summarised in the following table (those in red are not in scope):

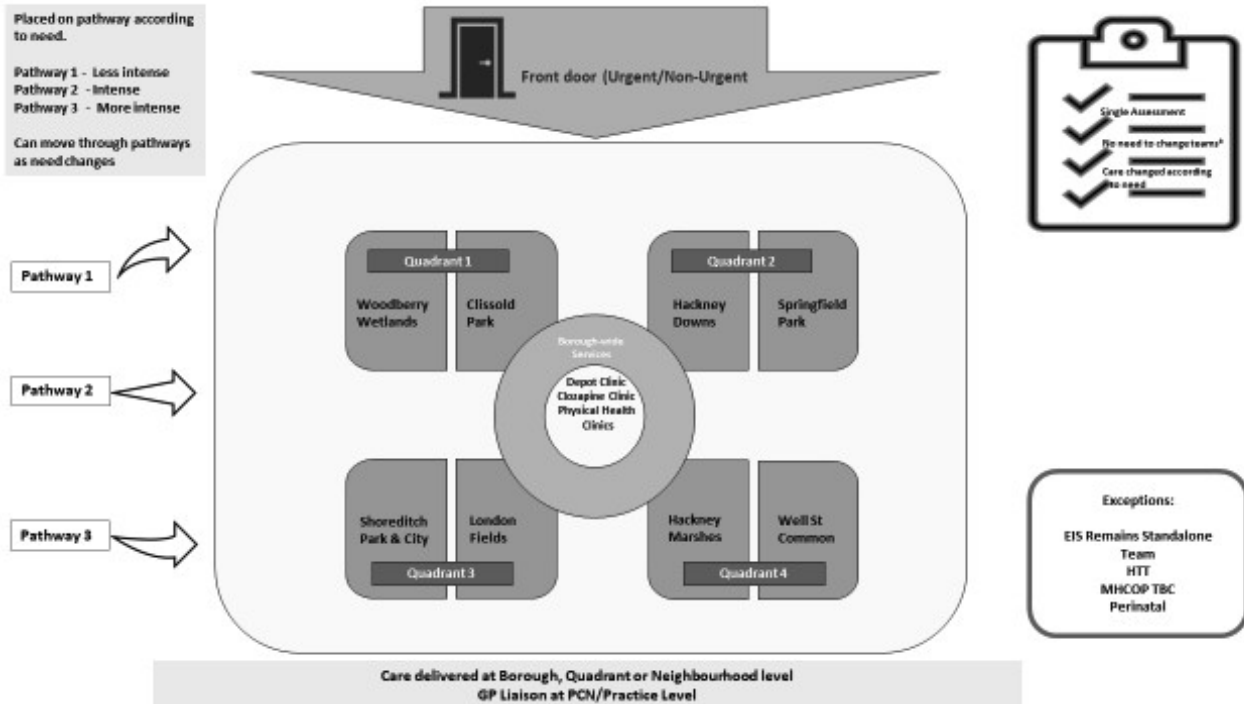
Proposed Staffing (non-psych professionals)		
Staffing	Band	WTE
Quadrant Senior Lead	8b	2
Front Door Operational Lead	8a	0.5
Quadrant Operational Lead	8a	4
Band 7 ARRS	7	8
Senior Practitioners (nurses & SWs)	7	8
Front Door Senior Pracs (nurse & SWs)	7	3
Occupational Therapist	7	1
Hub - PH, Cloz and Depot Senior Prac	7	1
Quadrant Practitioners	6	22
Occupational Therapist	6	3
Hub - PH, Cloz and Depot nurses	6	4
Front Door Pracs (nurse & SW)	6	9
Community Connectors	5	8
Quadrant Support Worker	4	4
Hub - Clozapine Support Worker	4	1
Hub - Health Care Support Worker	4	2
Quadrant Support Worker	3	9
Quadrant Peer Support Worker	3	2.4
Consultant Psychiatrist	Consultant	8.6
Other medical staff	Resident (varied)	8.3
Proposed Psychological staffing		
Psychological Profs	Band	WTE
Front Door Lead PP	8b	0.6
Quadrant Lead PP	8b	4
Trauma Lead	8b	0.7
BME Access	8b	1.2
Quadrant Senior PP	8a	3.53
Front Door PP	8a	1
Quadrant PP	7	9.5
Quadrant CAP	6	1
Quadrant AP	4	1
TOTAL		22.53

- 6.3 The proposed total Business Support (Admin) staffing for the Front Door and Quadrants is summarised in the following table:

Proposed Business Support Model		
Staffing	Band	WTE
Business Support System/Process and Performance Lead (Front Door)	6	1
Business Support Lead	5	4
Business Support Administrator (Quadrants)	4	15.4
Business Support Administrator (Front Door)	4	3
Business Support Receptionists /Apprentice (Quadrants)	3	4.6

6.4 New Front Door Service

- 6.4.1 The 'front door' means the entry point to ELFT mental health services in City & Hackney. Currently, we have two points of entry, non-urgent, which come through the 'single point of access' (SPA) and the crisis services. We are proposing to create a single front door for urgent and non-urgent referrals.
- 6.4.2 The proposal is for the front door to be staffed by a multidisciplinary team of nurses, non-medical prescribers, psychological professions, social workers and medical doctors, with the view that this will allow robust clinical decision making throughout the service user journey through the front door. There will also be business support to develop and implement robust systems and processes, and support ongoing monitoring of activity and performance. We intend that this will reduce if not eradicate repeated assessments and we have developed a 'trusted assessment' protocol to support this. We intend to have non-medical prescribers in the front door, and we hope that making use of this resource will allow better use of the medical doctor's appointments.
- 6.4.3 We intend to extend the operating hours for non-urgent referrals, supporting service users who may need more time flexibility in order to attend appointments. The service will run from 08:00 to 22:00, with the non-urgent function initially working from 0900hrs and finishing at 17:00, with an aspiration to move towards extended hours.
- 6.4.4 Rota Changes: The front door will be offering a core service from 08:00 to 17:00, with an offer for urgent referrals 19:00-22:00 Monday to Friday, and 08:00 – 22:00 at the weekend. It is expected that staff currently working in CAT, which operates during these times, will continue to work these hours. In the current way of working, CAT provides support to HPM with nightshifts, this may change and will be discussed as part of this consultation. Staff relocated from NRS and the neighbourhood teams will be asked their preferences for their working hours, and we hope to be able to accommodate their wishes.



6.5 Front Door staffing

- Principal Psychologist, Joint Clinical Lead for Front Door Assessment Provision, Community Mental Health Service (0.6 WTE 8B):** This post will jointly lead the clinical provision in the front door, including development of the assessment process. The post-holder will be able to offer some urgent and non-urgent assessments. They will provide supervision to the 8a psychological professional in the front door. They will jointly lead on liaison with statutory and voluntary partners. They will also lead on risk assessment and risk formulation aspects of the assessment team alongside MDT colleagues, and other senior psychological staff.
- Consultant Psychiatrist, Joint Clinical Lead (0.6 WTE):** This post will provide joint clinical leadership with the 8b Psychologist. They will provide a link to the Neighbourhood/Quadrant psychiatrists and provide medical input and oversight to the Front Door.
- Front Door Operational Lead (0.5 WTE 8a):** Currently there is an operational lead for HPM and CAT and it is proposed that this post will change. As CAT's function will be merged with non-urgent referrals, this will create capacity and so it is proposed that this post will be a split post between HPM and the front door. In the front door, the operational lead will have responsibility for the operational running of the service. They will line manage the band 7 staff, be responsible for delegating tasks and developing job plans, in collaboration with the front door principal psychologist clinical lead.
- Front Door Psychological Professional (1.0 WTE 8a):** They will offer urgent and non-urgent assessments in the front door, with particular focus on those service users for whom it is felt psychology is indicated. They will provide psychological consultation and support to the rest

of the front door MDT, acting as a link between the front door and psychological provision in the rest of the system (quadrants, other services). They will hold a small caseload of services for whom they offer psychological interventions, in line with their clinical speciality. They will be supervised by the 8b principal psychologist in the front door and line management will be offered from the 8a operational lead and the 8b principal psychologist, with the different aspects of this developed in the implementation phase.

- e) **Front Door Senior Practitioner (3.0 WTE band 7):** Each day there should be a band 7 triaging/screening new referrals and coordinating the day, which includes booking in assessments into the team's diaries. Another band 7 will support with triaging/screening and assessing urgent referrals and other staff members can assist with this as appropriate given the needs of the service. They will receive line management and supervision from the operational lead.
- f) **Front Door Social Workers (2.0 WTE band 6):** They will offer urgent and non-urgent assessments in the front door and provide consultation regarding social care issues for the rest of the front door MDT. They should provide a link with the local authority. They will receive line management and supervision from the band 7s.
- g) **Front Door Nurses (7.0 WTE band 6):** They will offer urgent and non-urgent assessments in the front door. They will receive line management and supervision from the band 7s.
- h) **SAS Doctor (0.5 WTE):** This is a full time post that also serves HBPOS, allowing 0.5 WTE in the front door. They will offer medical input for urgent referrals and assessments in the front door. The post currently serves HBPOS and CAT, so their capacity for support in the front door will remain the same as it currently is for CAT.
- i) **Front Door Systems, Processes, and Performance Lead (1.0 WTE, band 6):** This role is responsible for managing the non-clinical functions of the Front Door service. The post holder will oversee booking systems and processes, ensuring sufficient capacity and effective clinic arrangements in both the Front Door and medical clinics. They will support the Operational Lead by producing and analysing performance reports. Additionally, the role includes line management of the Band 4 Business Support Administrators within the team.
- j) **Front Door Business Support Administrators (3.0 WTE, band 4):** The Business Support Administrators are responsible for logging all referrals received by the Directorate through eRS, email inboxes, telephone, and walk-in referrals. They will identify which referrals fall within the Directorate's service area. Following assessment, they will process referrals by either opening and forwarding them to the appropriate quadrants or closing and signposting when a referral is not suitable. These administrators serve as the first point of contact for all service users and referrers, whether by telephone or in person. They are also responsible for ensuring all demographic details are accurate and up to date.

6.6 Quadrant Community Services

- 6.6.1 From the Front Door, accepted service users will be referred to one of four quadrant teams (except for EQUIP, perinatal, MBT and MHCOP). The quadrants will replace the Neighbourhood Teams, NPT, ABI, NRS, SPS and the Rehab team.

- 6.6.2 Each quadrant will represent two neighbourhoods. These multidisciplinary teams will be where the service user remains for the duration of their care and treatment, thus avoiding the need for onward referrals should their needs change. The quadrants will be fully integrated teams led by an Operational Lead and comprising of a Senior Practitioner, nurses, health social workers, psychology professionals, medical staff, occupational therapy, support workers, peer support workers and administrators. This will ensure continuity of care between the professions and should eliminate the need for additional internal referrals. In the proposed model, once a service user is referred to the quadrant, they will be allocated a 'pathway' depending on their level of need, from Pathway 1 to Pathway 3, where Pathway one has lower need and Pathway 3 the highest. Each pathway has defined criteria and the intensity of support will be dependent on levels of risk, acuity and need. Should their needs change they will step up or down through the pathways and the care will be adapted according to the pathway. Pathway 3 will provide care and support for those who need an 'Assertive and Intensive' approach to care, following national guidance.
- 6.6.3 To ensure that we continue to work closely with Primary Care, the Community Connectors and ARRS professionals will continue to work at a Neighbourhood/PCN level. In addition, Primary Care Senior Practitioners will have caseloads across two Neighbourhoods offering direct clinical support and care to those on the 'threshold' of primary and secondary care. The Neighbourhood Consultant Psychiatrist will continue to provide liaison to GP practices.

6.7 Psychology Professionals (PP) in the Quadrants

- 6.7.1 PPs will be integrated into the quadrants, forming part of the quadrant multidisciplinary team (MDT). They will play a pivotal role in developing the psychological offer within the quadrants, work with teams outside of those quadrants, and work with external agencies to promote positive health and wellbeing of the communities we serve in C&H. Each quadrant lead will have responsibility for psychological services in one quadrant, and they will also have responsibility for leading on the development of clinical work within each of three pathways.
- 6.7.2 In addition to the 8B posts, each quadrant MDT will include band 7 psychologist / psychotherapists and 8A psychologists/psychotherapists. These post holders will be slotted into the quadrants, with the aim of having an equal skill mix across the quadrants and weighting the total number of staff of each quadrant to reflect the higher caseloads in the two south quadrants (the south teams each have 30% of the total caseload, the north teams 2%).
- 6.7.3 There will also be 1 band 4 Assistant Psychologist and Band 6 Clinical Associate in Psychology (CAP), who will both work across the quadrants.

6.7.4 Principal Psychologist Quadrant Lead Role

Each quadrant lead role will be an Applied Psychologist role. Those placed at risk in SPS, NRS, NPT and the Rehabilitation Team will be eligible to apply for these posts. Those who do not meet essential criteria of HCPC Registered Psychologist Status will be supported to apply for the purposes of this consultation.

A central component of this post is to provide clinical leadership in managing PP staff in the quadrant as well as developing the role and remit of PPs within the quadrant. Leadership also includes yearly appraisals of PP staff. The role would encompass support and oversight of the joint MDT assessment and formulation processes, as well as allocation of service users to psychological professionals in the team, supervision and consultation to the wider team. The post will also involve supervision and consultation to the wider PP workforce in the specific modality in which the postholder specialises. The post will also ensure clinical time

for the provision of highly specialist psychological therapy in a specific modality according to the post holder's orientation. The post also involves broader liaison and joint working with other services including external agencies to support psychological needs in a variety of ways not limited to traditional psychological therapy.

The role will also be part of the leadership forum of senior psychological professionals in the directorate offering peer support and links to senior leadership of the directorate. There would be four 8b roles, aimed at covering the core needs of leadership. These will be: quadrant 1 and pathway 1 lead; quadrant 2 and pathway 2 lead; quadrant 3 and pathway 3 lead, and quadrant 4 and rehabilitation and reintegration lead.

It is proposed that with the PPs, supervision will be provided by 8bs to 8as, 8as will supervise band 7s and either 8as or band 7s will supervise the lower banded PPs, depending on capacity and fit.

6.8. Physical Health and Medications Clinic

As part of the Community Transformation Programme, we are proposing a revised clinic offer to support the new quadrant-based service model.

Currently we have 3 separate clinics dedicated to:

- Physical Health Checks (2 x B4s Physical HCA – funded jointly with Primary Care)
- Depot Clinic (2 x Band 6, 1 x Band 7 – support workers loaned from NT)
- Clozapine Clinic (1 x Band 6 and 1 x Band 4 HCA)

These clinics support all community services.

The proposal is to amalgamate these 3 clinics to provide a centralised joint clinic to continue supporting all quadrants. There will be no change to the function that was previously provided by these clinics. However, they will become 1 team that will be under the management and supervision of the current Band 7 of the Depot clinic with direct reporting to one of the new 8bs.

The new model will comprise of:

- 1 x Band 7 Non-Medical Prescriber
- x Band 6 Nurses
- 2 x Band 4 Physical HCA
- 1 x Band 4 Healthcare Assistant, Clozapine

There is future ambition to expand this clinic to incorporate medication advice and support beyond Depot and Clozapine Clinic, and to develop the role of non-medical prescribers across the four quadrant teams.

6.9. Community Team Administration:

As part of the Community Transformation Programme, we are proposing a revised community administration structure aligned to the new quadrant-based service model.

Currently, each service (NH, NRS, Rehab, SPA, SPS, CAT) has a separate admin team comprising:

- Band 6 Community Admin Manager
- Band 5 Lead Administrators

- Band 4 Administrators/Medical Secretaries
- Band 3/Apprentice Reception Staff

We propose a new structure where Admin teams will be integrated into four quadrant-based teams, replacing the service-specific model and management outside of the service.

Each quadrant team will include:

- 1 x Band 5 Business Support Lead
- 3–4.5 x Band 4 Business Support Administrators (depending on quadrant needs)
- 1–2 x Band 3/Apprentice Business Support Reception Staff

A new Front Door Function will be established, comprising:

- 1 x Band 6 Systems/Process & Performance Lead
- 3 x Band 4 Business Support Administrators

All admin staff will be upskilled to provide standardised support across services. Existing role variation (e.g., medical secretaries vs. general admin) will be removed.

Line Management Adjustments

- Band 6 Front Door System/Process & Performance Lead → reports to the 8a Operational Lead of the Front Door
- Band 5 Business Support Leads → reports to 8A Operational Lead (Quadrant)
- Band 4/3 Business Support Administrators → reports to Band 5 Business Support Leads, supported by Quadrant Operational Leads

The aims of the new administration model are to better integrate the administrators with the clinical team, for there to be clearer lines of accountability and for there to be flexible and consistent admin support across all quadrants.

6.10. Consultant Psychiatry and Medical Staff

The consultant psychiatrists and the aligned resident doctors currently work in a quadrant model, as doctors work in a specific neighbourhood across NRS and the neighbourhood team, paired with another neighbourhood. In the proposed model, this will continue, with the paired working forming the quadrant with no change needed.

Audits of the waiting times in the neighbourhood teams and NRS indicate that a significant proportion of long waits and the 28-day breaches come from OPA (medical appointments). It is proposed that in this review, work will be done with the medical staff to improve efficiency and ensure that medical capacity is maximised. This will be developed in the implementation phase, but it is expected that 'mop up clinics' will be created, which will allow cancelled appointments to be rebooked in a timely way, as opposed to going to the 'back of the queue' as often happens presently. It is also planned that medics will have slots created in their clinics for urgent and non-urgent appointments that either need to be booked with short notice (owing to clinical urgency or to meet the 28 day KPI), rebooked

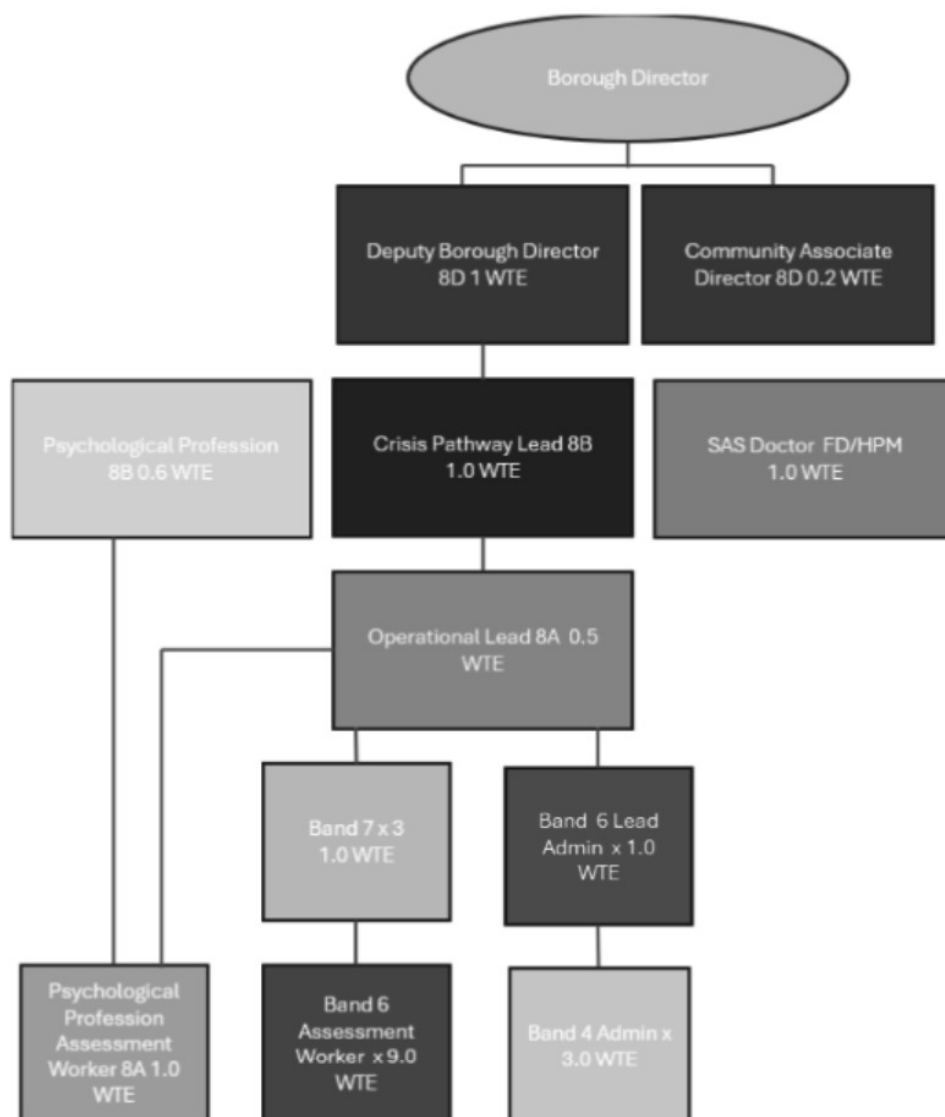
owing to cancellations or to meet the need to assess new referrals coming through the front door. It is intended that this work should significantly improve our compliance with the 28-day KPI and service user experience.

Currently, there is a consultant psychiatrist in medical psychotherapy based in SPS. In the proposed model, this role will continue to provide input into the MBT team and provide supervision to the core trainee also working in this team. They will also continue in the psychotherapy tutor role (borough-wide role), provide supervision to specific PP staff, and will provide senior psychotherapy expertise to the teams via consultation and ad-hoc review of patients in the quadrants.

There is also currently a consultant psychiatrist in the rehab team. In the proposed model, some of this role (0.4 FTE) will remain as part of a review team (for placement review). Some of the existing resident (non-trainee) doctor time in the rehab team will be used to create a 0.6 FTE consultant psychiatrist post which will, alongside the 0.6 band 8b psychologist, provide clinical leadership in the front door.

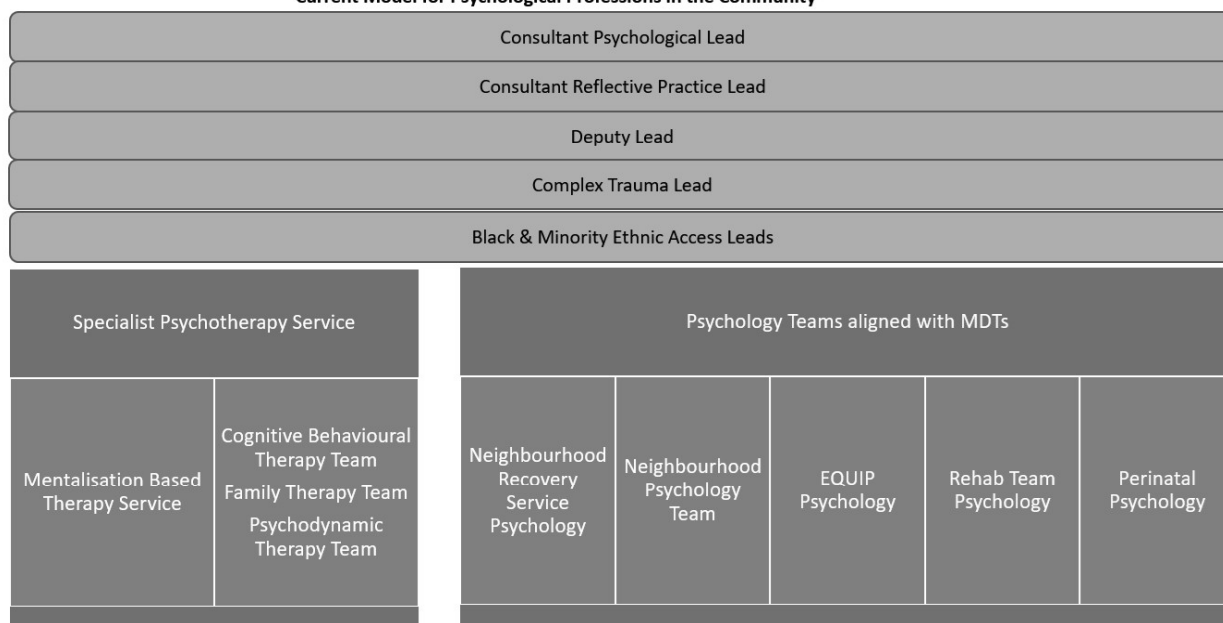
will be complemented by a 0.6 8b PP and a 0.6 Consultant Psychiatrist who will provide clinical leadership; 3 x Band 7 Senior Practitioners and a Band 6 Systems, Process and Performance Lead.

7.2. Front Door Management Reporting Structure

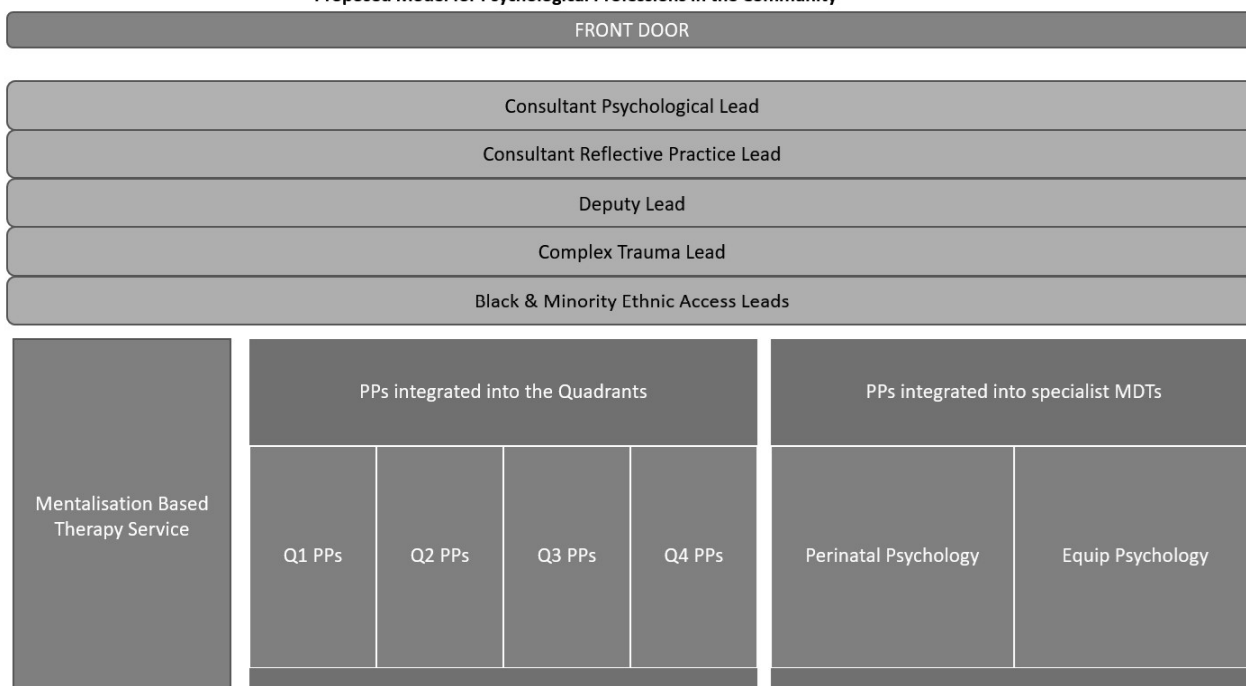


7.3. Changes to Psychological Professions:

Current Model for Psychological Professions in the Community



Proposed Model for Psychological Professions in the Community



It is proposed that there will be five new Principal Psychologist roles, a 1.0 WTE 8B Psychological Lead in each quadrant and a 0.6WTE Lead in the Front Door. This means that 0.4 WTE lead PP role would be deleted (current vacancy).

There will be 1.0 WTE 8a in the front door in the new model, which current 8a staff will have the opportunity to express interest in. Once the staff member who will go into the 1.0 WTE 8a front door post has been identified, the remaining staff who are in band 8a and 7 posts in NRS, NPT and the SPS teams of CBT, psychodynamic and family therapy in the current model will be slotted into the

quadrants. This will be done with the view of creating a slightly larger WTE in the two south quadrants, to reflect the higher caseloads, and creating as equal skill mix across the quadrants as possible. For example, if we had three PP staff who were all trained in CBT for psychosis, we would not put them all in one quadrant. This would be confirmed in the implementation period, with the view of creating an equitable offer across the quadrants.

7.4. Arrangements to support new structure

Training: We will be developing a training programme to ensure that staff have the necessary skills and competencies to work safely and confidently in their new roles. A specific area identified is the front door, where staff will need strong assessment skills with robust knowledge of relevant services, the full range of mental health difficulties and safeguarding.

8. Impact on Staff

8.1. Staff at Risk.

Within the PPs, the proposal places the Band 8Bs within SPS, NRS, NPT and the Rehabilitation Teams at risk as the proposal is to delete these roles and to create new Band 8b Applied Psychologists in each quadrant lead role, and to a Band 8b Front Door Principal Psychologist/Clinical Lead role. There will also be a reduction in 8B WTE required in the new structure by 0.4 WTE. This role is currently vacant.

Staff in PP roles who do not meet essential criteria of HCPC Registered Psychologist Status will be supported to meet relevant competencies for this once they have been appointed to their roles in the new structure.

Staff who are placed at risk will have ring-fenced interviews for the existing/new roles within the structure; they may also be slotted into roles that are a band lower which are deemed to be a suitable alternative role within the structure.

If staff are offered suitable alternative employment that is a Band lower than their substantive role, long-term pay protection will apply, in line with the Management of Staff Affected by Change Policy and Procedure (page 41), as follows:

SERVICE WITH THE TRUST (or its predecessors)	LENGTH OF PROTECTION
1+ YEAR	3 MONTHS
2-5 YEARS	1 YEAR
5+ YEARS	3 YEARS

ELFT is committed to avoiding compulsory redundancies and will work with any staff who are displaced to find suitable alternative employment across the Trust through the redeployment process. These staff will be supported through the Trust's redeployment process which will enable to have priority access to suitable alternative roles within the Trust. It is envisaged that all staff who are at risk will be slotted into a role within the new structure.

All staff who are at risk of redundancy will be offered an individual consultation meeting during the formal consultation process to discuss how the proposals impact them personally.

8.2. Location

City & Hackney community mental health services are based in four locations: Primrose Square, Donald Winnicott Centre, Primrose Square and Felstead Street.

Currently the Neighbourhoods Team, ABI, NRS and EQUIP are based at Vivienne Cohen House, Rehab at Primrose Square, Specialist Psychotherapy Service at DWC and MHCOP at Felstead Street.

The Crisis Assessment Team is based at the Raybould Centre.

Our aim is to provide place-based care in locations as accessible to service users as possible. Although we have no premises in the North of the Borough we plan to locate quadrants as near to their Neighbourhoods as possible. This will entail moving some teams to different premises in the Borough. All staff will remain in the Borough but may move to one of the above locations.

The PP staff in all teams will move from existing team bases to be placed within the quadrant bases which may be different buildings from their current base. They will also no longer be placed within psychology or psychotherapy teams, but within a quadrant team.

Where relocation results in increased travel costs to and from work, staff may be reimbursed in line with the Trust's Expenses Policy and Procedure.

8.3. Front Door Opening Hours

Urgent assessments will continue to be provided 7 days a week from 08.00 - 22.00.

It is proposed that non-urgent assessments will be offered Mon-Fri 09.00-17.00, with an aspiration to extend these hours as the service evolves. This means that staff joining the Front Door Team might work a different working pattern.

8.4. Caseload

We would expect that without any further changes, caseloads of clinicians in the quadrants would be higher than they currently are, increasing from 25 to 32 service users per clinician. We propose to increase the number of ELFT band 6 clinicians in order that the caseload remain at 25. This will enable clinicians to provide the enhanced support needed for service users on Pathway 3, who will form part of the 'Intensive and Assertive' cohort.

8.5. Rehabilitation and Recovery Team

The care package and placement package element of the service will be incorporated into the new LBH social care structure, with some input from health. The care-coordination function will be amalgamated into the quadrants. Therefore, health staff will move to the quadrants.

Social Workers within the LBH review pathway will conduct reviews of all placements funded by social care. Under the new model, the health component of s117 review will be supported by the clinical staff in the ELFT quadrants for those under their care. Residents no longer receiving services from City and Hackney community services, but who are eligible for a s117 review, will be provided with dedicated time from a doctor, psychologist, and occupational therapist to deliver an integrated health and social care review process with the LBH social workers. A Trust s117 assurance meeting will be established to review this with DMT oversight.

8.6. Impact of the reduction of 2.0 WTE Band 6 Nurse and/or Social Worker in EQUIP

Currently the London Borough of Hackney social workers do not provide input to the EQUIP team, meaning that they carry out all statutory mental health social care functions themselves. In the new structure, The LBH social care service will provide these functions to service users under EQUIP. This will reduce the workload for EQUIP care coordinators and enable two Band 6s to move to the quadrants or the Front Door.

8.7. Changes in Roles, Responsibilities or Teams

It is proposed the **Depot Lead Nurse** will also oversee Clozapine Clinic, as this will be amalgamated. They will be supported with all additional training. The Clozapine HCSW and Clozapine nurse will move to be based with the Depot staff.

Also, the proposal is for the **Band 7 Primary Care role** to be solely clinically focussed, taking a caseload of 100 as per the previous Enhanced Primary Care Team. This will be across two neighbourhoods, whereas previously it was only one. However, each Neighbourhood will continue to have a Community Connector and an ARRS professional thus ensuring mental health input into each Neighbourhood.

Currently, the Crisis Assessment Team is managed by the Operational Lead for Homerton Psychological Medicine. It is proposed that the Front Door (which will incorporate urgent and non-urgent assessments, including crisis) will be managed by the HPM/CAT Operational Lead.

A 0.6 WTE Band 8b psychology professional and a 0.6 wte Consultant Psychiatrist will provide clinical leadership to the Front Door. There will also be a Band 7 Senior Practitioner and a Band 6 Performance/Administration Lead to complement the leadership of the service.

It is proposed that two band 6s (nurse and/or social worker) will move from EQUIP to one of the quadrants. Staff will be invited to express an interest in moving; if there is no interest in moving, the Directorate will determine who will move to the quadrants through a fair selection process; the last resort will be to ask all affected staff to re-apply for their roles in EQUIP; however the Directorate

would want to avoid placing staff at risk and will only do so if it does not receive interest from the affected staff to move to one of the quadrants.

Administrative staff changes: As mentioned above, Band 5 and 6 administrators will report to the Operational Leads.

The establishment figures and current vacancies is summarised in Appendix B

Draft job descriptions noting the changes that are being proposed have been developed and may change subject to the consultation feedback. Also, some existing job descriptions have been updated. These are found at Appendix E.

9. Financial, staffing and workload implications

9.1 It is proposed that required financial savings in this consultation be found through the deletion of posts which have not been recruited to in financial year 2025-6 as well as the deletion of 0.4 WTE lead posts in SPS.

9.2 The details of savings are as follows:

	Current	Proposed	Savings
WTE	5	4.6	0.4
Pay Cost	£496918.00	£457164.56	£39753.44

9.3 It is proposed that there will be five new Principal Psychologist roles, comprised of a 1.0 WTE 8B

Psychological Lead in each quadrant and a 0.6WTE Lead in the Front Door. This means that 0.4 WTE lead PP role would be deleted.

9.4 If no suitable alternative roles are found either within the new structure or within the Trust for staff who are at risk, redundancy payments will be paid to eligible staff.

10. Service User Impact Assessment

10.1. Service users and carers have been consulted throughout the development of the model via specific stakeholder meetings. It is believed that the new model will bring benefits to service users:

- A single, trusted assessment via the Front Door should reduce the need to 'repeat the story' through multiple assessments;
- Amalgamating teams into one should make the patient journey smoother, eliminating the need for referrals to further ELFT teams should their needs change; and
- The service user will stay with one team throughout their journey meaning relationships with staff can be better fostered and maintained.

The following challenges will be addressed through clear communication and collaboration with service users and carers:

- There may be change of location for some teams;
- The transition process to the new system may cause some anxiety; and
- A comprehensive communication strategy will be implemented to ensure service users and carers are made fully aware in good time, of any changes that may affect them.

11. Timetable & Proposed Implementation

- The Proposals for organisational change to the services will be managed in line with the Trust's 'Management of Staff Affected by Change Policy and Procedure' (Appendix A – separate document).

- There will be a formal consultation period of 30 days commencing 6th October 2025; the timetable for the consultation and implementation is found at Appendix C.
- The Trust is committed to achieving meaningful consultation and therefore welcomes feedback and comments on the proposed organisation change proposals. Any comments should be made in writing via email directed to the Community Transformation Communications email - elft.chcommunitytransformationcomms@nhs.net.
- On completion of the 30-day consultation timeframe all comments received will be considered and a final decision will be made and communicated to affected staff.

12 Equality Analysis

- Under equality legislation, public authorities have legal duties to pay 'due regard' to the need to eliminate discrimination and promote equality with regard to race, disability and gender, including gender reassignment, religion age as well as to promote good race relations.
- The law requires that this duty to pay 'due regard' be demonstrated in the decision making process. Assessing the potential equality impact of proposed changes to policies, procedures and practices is one of the key ways in which public authorities can show 'due regard'.
- The template is attached as **Appendix D** (sent to JSC only). Adjustment will be made where appropriate to support the staff during the consultation and implementation process; staff will also have the opportunity to discuss any adjustments that could be made during their individual consultation meetings and/or meeting with their Operational/DMT leads.

APPENDICES

Appendices List

- A. Management of Staff Affected by Change Policy and Procedure – separate document
- B. Establishment Figures and Current Vacancies
- C. Consultation and Implementation Timetable
- D. Equality Impact Assessment – separate document sent to JSC only
- E. Job descriptions
 - 1. B8B Principal Psychologist Quadrant Lead
 - 2. B8B Principal Psychologist, Clinical Lead for Front Door Assessment Provision, Community Mental Health Service
 - 3. B8a Front Door Senior Applied Psychologist
 - 4. B8B Senior Operational Lead
 - 5. B8a HPM/Front Door Operational Lead
 - 6. B6 Mental Health Practitioner – Front Door
 - 7. B3 Support Worker – Quadrants
 - 8. B4 Support Worker – Assertive and Intensive Pathway – Quadrants
 - 9. B6 Mental Health Practitioner – Quadrants
 - 10. B7 Depot and Clozapine Lead Nurse
 - 11. B8a Operational Lead – Quadrants
 - 12. B7 Senior Practitioner – Front Door
 - 13. B6 Business Support System/Process and Performance Lead - Front Door
 - 14. B5 Business Support Lead Administrator - Quadrants
 - 15. B4 Business Support Administrator - Quadrants and Front Door
 - 16. B3 Business Support Administrative Assistant and Receptionist - Quadrants
 - 17. B7 Primary Care/Low Intensity Senior Practitioner
 - 18. B7 Senior Practitioner - Quadrants

Appendix B - Establishment Figures and Current Vacancies

Team	Role	Band	Current WTE	Post deleted in proposal (WTE)	Posts currently vacant (WTE)	Number of staff affected by proposals	Posts available in proposed structure (WTE)	Number of staff at risk
EQUIP*	Nurse	6	6.80	0.00	1.30	7	6.80	TBC
EQUIP*	Social Worker	6	7.80	0.00	0.00	8	7.80	TBC
Depot Clinic	Nurse	7	0.91	0.00	0.00	1	1.00	0
Depot Clinic	Nurse	6	2.00	0.00	0.00	2	2.00	0
Clozapine Clinic	Nurse	6	1.00	0.00	0.00	1	1.00	0
Clozapine Clinic	Healthcare Assistant	4	1.00	0.00	0.00	1	1.00	0
Neighbourhood Teams	Peer Support Worker Band	3	2.50	0.00	0.00	4	2.50	0
Neighbourhood Teams	Health Care Support Worker	3	5.80	0.00	4.20	6	5.80	0
Neighbourhood Teams	Nurse	7	4.00	0.00	2.00	4	2.00	0
Neighbourhood Teams	Social Worker	7	3.00	0.00	0.00	3	3.00	0
Neighbourhood Teams	Operational Lead (Nurse)	8a	2.00	0.00	0.00	2	2.00	0
Comm Rehab Team	Health Care Support Worker	3	1.00	0.00	0.00	1	1.00	0
Comm Rehab Team	Occupational Therapist	5	1.00	0.00	0.00	1	1.00	0
Comm Rehab Team	Occupational Therapist	6	1.00	0.00	1.00	1	1.00	0
Comm Rehab Team	Nurse	6	3.00	0.00	0.00	3	3.00	0
Comm Rehab Team	Social Worker	7	1.00	0.00	0.00	1	1.00	0

Comm Rehab Team	Nurse	7	2.00	0.00	0.00	2	2.00	0
Comm Rehab Team	Occupational Therapist	7	0.00	0.00	1.00	NA	1.00	NA
Comm Rehab Team	Operational Lead (OT)	8a	1.00	0.00	0.00	1	1.00	0
UAT Crisis Line	Assistant Practitioner Nursing	4	3.00	0.00	1.00	3	3.00	0
UAT Crisis Line	Nurse	6	5.60	0.00	1.40	6	7.00	0
UAT Crisis Line	Occupational Therapist	6	1.00	0.00	0.00	1	1.00	0
UAT Crisis Line	Social Worker	6	0.00	0.00	1.00	NA	1.00	NA
UAT Crisis Line	Nurse	7	2.00	0.00	0.00	2	2.00	0
UAT Crisis Line	Crisis Pathway Lead Nurse	8b	1.00	0.00	0.00	1	1.00	0
North CMHT/NRS	Health Care Support Worker	3	2.00	0.00	0.00	2	2.00	0
North CMHT/NRS	Health Care Support Worker	4	2.00	0.00	1.00	2	3.00	0
North CMHT/NRS	Social Worker	6	1.00	0.00	1.10	1	2.00	0
North CMHT/NRS	Nurse	6	8.00	0.00	0.00	8	8.00	0
North CMHT/NRS	Nurse	7	1.00	0.00	0.00	1	1.00	0
North CMHT/NRS	Operational Lead (Nurse)	8a	1.00	0.00	0.00	1	1.00	0
South CMHT/ABI	Unqualified Social Worker	5	1.00	0.00	0.00	1	1.00	0
South CMHT/ABI	Social Worker	6	5.00	0.00	0.00	5	5.00	0
South CMHT/ABI	Nurse	6	2.00	0.00	0.00	2	2.00	0
South CMHT/ABI	Occupational Therapist	6	0.00	0.00	1.00	NA	1.00	NA
South CMHT/ABI	Nurse	7	1.00	0.00	1.00	1	1.00	0
South CMHT/ABI	Social Worker	7	0.00	0.00	1.00	NA	0.00	NA
SPL Psychotherapy Service	Consultant Clinical Psychologist – Reflective Practice Lead	8c	0.50	0.00	0.00	1	1.00	0
SPL Psychotherapy Service	CBT Lead	8b	1.00	1.00	0.00	1	1.00	0

SPL Psychotherapy Service	Psychodynamic Lead	8b	0.60	0.60	0.60	0.00	1	0.60	0
SPL Psychotherapy Service	Psychodynamic Group Lead	8b	0.40	0.40	0.40	0.00	1	0.40	0
SPL Psychotherapy Service	Operational Lead	8b	1.00	1.00	1.00	0.00	1	1.00	0
SPL Psychotherapy Service	CBT Senior Psychological Professional	8a	0.00	1.00	1.00	1.00	NA	NA	NA
SPL Psychotherapy Service	Senior Family Therapist	8a	0.40	0.40	0.40	0.00	1	0.40	0
SPL Psychotherapy Service	CBT Senior Psychological Professional	8a	0.60	0.60	0.60	0.00	1	0.60	0
SPL Psychotherapy Service	Psychodynamic Senior Psychological Professional	8a	0.60	0.60	0.60	0.00	1	0.60	0
SPL Psychotherapy Service	Group Analyst	7	1.00	1.00	1.00	0.00	2	1.00	0
SPL Psychotherapy Service	CBT Psychotherapist	7	1.80	1.80	1.80	0.00	2	1.80	0
SPL Psychotherapy Service	Psychodynamic Psychotherapist	7	1.80	1.80	1.80	0.00	3	1.80	0
Central Psychology	Psychologist Rehab	8b	0.40	0.40	0.40	0.00	1	0.80	0
Central Psychology	Recovery Psychology Lead	8b	0.80	0.80	0.80	0.00	1	0.80	0
Central Psychology	Senior Recovery Applied Psychologist	8a	1.50	1.50	1.50	0.00	3	1.50	0
Central Psychology	Recovery Psychological Professional	7	3.40	3.40	3.40	0.00	4	3.40	0
Central Psychology	Recovery Assistant Psychologist	5	0.80	0.80	0.80	0.20	1	0.80	0
Central Psychology	Neighbourhood Psychology Lead	8b	0.00	0.80	0.80	0.80	NA	NA	N/A

Central Psychology	Senior Neighbourhood Applied Psychologist	8a	1.43	0.00	0.00	2	1.43	0
Central Psychology	Neighbourhood Applied Psychologist	7	1.00	0.00	1.00	NA	1.00	0
Central Psychology	Neighbourhood Clinical Associate in Psychology	6	1.00	0.00	2.00	1	1.00	0
Administrators	Administrator	4	20.93	0.00	1.00	22	20.93	0
Administrators	Lead Administrator	5	4.90	0.00	0.00	5	4.90	0
Administrators	Community Admin Manager	6	1.00	0.00	0.00	1	1.00	0
		Totals	129.87	10.60	24.00	142	136.16	0

Appendix C – Consultation and Implementation Timetable

Date	Action
1/10/2025	Consultation document presented to Staff Side and TU reps
6/10/2025	Start of consultation. Consultation document given to affected staff
w/c 13/10/2025 TBC	Group meeting to discuss proposals
From w/c 13/10/2025	Consultation meetings with individuals, as required
Between 6/10/2025 and 5/11/2025	Responses to consultation from Staff Side, individual TUs or staff submitted to management (it is a matter for those responding to decide who should be copied into their response)
5/11/2025 (30 days)	End of consultation period
6/11/2025 to 17/11/2025	Management consider all responses and discuss their response with Staff Side and try to reach agreement when views are conflicting. At this stage any need for further consultation or an extension can be considered
w/c 17/11/2025	Written notification of decision following consultation, including timetable for implementation of changes
w/c 24/11/2025	Selection activities – e.g. interviews
December 2025	Meeting to confirm impact on affected people (where staff are at risk of redundancy)
TBC (January 2026)	Implementation Date
July 2026	Impact assessment of major change to be undertaken 6 months after implementation

Appendix E – Job Descriptions

E.1 – JD – B8B Principal Applied Psychologist – Quadrant Lead (new role)

DRAFT JOB DESCRIPTION

JOB TITLE:	Principal Psychologist, Quadrant Lead, Community Mental Health Service
BAND:	8B
DEPARTMENT:	Adult Mental Health Psychology
DIRECTORATE:	City & Hackney
REPORTING TO:	Lead for Psychology and Psychological Therapies
ACCOUNTABLE TO:	Director of Psychological Professions
HOURS/SESSIONS	1.0 WTE
DBS LEVEL	Enhanced

JOB SUMMARY

We are seeking an 8B 1.0WTE Principal Psychologist to lead the provision of psychological work within the Transformed Quadrant Teams in City & Hackney. This includes providing supervision to psychological practitioners in the Community Teams in the borough.

This role is one of Four Quadrant Lead Roles which will also include a specialist focus on one of the following pathways within the Community Transformation:

- Low complexity (Pathway 1)
- Psychosis and more severe SMI (Pathway 2)
- More Intense, which includes 'assertive and intense' approaches (Pathway 3)
- Rehabilitation and Reintegration

Further input will be provided regarding the specific focus of these roles depending on development of the model during the Implementation Phase of the Transformation process.

This role is an exciting opportunity to be part of a team leading the continued transformation of Community Mental Health services across East London, with a specific focus on the provision and delivery of accessible pathways for those with complex mental health problems in City & Hackney.

This role is open to those at risk and affected by the 2025-6 Consultation. This is those in 8B Leadership Roles. If they do not meet essential criteria of HCPC Registered Psychologist, relevant experience will be considered.

KEY RELATIONSHIPS

- Consultant Lead for Psychology and Psychotherapy, City & Hackney
- City & Hackney Borough Director and Deputy Borough Director
- Primary Care Network Mental Health Leads
- Director of Psychological Professionals
- Qualified, trainee and assistant psychologists, and psychological practitioners
- The Lead Psychologists in the City and Hackney
- Multidisciplinary colleagues working in community and inpatient services
- Service Users, Carers, People Participation Lead
- Key stakeholders in the wider health and social care system

MAIN DUTIES AND RESPONSIBILITIES

Clinical	• Provide well developed, highly specialist psychological assessments, based on the appropriate use, interpretation and integration of complex data from a variety of sources (including psychological tests, measures/rating scales including Recovery measures and Quality of Life measures, direct and indirect observation and semi-structured interviews with clients, family members and involved others.) • To use model of formulation to understand with the person their symptoms and behaviours in relation to their experiences and wider social context • Formulate plans for the formal psychological treatment and/or management of mental health problems across a range of care settings at population, systemic and individual levels, based upon a theoretical knowledge base to analyse, interpret and compare highly complex information in order to design specialist programmes of treatment for individuals, groups and families, care systems and populations tailored to individual need. • To provide well developed, highly specialist expertise and psychological advice, guidance and consultation to other multidisciplinary professionals contributing directly to service users' formulation, diagnosis and service planning. Ensure that multidisciplinary colleagues have access to a psychologically based framework for understanding the care of service users. • To undertake well developed, highly specialist risk assessment and management and to provide highly specialist advice on psychological aspects of risk assessment and management holding in mind the relevant legal frameworks.
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	• To be responsible for providing and receiving highly complex, sensitive, distressing and emotional information in relation to health issues where there are often barriers to acceptance. • To spend sustained amounts of time with service users who may be aggressive and hostile, who may have poor communication skills and self-care and special physical and/or mental needs. • To be mindful of the needs of individuals and families from a wide range of racial, cultural, sexual, religious and social backgrounds and, with service users and colleagues, co-produce innovative ways of communicating and working across language and cultural barriers. • To be responsible for developing working relationships with relevant statutory, voluntary and community groups and organisations. Provide well developed, highly expert consultation about the psychological care of the service user group to external staff and organisations. • To be responsible for recording, monitoring and reporting on clinical work and communicating highly complex clinical information to a variety of recipients, e.g. service users, families and carers, other professionals, formal panels and statutory and voluntary organisations, orally, in writing making use of Trust provided Electronic Health Record and data analytics systems.
Operational	• To be responsible for coordinating and supporting a team of psychological professionals who work within a specific Quadrant, and between quadrants where appropriate, to deliver interventions that are co-produced with, and co-facilitated by, experts by experience. • To coordinate and oversee appropriate clinical supervision in liaison with other lead Psychologists for staff in the Quadrants. • To ensure routine collection of appropriate data and outcomes and will also produce an annual report. • To continue to work with VCSE partners and other stakeholders to monitor ongoing and/or unmet service need. • To meet regularly with the Consultant Psychological Lead who will provide supervision and support for this role. • To be responsible for providing accurate and timely clinical information as required • To make full use of Trust electronic record systems which include Electronic Patient Record Systems, Electronic Staff Record systems (e.g. Appraisal and supervision records) and other Assurance systems such as Incident recording (Datix). • Use information technology in line with Trust and NHS information governance requirements, and maintain up to date knowledge of systems and governance requirements. • To make full use of available teleconferencing and electronic diary scheduling facilities. • Collate and report on information across service area using information systems to a high standard.

	• Prepare and present teaching materials and presentations to a professional level including the use of video conferencing, audio visual packages and data visualisation.
Management and Human Resources and Service Development	• Agree work/caseload levels with team managers and professional lead, and manage own workload to meet expected activity levels. • Exercise line management and supervision responsibility, delegated where appropriate, for other psychologists, psychological therapists, trainee psychological therapists and assistants in the quadrant, and agreed with team managers, where appropriate. • Participate in appraisal and development planning, identifying and agreeing training needs for self and for other staff as required. • Maintain up to date knowledge of relevant legislation, national and local policies and issues in relation to the provision of services. • Take a lead and support service development and quality improvement initiatives within the directorate, in line with directorate priorities and in response to identified local need. • Attend regular psychological lead and service meetings to develop and maintain high standards of professional knowledge and practice in services. • Attend multidisciplinary team meetings related to service governance and development as required. • Lead and support HR investigations held under the Complaints, Disciplinary, Competency policies.
Performance and Quality (including research and service evaluation)	• Support systems for evaluation, monitoring and development of the directorate's psychological services to ensure services are delivered in line with Trust policies, national guidance and evidence based practice. • Use skills in undertaking research, audit and evaluation analyse and interpret highly complex data, identifying trends and opportunities for improvement. • Lead, develop and implement service related Quality Improvement and/or academic research or service evaluation projects, and advise/support other staff undertaking research and evaluation activities. Ensure that relevant clinical research, service evaluation and audit are undertaken in accordance with national and local NHS and professional requirements.
Financial and Physical Resources	• Contribute to the responsible management of equipment and resources required for the ongoing provision of a high standard of psychological service to the directorate. • Take delegated responsibility for the management of Service budgets where appropriate

Teaching, training and supervision	• Use a theoretical knowledge base and specialist clinical skills to support the psychological skills of others (assistant, trainee and other psychological professionals and members of other staff groups) via the development and delivery of teaching, training, supervision, support and consultation across the service. • Comply with governance systems in place for the provision and monitoring of clinical and professional supervision of qualified and unqualified psychological practitioners across the directorate. • Ensure practice within relevant guidelines for professional practice (BPS/HCPC/BABCP etc). • Provide well developed and highly skilled consultation, teaching, training and (where agreed) clinical supervision to other multidisciplinary professionals for their provision of psychologically-based interventions for service users. • Ensure the personal development, maintenance and development of the highest professional standards of practice, through active participation in internal and external CPD training and development programmes.

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PERSON SPECIFICATION

JOB TITLE:	Principal Psychologist, Lead for Quadrant and Pathway Lead
BAND:	8B, 1.0 WTE
DEPARTMENT:	Adult Mental Health Psychology
DIRECTORATE:	City & Hackney
REPORTING TO:	Consultant Lead for Psychology and Psychotherapy, City & Hackney
ACCOUNTABLE TO:	Consultant Lead for Psychology and Psychotherapy, City & Hackney

ATTRIBUTE S	CRITERIA	ESSENTIAL/ L/	SELECTED N
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		DESIRABLE	METHOD (S/I/T)
Education/ Qualification/ Training	Post Graduate Doctoral level training in Clinical or Counselling Psychology or equivalent accredited by the Health Care Professions Council (HCPC) <u>Or</u> Have completed an equivalent training abroad as recognised by NARIC and written and oral English sufficient for their work. Registered with HCPC as Registered Practitioner. Doctoral level knowledge of research methodology, research design and complex, multivariate data analysis as practiced within the clinical fields of psychology. <u>Training specifically including:</u> Models of psychopathology, clinical psychometrics and Neuro-psychology, two or more distinct psychological therapies, three or more supervised clinical placements (including lifespan developmental psychology and mental health specialisms) and research skills. <u>Either:</u> Recognised qualification or training in psychotherapy supervision <u>or</u> Clinical supervision training for doctoral clinical /counselling psychology trainees. Registered with the Health and Care Professions Council (HCPC) For the purposes of this Recruitment Process only, for candidate applying who have been placed at risk, qualifications of other Psychotherapy Organisations will be considered.	E	S
Experience	Experience of working as a qualified Clinical or Counselling psychologist at a highly specialist, preferably in the NHS or similar public health provider.	E	S/I

	Experience of working in a community mental health services Experience of service coordination Experience of co-production of services. Demonstrate further specialist experience through CPD including supervised practice supplemented with other activities such as training, self directed study and conferences relevant to the current state of the speciality. Experience of: <u>Clinical</u> • Experience and enthusiasm working with the complex mental health population • Providing specialist psychological assessment, including cognitive and neurological assessment, and treatment of patients utilising at least two main models as appropriate across the full range of care settings and clinical severity including outpatient, community, primary care and inpatient. • Working with a wide variety of patient groups across the whole life course and presenting problems which reflect the full range of clinical severity. Ability to maintain a high degree of professionalism in the face of highly emotive and distressing problems, verbal abuse and the threat of physical abuse. • Providing teaching, training and clinical supervision.		
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	• Exercising full clinical responsibility for clients' psychological care and treatment within the context of a multidisciplinary care plan. • The application of psychological principles across multiple environments and populations • Representing Psychological Therapies within the context of multi-disciplinary care. • Assessing treatment options where expert opinion differs. • The use of QI or other improvement methodology in clinical settings • The operational delivery of integrated care pathways <u>Operational</u> • Staff management, development and leadership, especially in supervising staff from different backgrounds and trainings. • Recruitment, selection and retention of staff. • Developing services to respond to Service User needs and a diverse population <u>Integrated Care and Community/Population Health</u> • Co produced clinical care • Integrated physical and mental health pathways		
Knowledge	Clinical • The theory and practice of psychological assessment and therapies in relation to treatment of a range of mental health disorders, including SMI, complex mental health and psychosis • Community Psychology Theory, models and practice	E	S/I

	• The value of people participation in the delivery and development of services Operational • Trust level NHS structures including, clinical governance mechanisms and information governance • legislation in relation to mental health problems and its implications for both clinical practice and professional management in relation to the client group. • equal opportunities, confidentiality and consent issues <u>Integrated Care and Community/ Population Health</u> • Integrated care agenda • Approaches to addressing population physical and mental health including Community psychology		
Skills	Well developed skills in ensuring the clinical and operational delivery of: Integrated Care and Community/ Population Health • Working through local community groups and centre • Neighbourhood based 'interventions' • Offer responsive, co produced, reflexive services with the target population • Provide oversight of informed case formulation • Liaise and convene interagency and service user networks to inform the case management • Provide a psychological perspective within interagency, community settings. • Deliver co produced clinical care and service delivery at population, systemic and individual levels.	E	S/I

	Ability to: • Demonstrate excellent interpersonal, communication and active listening skills with service users, carers and staff. • Demonstrate respectful and collaborative approach to patients, carers, colleagues, other professional contacts. • Remain in constrained positions for substantial proportions of working time. • Concentrate intensively for substantial periods during patient contact, teaching/supervision sessions, team meetings, preparing written work etc. • Produce high-quality professional reports to specified deadlines and other time constraints. • Manage effectively frequent exposure to highly distressing/emotional circumstances. • Manage effectively verbal aggression and abuse from patients, carers etc and the risk of physical aggression. • Work creatively, co-operatively, reliably and consistently both as an independent practitioner and in multi-disciplinary and team settings.		
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S: Shortlisting I: Interview T: Test

E.2 – JD – B8B Principal Applied Psychologist, Clinical Lead for Front Door Assessment Provision, Community Mental Health Service (new role)

DRAFT JOB DESCRIPTION

JOB TITLE:	Principal Psychologist, Clinical Lead for Front Door Assessment Provision, Community Mental Health Service
BAND:	8B
DEPARTMENT:	Adult Mental Health Psychology
DIRECTORATE:	City & Hackney
REPORTING TO:	Lead for Psychology and Psychological Therapies

ACCOUNTABLE TO:	Director of Psychological Professions
HOURS/SESSIONS	0.6 WTE
DBS LEVEL	Enhanced

JOB SUMMARY

We are seeking an 8B 0.6WTE Principal Psychologist to lead the Multi Disciplinary Front Door Assessment Provision in the newly proposed Community Mental Health Service provision in City & Hackney. Alongside leading on the development of the assessment process, the post holder will be able to hold some clinical caseload according to their speciality. They will also provide supervision to psychological practitioners in the Front Door and Community Teams in the borough and lead on liaison with statutory and voluntary partners. They will also lead on Risk Assessment and Risk Formulation aspects of the Assessment Team.

This role is an exciting opportunity to be part of a team leading the continued transformation of Community Mental Health services across East London, with a specific focus on the provision and delivery of accessible pathways for those with complex mental health problems in City & Hackney.

Further input will be provided regarding the specific focus of this role depending on development of the model during the Implementation Phase of the Transformation process.

This role is open to those at risk and affected by the 2025-6 Consultation. This is those in 8B Leadership Roles. If they do not meet essential criteria of HCPC Registered Psychologist, relevant experience will be considered.

KEY RELATIONSHIPS

- Consultant Lead for Psychology and Psychotherapy, City & Hackney
- City & Hackney Borough Director and Deputy Borough Director
- Primary Care Network Mental Health Leads
- Director of Psychological Professionals
- Qualified, trainee and assistant psychologists, and psychological practitioners
- The Lead Psychologists in the City and Hackney
- Multidisciplinary colleagues working in community and inpatient services
- Service Users, Carers, People Participation Lead
- Key stakeholders in the wider health and social care system

MAIN DUTIES AND RESPONSIBILITIES

Clinical	• To provide clinical leadership to the front door, offering well developed, highly specialist expertise and psychological advice, guidance and consultation to other multidisciplinary
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	professionals contributing directly to service users' formulation, diagnosis and service planning. • Ensure that multidisciplinary colleagues have access to a psychologically based framework for understanding the care of service users. • Provide well developed, highly specialist psychological assessments, based on the appropriate use, interpretation and integration of complex data from a variety of sources (including psychological tests, measures/rating scales including Recovery measures and Quality of Life measures, direct and indirect observation and semi-structured interviews with clients, family members and involved others.) • To use model of formulation to understand with the person their symptoms and behaviours in relation to their experiences and wider social context • Formulate plans for the formal psychological treatment and/or management of mental health problems across a range of care settings at population, systemic and individual levels, based upon a theoretical knowledge base to analyse, interpret and compare highly complex information in order to design specialist programmes of treatment for individuals, groups and families, care systems and populations tailored to individual need. • To undertake well developed, highly specialist risk assessment and management and to provide highly specialist advice on psychological aspects of risk assessment and management holding in mind the relevant legal frameworks. • To be responsible for providing and receiving highly complex, sensitive, distressing and emotional information in relation to health issues where there are often barriers to acceptance. • To spend sustained amounts of time with service users who may be aggressive and hostile, who may have poor communication skills and self-care and special physical and/or mental needs. • To be mindful of the needs of individuals and families from a wide range of racial, cultural, sexual, religious and social backgrounds and, with service users and colleagues, co-produce innovative ways of communicating and working across language and cultural barriers. • To be responsible for developing working relationships with relevant statutory, voluntary and community groups and organisations. Provide well developed, highly expert consultation about the psychological care of the service user group to external staff and organisations. • To be responsible for recording, monitoring and reporting on clinical work and communicating highly complex clinical information to a variety of recipients, e.g. service users, families and carers, other professionals, formal panels and statutory and voluntary organisations, orally, in writing making use of Trust provided Electronic Health Record and data analytics systems.
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Operational	• To be responsible for coordinating and supporting a team of psychological professionals who work within a specific Quadrant, and between quadrants where appropriate, to deliver interventions that are co-produced with, and co-facilitated by, experts by experience. • To coordinate and oversee appropriate clinical supervision in liaison with other lead Psychologists for staff in the Quadrants. • To ensure routine collection of appropriate data and outcomes and will also produce an annual report. • To continue to work with VCSE partners and other stakeholders to monitor ongoing and/or unmet service need. • To meet regularly with the Consultant Psychological Lead who will provide supervision and support for this role. • To be responsible for providing accurate and timely clinical information as required • To make full use of Trust electronic record systems which include Electronic Patient Record Systems, Electronic Staff Record systems (e.g. Appraisal and supervision records) and other Assurance systems such as Incident recording (Datix). • Use information technology in line with Trust and NHS information governance requirements, and maintain up to date knowledge of systems and governance requirements. • To make full use of available teleconferencing and electronic diary scheduling facilities. • Collate and report on information across service area using information systems to a high standard. • Prepare and present teaching materials and presentations to a professional level including the use of video conferencing, audio visual packages and data visualisation.
Management and Human Resources and Service Development	• Agree work/caseload levels with team managers and professional lead, and manage own workload to meet expected activity levels. • Exercise line management and supervision responsibility, delegated where appropriate, for other psychologists, psychological therapists, trainee psychological therapists and assistants in the quadrant, and agreed with team managers, where appropriate. • Participate in appraisal and development planning, identifying and agreeing training needs for self and for other staff as required. • Maintain up to date knowledge of relevant legislation, national and local policies and issues in relation to the provision of services. • Take a lead and support service development and quality improvement initiatives within the directorate, in line with directorate priorities and in response to identified local need.

	• Attend regular psychological lead and service meetings to develop and maintain high standards of professional knowledge and practice in services. • Attend multidisciplinary team meetings related to service governance and development as required. • Lead and support HR investigations held under the Complaints, Disciplinary, Competency policies.
Performance and Quality (including research and service evaluation)	• Support systems for evaluation, monitoring and development of the directorate's psychological services to ensure services are delivered in line with Trust policies, national guidance and evidence based practice. • Use skills in undertaking research, audit and evaluation analyse and interpret highly complex data, identifying trends and opportunities for improvement. • Lead, develop and implement service related Quality Improvement and/or academic research or service evaluation projects, and advise/support other staff undertaking research and evaluation activities. Ensure that relevant clinical research, service evaluation and audit are undertaken in accordance with national and local NHS and professional requirements.
Financial and Physical Resources	• Contribute to the responsible management of equipment and resources required for the ongoing provision of a high standard of psychological service to the directorate. • Take delegated responsibility for the management of Service budgets where appropriate
Teaching, training and supervision	• Use a theoretical knowledge base and specialist clinical skills to support the psychological skills of others (assistant, trainee and other psychological professionals and members of other staff groups) via the development and delivery of teaching, training, supervision, support and consultation across the service. • Comply with governance systems in place for the provision and monitoring of clinical and professional supervision of qualified and unqualified psychological practitioners across the directorate. • Ensure practice within relevant guidelines for professional practice (BPS/HPCP/BABCP etc). • Provide well developed and highly skilled consultation, teaching, training and (where agreed) clinical supervision to other multidisciplinary professionals for their provision of psychologically-based interventions for service users. • Ensure the personal development, maintenance and development of the highest professional standards of practice, through active participation in internal and external CPD training and development programmes.

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PERSON SPECIFICATION

JOB TITLE:	Principal Psychologist, Clinical Lead for Front Door Assessment Provision, Community Mental Health Service
BAND:	8B, 0.6 WTE
DEPARTMENT:	Adult Mental Health Psychology
DIRECTORATE:	City & Hackney
REPORTING TO:	Consultant Lead for Psychology and Psychotherapy, City & Hackney
ACCOUNTABLE TO:	Consultant Lead for Psychology and Psychotherapy, City & Hackney

ATTRIBUTE S	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTION METHOD (S/I/T)
Education/ Qualification/ Training	Post Graduate Doctoral level training in Clinical or Counselling Psychology or equivalent accredited by the Health Care Professions Council (HCPC) <u>Or</u> Have completed an equivalent training abroad as recognised by NARIC and written and oral English sufficient for their work. Registered with HCPC as Registered Practitioner. Doctoral level knowledge of research methodology, research design and complex, multivariate data analysis as practiced within the clinical fields of psychology. <u>Training specifically including:</u>	E	S

	Models of psychopathology, clinical psychometrics and Neuro-psychology, two or more distinct psychological therapies, three or more supervised clinical placements (including lifespan developmental psychology and mental health specialisms) and research skills. <u>Either</u>: Recognised qualification or training in psychotherapy supervision <u>or</u> Clinical supervision training for doctoral clinical /counselling psychology trainees. Registered with the Health and Care Professions Council (HCPC)		
Experience	Experience of working as a qualified Clinical or Counselling psychologist at a highly specialist, preferably in the NHS or similar public health provider. Experience of working in a community mental health services Experience of service coordination Experience of co-production of services. Demonstrate further specialist experience through CPD including supervised practice supplemented with other activities such as training, self directed study and conferences relevant to the current state of the speciality. Experience of:	E	S/I

	<u>Clinical</u> • Experience and enthusiasm working with the complex mental health population • Providing specialist psychological assessment, including cognitive and neurological assessment, and treatment of patients utilising at least two main models as appropriate across the full range of care settings and clinical severity including outpatient, community, primary care and inpatient. • Working with a wide variety of patient groups across the whole life course and presenting problems which reflect the full range of clinical severity. Ability to maintain a high degree of professionalism in the face of highly emotive and distressing problems, verbal abuse and the threat of physical abuse. • Providing teaching, training and clinical supervision. • Exercising full clinical responsibility for clients' psychological care and treatment within the context of a multidisciplinary care plan. • The application of psychological principles across multiple environments and populations • Representing Psychological Therapies within the context of multi-disciplinary care. • Assessing treatment options where expert opinion differs. • The use of QI or other improvement methodology in clinical settings • The operational delivery of integrated care pathways <u>Operational</u> • Staff management, development and leadership, especially in supervising staff from different backgrounds and trainings. • Recruitment, selection and retention of staff. • Developing services to respond to Service User needs and a diverse		
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	population <u>Integrated Care and Community/Population Health</u> • Co produced clinical care • Integrated physical and mental health pathways		
Knowledge	Clinical • The theory and practice of psychological assessment and therapies in relation to treatment of a range of mental health disorders, including SMI, complex mental health and psychosis • Community Psychology Theory, models and practice • The value of people participation in the delivery and development of services Operational • Trust level NHS structures including, clinical governance mechanisms and information governance • legislation in relation to mental health problems and its implications for both clinical practice and professional management in relation to the client group. • equal opportunities, confidentiality and consent issues <u>Integrated Care and Community/ Population Health</u> • Integrated care agenda • Approaches to addressing population physical and mental health including Community psychology	E	S/I
Skills	Well developed skills in ensuring the clinical and operational delivery of:	E	S/I

	Integrated Care and Community/ Population Health • Working through local community groups and centre • Neighbourhood based 'interventions' • Offer responsive, co produced, reflexive services with the target population • Provide oversight of informed case formulation • Liaise and convene interagency and service user networks to inform the case management • Provide a psychological perspective within interagency, community settings. • Deliver co produced clinical care and service delivery at population, systemic and individual levels. Ability to: • Demonstrate excellent interpersonal, communication and active listening skills with service users, carers and staff. • Demonstrate respectful and collaborative approach to patients, carers, colleagues, other professional contacts. • Remain in constrained positions for substantial proportions of working time. • Concentrate intensively for substantial periods during patient contact, teaching/supervision sessions, team meetings, preparing written work etc. • Produce high-quality professional reports to specified deadlines and other time constraints. • Manage effectively frequent exposure to highly distressing/emotional circumstances. • Manage effectively verbal aggression and abuse from patients, carers etc and the risk of physical aggression. • Work creatively, co-operatively, reliably and consistently both as an independent practitioner and in multi-disciplinary and team settings.		
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S: Shortlisting I: Interview T: Test

E.3 – JD – B8a Front Door Senior Applied Psychologist (new role)

JOB DESCRIPTION

JOB TITLE:	Senior Applied Psychologist
BAND:	8a 1.0 WTE
DEPARTMENT:	Front Door Service, Community Mental Health
DIRECTORATE:	City and Hackney
REPORTING TO:	Consultant Applied Psychology Lead, City & Hackney
ACCOUNTABLE TO:	Consultant Applied Psychology Lead, City & Hackney

JOB SUMMARY
The 'front door' is the single point of access for urgent and non-urgent referrals to City & Hackney ELFT secondary care community mental health services. The service seeks to screen referrals and offer comprehensive assessments to service users who meet eligibility criteria within 28 days for non-urgent, and either four or 24 hours for urgent referrals. The senior applied psychologist will be part of the multi-disciplinary team (MDT) in the front door, offering assessments to service users and supporting the rest of the team to integrate psychological thinking into their work, ensuring formulation is at the heart of the service's practice. The post holder will also hold a small caseload for psychological interventions in line with their clinical speciality. The post will be supervised by the principal lead for psychology within the front door and be part of the psychological network throughout the borough and wider trust. The successful candidate will be passionate about inclusive working, ensuring that the diverse populations of City & Hackney are receiving an equitable service.

KEY RESPONSIBILITIES
1. Undertake specialist assessment of service users 2. Commitment to promoting inclusive ways of working and challenging health inequalities for the populations of City & Hackney. 3. Robust, formulation-driven risk assessment 4. Develop collaborative treatment and safety plans with service users 5. Maintain strong links with the community teams ('quadrants') and other parts of the system, including inpatient and voluntary and third sector organisations, to ensure a robust knowledge of the support and interventions available, and proactively addressing and problem solving any interface issues. 6. Offer support, formulation and consultation to the MDT 7. Co-produce ways of working and improvement ideas with experts by experience, people participation and local partners (including voluntary and third sector organisations) 8. To contribute to, and where requested, hold delegated responsibility for maintaining and developing the operational management structure in the service, compliant with Trust Policies and Key performance indicators. 9. To provide clinical supervision and line management as appropriate to B7 psychologist and designated junior colleagues, e.g Clinical Associate Psychologist in Training, Assistant Psychologist and/or Trainee Clinical Psychologist

MAIN DUTIES AND RESPONSIBILITIES	
Patient Care	To offer the highest standards of patient care in line with trust policies and procedures, and your regulatory body
Clinical	- To provide skilled, holistic assessments of patients' needs based upon the understanding, interpretation and integration of complex data given by the patient and obtained from other sources. - Strong formulation driven risk assessment and management skills, and collaborative safety planning - An awareness of the importance of involving family, carers and a service user's network, when appropriate - To evaluate and make decisions about treatment and recovery plans taking into account both theoretical and therapeutic models and highly complex factors concerning historical and developmental process that have shaped the individual, and the wider determinants of health and wellbeing, in conjunction with the team. - To formulate and implement plans for the formal psychological treatment and management of the patients mental health problems - To communicate in a skilled and sensitive manner, information concerning assessment formulation and treatment plans of patients under their care and to monitor progress together with team. - To evaluate and make decisions autonomously on assessment, risk assessment and treatment plans, taking into account the complexity of the individual patients and the patient group's communication, ensuring the safety of the therapeutic environment and within the protocol of research - To demonstrate clear knowledge of the 1983 Mental Health Act.
Administration	- To maintain the highest standards of clinical record keeping including: electronic data entry and outcome recording of sessions , report writing in accordance with professional codes of practice, Trust policies and procedures and provide statistical returns in accordance with service requirements. - To participate in the investigation of accidents, incidents or complaints in accordance with Trust policy. - To be involved in developing new areas of work and initiatives within the service
Management	Contribute towards the development of effective training plans and support with leading on team building, when requested, as part of the change management process, to promote an open, honest, supportive forward and outward looking working environment,

	facilitating new ideas, suggestions or debate in relation to the service requirements. • Participate in the formulation and implementation of protocols and procedures as appropriate • Carry out a range of clinical audits within the setting and necessary reporting back to managers on key performance indicators for the Mental Health Trust and the Local Authority in relation to the pilot project.
Professional Responsibilities	• To ensure professional registration is maintained at all times. • To comply with professional requirements at all times. • To contribute to the development and maintenance of the highest professional standards of practice, through active participation in internal and external CPD training and development programmes • To contribute to the development and articulation of best practice across the service, by continuing to develop the skills of a reflexive and reflective practitioner, taking part in regular professional supervision and appraisal and maintain an active engagement with current developments in relevant fields
Training, Teaching, Research and Supervision	• To receive regular clinical professional supervision from a designated senior colleague and, where appropriate, other senior professional colleagues. • To provide regular clinical and professional supervision where appropriate to B7 psychologists, Clinical Associate Psychologists, Assistant Psychologist, and/or Trainee Clinical Psychologist • To participate in teaching and act as mentor/role model to students of various disciplines. • To assist and provide teaching to health faculties/other multidisciplinary professionals and the wider trust. • To participate in the on-going research and in audit projects where necessary. To collate data as necessary. • To utilise theory, evidence-based literature and research to support evidence-based practice in individual and group work with other team members.

JOB DESCRIPTION AGREEMENT

This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties and base of work may change to meet the needs of the service or because of the introduction of new technology. This job description may be reviewed from time to time and changed, after consultation with the postholder..

<u>Statement on Employment Policies</u>	
In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities:-	
Health and Safety	Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.
Equal Opportunities	ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to ensure that all employees, users and providers of its services are treated according to their needs. For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.
Dealing With Harassment/ Bullying In The Workplace	The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying. The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or intimidation based on individual differences. Disciplinary action will be taken against any member of staff found to be transgressing the Dignity at Work Policy.
No Smoking	To refrain from smoking in any of the organisations premises not designated as a smoking area. 'East London Foundation Trust is a Smokefree Trust – this means that staff must be smokefree when on duty or otherwise in uniform, wearing a badge or identifiable as ELFT staff or undertaking trust business.'
Alcohol	To recognise that even small amounts of alcohol can impair work performance and affect ones ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours in not permitted.
Confidentiality	As an employee of the Trust the post-holder may have access to confidential information. The postholder must safeguard at all times, the confidentiality of information relating to patients/clients and staff

	and under no circumstances should they disclose this information to an unauthorised person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection Act 1998, Caldicott requirements and the Trust's Information and IM&T Security Policy. To safeguard at all times, the confidentiality of information relating to patients/clients and staff.
General Data Protection Regulation (GDPR)	To maintain the confidentiality of all personal data processed by the organisation in line with the provisions of the GDPR. As part of your employment with East London Foundation Trust, we will need to maintain your personal information in relation to work on your personal file. You have a right to request access to your personal file via the People & Culture Department.
Safeguarding	All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people and adults and to safeguard and promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.
Service User and Carer Involvement	ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work.
Personal Development	Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews.
Quality Improvement	The Trust encourages staff at all levels to engage in the Trust's approach to quality through quality improvement projects and quality assurance.
Professional Standards	To maintain standards as set by professional regulatory bodies as appropriate.
Conflict of Interests	You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.
Risk Management	Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.
Personal and Professional Development/Investors in People	The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan.
Infection Control	Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention

and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities:

Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations.

Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy.

Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.

PERSON SPECIFICATION

JOB TITLE:	Senior Applied Psychologist
BAND:	8a 1.0 WTE
DEPARTMENT:	Front Door Service, Community Mental Health
DIRECTORATE:	City and Hackney
REPORTING TO:	Consultant Applied Psychology Lead, City & Hackney
ACCOUNTABLE TO:	Consultant Applied Psychology Lead, City & Hackney

ATTRIBUTES	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTION METHOD (S/I/T)
Education/ Qualification/ Training	Postgraduate Doctorate in Clinical Psychology (or equivalent for those trained prior to 1996) as accredited by the BPS	Essential	S/I
	- Registered with Health and Care Professions Council as a Practitioner Psychologist - Clinical supervision training for doctoral clinical /counselling psychology trainees. - Further training in a therapeutic modality relevant to complex mental health e.g. trauma interventions such as EMDR/ TF-CBT	Desirable	

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	• Knowledge of theory and practice of a number of specialised psychological therapies, such as psychotherapy, MBT, CBT and EMDR • Knowledge of research design and methodology, including complex, multivariate data analysis and service evaluation. • To be able to engage with service users, carers and experts-by-experience in the co-production of service development including the assessment process • Able to maintain a high degree of sensitivity and professionalism in the face of highly emotive and distressing problems, verbal abuse and the threat of physical abuse. • Knowledge of relevant legislation and best practice guidance, including the mental health act and Nice		
Other	• Knowledge of Integrated care agenda • Approaches to addressing population physical and mental health	Essential	S/I

S: Shortlisting I: Interview T: Test

E.4 – JD – B8B Senior Operational Lead (adapted from Newham)

DRAFT JOB DESCRIPTION

JOB TITLE:	Senior Operational Lead
BAND:	8B
DEPARTMENT:	City and Hackney Community Mental Health
DIRECTORATE:	City and Hackney
REPORTING TO:	Deputy Borough Director
ACCOUNTABLE TO:	Borough Director

JOB SUMMARY

Context

Community mental health services provide care which centres on the following principles (Community Mental health Framework for Adults and Older Adults, 2019, DoH.)

- Organise Care around their communities
- Dissolve barriers between primary and secondary care, and between health care, social care and VCS services
- Use complexity, not risk or diagnosis, as the organising principle for care
- Use an approach that minimises the likelihood of inflicting harm or further distress, with care and treatment that is based around the person's choice and strengths.
- Step up and step down care to meet a person's complexity of needs
- Know their communities and use this knowledge to understand and address inequalities.
- Be proactive, flexible and responsive to individual needs.
- Understand and take a partnership approach to addressing the social determinants of serious mental ill health.
- Make use of community assets and resources, including VCS, online resources and personal contacts.

City and Hackney Community Mental Health teams are geographically linked to primary care networks in the borough. Each Integrated Quadrant team will provide a range of offers to their local population that includes 3rd sector provision, peer support and new and emerging specialist pathways. The post holder will be responsible for overseeing the management of the Quadrant Teams and supporting the transition to this revised model

Crucially, co-production with service users and other stakeholders in the geographical areas relevant to the team is integral to this.

The Senior Operational Lead working in collaboration with the Deputy Borough Director, the Associate Clinical Director and the London Borough of Hackney Mental Health managers will have responsibility for the delivery of these services at a consistent, high quality level of assessment and intervention.

KEY RESPONSIBILITIES

1. The post holder will provide leadership to two quadrant teams and additional specialist services. This will include the line management the Operational Leads that cover these areas. They will also oversee one or more of EQUIP, MHCOP, Perinatal, Primary Care and Social Inclusion. One postholder will also link with the London Borough of Hackney Mental Health Adult Social Care management .
2. The post holder will have responsibility for the delivery of these services at a consistent, high quality level of assessment and intervention.
3. The Senior Operational Lead will work in collaboration with the Deputy Borough Director and Associate Clinical Director and the Leads for Mental Health Adult Social Care.
4. The Senior Operational lead will deputise within ELFT for the Deputy Borough Director when required.
5. The Senior Operational Lead will contribute to the development and maintenance of partnership arrangements with the Local Authority, Primary Care, third Sector organisations and the Commissioners.
6. Any other reasonable duties as required by the line manager.

MAIN DUTIES AND RESPONSIBILITIES

Patient Care	• To work with London Borough of Hackney, the City of London and the Crisis Pathway Lead, to plan and deliver the Social Care priorities, including Personalisation, Carers, Safeguarding etc and to fulfill the Council's responsibilities as outlined in the Care Act 2015. • To contribute to the development of key service partnerships with other key agencies, such as LBH, The City of London, the ICB, housing, Employment Service, Education, Police, Service User and Carer Groups and the voluntary sector. To represent ELFT on various Multi Agency At Risk/Vulnerable Person Panels. • Act as an investigator in Serious Incidents Investigations under the ELFT Serious Incident Policy. • Champion carers interventions and representation
Clinical	• To maintain an up-to-date knowledge of policy and practice developments in the commissioning and delivery of health and social care services for adults with mental health difficulties. Responsible for policy implementation and for

	discrete policy or service development for a service or more than one area of activity. To provide leadership and ensure that the teams have the knowledge and skills required to engage with service users and carers effectively and to ensure that any training or development needs are identified. They will ensure that the teams implement an integrated, person centered, recovery orientated approach to assessment and care planning that multi-disciplinary team members work together with patients and carers.
Administration	- To undertake project management responsibilities, as required - To ensure effective communication with all staff in the agreed service area and to contribute to wider communication within the Council and East London Foundation Trust.
Management	- To manage and supervise the Operational Leads - To take a lead role alongside Organisation Development team colleagues in the delivery of OD support programmes as part of the ongoing transformation process. - To deputise within ELFT for the Deputy Borough Director across the full range of functions when required - To provide managerial cover for other areas of ELFT in the short term absence of substantive postholders - To be a member of the Senior Manager On Call rota. - To proactively seek improvements in the development and delivery of services and workforce planning; implementing and coordinating change management programmes as appropriate, engaging staff and their representatives. To provide strong individual and professional leadership through change, supporting staff, colleagues and partners in accordance with the policies of both ELFT and the London Borough of Tower Hamlets. - To liaise for support and advice with relevant support services, Human Resources, Finance, Legal etc
Human Resources	- Ensure appropriate professional and clinical supervision is available to all staff within the teams accountable to the position. - To ensure that all staff have an annual performance appraisal, performance plan and personal development plan, and that these link closely with national and local business and service plans. - To participate in disciplinary and grievance investigations and panels and other Human Resources Policy Panels as requested by the Deputy Borough Director.

Performance and Quality	• In conjunction with the locality head of Performance Management to contribute to the development of effective information and performance systems and, in collaboration with the Service Manager, Adult Social Care, ensure performance against Local Authority KPIs is effectively monitored and reported to the council. • To be responsible for monitoring and auditing service standards in the Teams to ensure that services are delivered to the highest possible quality, recovery standard and outcome focused. • To lead on the development of DIALOG as an outcome focused PROM within the Teams. • To participate and lead on Quality Improvement initiatives and projects within the Directorate and create the conditions conducive to promoting a culture of learning
Financial and Physical Resources	• To monitor, control and plan budgets in the relevant service areas and contribute to overall finance processes of the Council and the East London Foundation Trust. • To develop and implement a local workforce strategy to meet the developing needs of the business. To ensure the workforce is capable of delivering the services required.

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PERSON SPECIFICATION

JOB TITLE:	Senior Operational Lead
BAND:	8B
DEPARTMENT:	City and Hackney Community Mental Health
DIRECTORATE:	City and Hackney
REPORTING TO:	Deputy Borough Director
ACCOUNTABLE TO:	Borough Director

ATTRIBUTES	CRITERIA	ESSENTIAL/ L/	SELECT ON
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		DESIRABLE	METHOD (S/I/T)
Education/ Qualification/ Training	- Professional clinical knowledge acquired through degree, supplemented by specialist training to masters or equivalent level, management qualification or equivalent. - Evidence of continued professional development. - RNMH, Social Worker or Occupational Therapist	•	•
Experience	- Significant experience of staff management, development and leadership. - Proven experience of developing partnership working with service users and carers. - Experience of working in an inner city and ethnically diverse environment. - Proven effective partnership working with statutory, voluntary and community sectors. - Proven experience of effective budget management. - Significant experience of staff management, development and leadership. - Experience of recruitment, selection and retention across organisation. - Experience of developing services and the change process. - Experience of developing and delivering training. - Significant experience of working in a multidisciplinary team and across the primary/secondary care interface.	•	•

Knowledge and Skills	• Knowledge of the legal and ethical issues relating to health and social care. • Knowledge and understanding of the presentation of mental health problems. • Knowledge of the principles and practice of clinical governance, clinical audit and risk management. • Knowledge of legislation and the statutory responsibilities of health and social care agencies in the mental health field. • Ability to lead and manage change, securing ownership and commitment to shared vision and objectives across disciplines. • Ability to manage, motivate and engage staff from a variety of professional and organisational backgrounds. Ability to identify and resolve conflict effectively. • Ability to model and promote equal opportunities and anti-discriminatory practice and service delivery. • Ability to deal effectively and constructively with issues of poor performance, conduct etc. • Negotiating, influencing and problem solving skills. • Ability to plan strategically and work closely with a range of stakeholders and other providers in planning future service provision. • Ability to manage financial and other resources within relevant regulatory frameworks and budgetary limitations. • Excellent verbal and written communication skills. • Good presentational skills. • Ability to interpret data and synthesise complex information from a range of	•	•
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	sources. • Ability to use up-to-date information and communications technology. • Ability to promote competency and manage capability. • Ability to provide and co-ordinate clinical and management supervision • Ability to lead on all category SI reviews for the locality • Ability to manage unpredictable workloads and frequent demands on concentration and attention • Ability to lead and facilitate decision making processes • Application of the Care Act (2014)		
Other	•	•	•

S: Shortlisting I: Interview T: Test

E5. Operational Lead 8a – Homerton Psychological Medicine and Front Door JD/PS

JOB DESCRIPTION

JOB TITLE:	Operational Lead, Homerton Psychological Medicine and Community Services Front Door
BAND:	8a
DEPARTMENT:	Crisis Pathway/Community Services
DIRECTORATE:	City and Hackney
REPORTING TO:	CH Crisis Pathway Lead
ACCOUNTABLE TO:	Borough Director

JOB SUMMARY

You will lead the operational management of Homerton Psychological Medicine, the Core 24 Psychiatric Liaison Service based at the Homerton University Hospital, whilst working pro-actively with the Urgent Care Service Manager to ensure safe and effective implementation of service developments relevant to the team. You will be responsible for the safe and effective management all operations in the team.

You will provide operational management to the new Front Door team providing urgent and non-urgent assessments for referrals to City and Hackney Adult Community Services. The service will operate seven days a week providing Crisis Assessments both in the community and at the team base. Non-urgent assessments will be seen Monday – Friday.

The service will offer, as now, urgent assessments 7 days a week between 8am and 10pm and non-urgent assessments Mon-Fri 9am-5pm. The latter will extend assessment times beyond 5pm. The Front Door Team will be a full MDT with nurses, health social workers, non-medical prescribers and medical input. The referrals and assessments will be overseen by the Front Door team. The multi-disciplinary nature of the team means that assessments can happen by that team without the need for further onward referral, for example, to a specific psychological service with a different referral pathway. Senior clinicians will work in the front door to ensure optimum decision making and planning. It is envisaged that the some of the staff will work exclusively in the Front Door whilst others will rotate from the Quadrant Teams to ensure that Neighbourhood level local knowledge remains. First appointments with a Consultant will be seen in the relevant Neighbourhood to ensure the links with Primary Care remain robust.

Clinical Leadership to the Front Door will be provided by a 0.8 8b psychology professional.

MAIN DUTIES AND RESPONSIBILITIES

Clinical	Working in close partnership, encourage and maintain effective communication links with City and Hackney inpatient and community areas in order to promote good working relationships and continuity of quality clinical care. To forge and maintain working relationships to ensure national and local models are adhered to.
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	Ensuring structures exist for all new referrals into the service. Supervise input for clients in crisis and ensure that relevant information is provided to all staff in order to maintain safe levels of practice. Ensure that care is planned within the multi-disciplinary team, delivered to a high standard and evaluated regularly. Investigate all complaints and incidents as per Trust guidelines and as delegated by the Service Manager. Act as a role model within the service. Act for Service Manager as and when required. To undertake any other duties as identified by the Borough Director or Service Manager.
Management	To work closely with other Team Managers in providing a comprehensive, Borough wide service. To work closely with staff from the Crisis Pathway in the development and delivery of crisis services. To work closely with the community quadrant teams. Provide leadership, working in partnership across service interfaces. Co-ordinate service development in order to ensure an effective multi-disciplinary service. To play a key role across the service in promoting the Crisis Pathway. Set, maintain and monitor services in order to secure sound clinical practice in line with Trust and national policies and standards. Maintain effective communication with wider Crisis Pathway, ensuring all staff are kept abreast of operational and strategic developments. Establish and develop working links with other agencies both within mental health and outside to increase knowledge of mental health issues, share information and develop educational systems.

	Ensure a rota is organised to provide 24 hour service provision and cover for HPM , and appropriate cover for the Front Door Take a lead role in the future development of the service, being part of the management team and working alongside the designated Service Manager and the lead Clinician in the future planning of service. Set structures to ensure research/teaching/training and career development activities take place. To monitor team performance, ensuring the team is compliant with key performance indicators other targets set locally, nationally and Trustwide. To ensure the team is compliant with regulatory and best practice guidelines. To participate in the out of hours on-call manager rota for the City and Hackney Centre for Mental Health To ensure good links between the Crisis Pathway and the community teams are maintained. To ensure that the caseload is effectively managed to ensure a safe and quality service. To ensure services are delivered in line with the NHS Long Term Plan
Human Resources	Provide strong and decisive leadership to all staff within HPM and the Front Door. Recruit and retain staff to ensure the team is fully operational and develops accordingly. Establish and maintain regular supervision, appraisal and teaching of staff across the team to ensure that all staff remain effective and motivated. Ensure staff have the clinical skills to fulfil their duties. Monitor sickness and absence taking remedial action at the earliest possible stage. Subject to service development, to provide cover for the other sector Crisis Pathway Teams both in City and Hackney and in other ELFT Boroughs as required.

	Monitor staff performance taking remedial actions where necessary according to Trust policy. •
Performance and Quality	To actively participate in maintaining own personal and professional growth, undergo and actively participate in own and others' performance appraisals and identify own educational and training needs. To ensure your own mandatory and statutory training is always in date. To develop and embed quality improvements within your service. To lead and manage the team in a way that supports the development of a culture of continuous improvement and learning. Promoting awareness and understanding in Quality Improvement (QI), and sharing learning and successes from QI work. To ensure that systems are in place to capture and listen to the voice of service users and carers and that action is taken appropriately, in order to promote QI. To monitor quality and performance of the team through tracking key measures over time, supporting the use of transparent and visual management systems. To involve a wide range of stakeholders, data and information in helping the team Identify the key improvement priorities. To utilize the QI approach to think systematically about complex problems, develop potential change ideas and test these in practice using the Trust's QI framework. To deploy resources to identified and agreed QI projects and support staff to find space and time for QI. To support team members to develop the appropriate level of skills in QI and ensure that the team has regular time and space for reflection. To empower the team to resolve local issues on a daily basis using tools and methods of QI, without having to seek permission.
Audits	Review Team service provision and ensure accurate and meaningful data is collected and recorded.

	Assist the Team to set goals and standards of practice. Ensure environmental audits are carried out regularly with appropriate action taken where necessary. Monitor the quality of documentation, ensuring that policies are adhered to, that Trust standards are maintained and all disciplines are recording activity appropriately. Manage financial resources to optimum effect within allocated resources, taking remedial action as required in consultation with the Service Manager. Agree yearly clinical audit programme.
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JOB DESCRIPTION AGREEMENT

This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties and base of work may change to meet the needs of the service or because of the introduction of new technology. This job description may be reviewed from time to time and changed, after consultation with the postholder..

Statement on Employment Policies

In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities:-

Health and Safety	Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.
Equal Opportunities	ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to ensure that all employees, users and providers of its services are treated according to their needs. For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.

Dealing With Harassment/ Bullying In The Workplace	The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying. The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or intimidation based on individual differences. Disciplinary action will be taken against any member of staff found to be transgressing the Dignity at Work Policy.
No Smoking	To refrain from smoking in any of the organisations premises not designated as a smoking area. 'East London Foundation Trust is a Smokefree Trust – this means that staff must be smokefree when on duty or otherwise in uniform, wearing a badge or identifiable as ELFT staff or undertaking trust business.'
Alcohol	To recognise that even small amounts of alcohol can impair work performance and affect ones ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours in not permitted.
Confidentiality	As an employee of the Trust the post-holder may have access to confidential information. The postholder must safeguard at all times, the confidentiality of information relating to patients/clients and staff and under no circumstances should they disclose this information to an unauthorised person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection Act 1998, Caldicott requirements and the Trust's Information and IM&T Security Policy. To safeguard at all times, the confidentiality of information relating to patients/clients and staff.
General Data Protection Regulation (GDPR)	To maintain the confidentiality of all personal data processed by the organisation in line with the provisions of the GDPR. As part of your employment with East London Foundation Trust, we will need to maintain your personal information in relation to work on your personal file. You have a right to request access to your personal file via the People & Culture Department.
Safeguarding	All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people and adults and to safeguard and promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.
Service User and Carer Involvement	ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to

	make positive efforts to support and promote successful user and carer participation as part of their day to day work.
Personal Development	Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews.
Quality Improvement	The Trust encourages staff at all levels to engage in the Trust's approach to quality through quality improvement projects and quality assurance.
Professional Standards	To maintain standards as set by professional regulatory bodies as appropriate.
Conflict of Interests	You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.
Risk Management	Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.
Personal and Professional Development/Investors in People	The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan.
Infection Control	Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities: Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations. Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy. Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.

PERSON SPECIFICATION

JOB TITLE:	HPM/ Front Door Operational Lead
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BAND:	8a
DEPARTMENT:	City and Hackney Community and Crisis Services
DIRECTORATE:	City and Hackney
REPORTING TO:	CH Crisis Pathway Lead
ACCOUNTABLE TO:	Borough Director

FACTORS	ESSENTIAL	DESIRABLE
QUALIFICATIONS	- Registered Professional in either Nursing, Social Work, Psychology or Occupational therapy with current registration with NMC, HCPC or equivalent - Evidence of post registration continue professional development, qualifications or equivalent experience - Educated to degree level or equivalent	- Diploma in Management studies or equivalent - BIA assessor - AMHP - Practice Educator or mentor - Educated to Masters level or equivalent
EXPERIENCE	- Previous experience of managing a group of clinical staff - Previous experience of organisational change - Previous experience of service development, quality improvement and of bringing innovation and new ideas to practice - Previous experience of working within the NHS and with senior allied professionals, internal and external stake holders	

SKILLS	Computer literacy	
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	• Excellent organisational skills - able to prioritise own work and manage own time. • Excellent oral and written communication and presentation skills and the ability to meet tight timelines • Excellent skills of conflict resolution, negotiation and facilitation • Acts upon service user and carer feedback and information to improve the way things are done taking personal responsibility for resolving • Ability to build relationships and negotiate satisfactory outcomes with internal and external Stakeholders. • Ability to concentrate for long periods of time, manage frequent interruptions, readjust and prioritise work load according to the needs of the service. • Anticipates and takes action in order to create and seize opportunities to avoid crises taking an overview of complex situations to generate new perspectives - 'thinks outside the box' identifies and implements quick wins where possible • Ability to review and analyse complex data and recommend a course of action and objectives and motivate staff to achieve them.	
KNOWLEDGE	• Very good knowledge of current and relevant local and national agendas that impact upon community mental health services and the wider health and social care system and the ability	

	to understand and disseminate this knowledge to others. • Sound knowledge and understanding of the Mental Health Act (1983/ 2007/ 2014/5), Care Act (2014), relevant national standards, No Health without Mental Health (2011), PLAN Standards (2017), Crisis Concordat (2014), Achieving better access to 24/7 Urgent and Emergency Mental Health care (2016), and other relevant national and local policies and best practice guidance. • Sound knowledge and understanding of recovery principles and NICE guidance in relation to mental health and the ability to ensure that evidence based practice with clear clinical outcomes is embedded into practice.	
PERSONAL ATTRIBUTES (demonstrable)	• Self aware demonstrating a consistent inclusive leadership style focused on achieving the best results and overcoming obstacles • Takes action to enable teams to achieve maximum contribution, communicates vision, direction, and outcomes clearly, motivating others to achieve. • Ability to work independently and as part of a team and able to both/influence and work across professional boundaries • Takes specific action to improve team or individual performance intervening promptly and constructively to support. • Ability to communicate positive expectations of the organisation	

	to teams in a enabling and supportive manner • Ability to remain calm under pressure, motivate others and be flexible and adaptable to change • Ability to manage emotional or distressing circumstances in a calm, compassionate and professional manner, that promotes confidence in others in your ability to manage the situation effectively. • Demonstrates they care and values others, able to acknowledge and reward good work, celebrating team and individual success • Develop team spirit and inclusivity and respect for each other • Ability to lead on the effective management of organisational change in order to promote team resilience, retention and emotional intelligence	
OTHER (please specify)	• Keeps up to date with activities of the organisation • Able to demonstrate a commitment to self-development	

E6 – JD/PS - Community Mental Health Practitioner – Front Door – Band 6

JOB DESCRIPTION

JOB TITLE:	Mental Health Practitioner
BAND:	6
DEPARTMENT:	City and Hackney Adult Community Services, Front Door
DIRECTORATE:	City and Hackney
REPORTING TO:	Operational Lead
ACCOUNTABLE TO:	Deputy Borough Director

JOB SUMMARY
In conjunction with the crisis pathway services, provide a safe and effective urgent community assessment response service. To provide triage and assessment of non-urgent referrals to the service, to devise plans and formulations and refer onwards as necessary. Undertake face to face comprehensive assessments, including risk assessment, effectively and efficiently. Formulate and agree crisis safety care plans and to support and advise relatives and care givers. Whilst your base will be within the Front Door, there is an expectation that you will be working flexible and may need to cover assessments in the emergency department as part of the psychiatry liaison service or home treatment team. Be rotational and flexible, working according to the needs of the Crisis Pathway. The post involves shift work, covering 7 days a week on a rota basis: Non-urgent assessments will be Monday-Friday, 9-5; urgent assessments will be provided 7 days a week between 8-22hrs

KEY RESPONSIBILITIES
• Develop and maintain a high standard of practice based on assessment using psychoeducation, the Recovery Model and supportive clinical management. • Liaise and establish good working relationships with referring agents, colleagues in Primary Care services, Social Services, Community Mental Health Teams, Assertive Outreach, In-Patient services, Criminal Justice, Voluntary Sector and other agencies as appropriate. • To have knowledge of and practice a range of therapeutic interventions available to reduce distress for individuals experiencing an acute mental health crisis. • Ability to work autonomously and within multidisciplinary team setting. • To work with the multi-disciplinary team in developing plans that offer supportive crisis care in the least restrictive way.

- Act as a role model in the practice area, encouraging staff in teaching and supervision to sustain a supportive learning environment.
- Be responsible for the maintenance and accurate recording of patient information in the documentation systems and to ensure the effective dissemination of service user information throughout the multidisciplinary team.
- Ensure compliance with the requirements Safeguarding Adults and Children's policies. To ensure that staff have the required knowledge and skills to work within these procedures to support the safety of vulnerable adults and children.
- Recognize the role of advocacy, promote concept of autonomy and self-empowerment and ensure members of the team comply with this.
- To understand the key performance indicators for the crisis service and ensure compliance with Trust CQUINs
- Identify own educational needs ensuring professional updating and development as appropriate.
- Ensure own compliance with mandatory training is maintained.
- Ensure full potential through supervision, appraisals and performance management.
- Ensure that you are suitably skilled in addressing the physical health needs of service users.
- To represent the crisis assessment team positively both internally and externally to the Trust.
- Ability to receive and share complex information with service users and carers using a range of communication skills when assessing and supporting service users.

MAIN DUTIES AND RESPONSIBILITIES	
Patient Care	• To carry out the initial assessments of a person in a mental health crisis who meets the criteria for a 4-hr. mental health crisis response or 24-hour response. • To evaluate effectiveness whilst working within the framework of Risk Assessment. • To report all relevant information to the referring agent and keep them informed of the service user's progress.

	• To assess, plan, set goals with the service user, carers and families; implement and evaluate care using psycho-social interventions and skills to meet individual needs. • To actively support the person in crisis in self-management of their symptoms through the formation of their care plans. • To act as crisis coordinator for service users and undertake referrals to other services. • To respond to emergency referrals within a timely fashion and to agreed protocols and targets. • To develop and implement appropriate Health Promotion strategies including the Recovery College appropriate to the client group. • To refer for carers' assessments and provide information and support to carer's as appropriate. • To be responsible for accurate record keeping in line with Trust and NMC policy and procedures.
Administration	• Manage own workload in accordance with the NMC, local protocols and relevant policy guidance. • To participate in shift co-ordination, organising the work of the whole team as required and directed by the Operational Lead or Senior Mental Health Practitioners and in accordance with Team protocols. • To participate in a 24-hour, 7 day a week service as required by the service. • To respond to emergency referrals within agreed local protocols and timeframes. • To ensure that a safe and effective crisis assessment service is delivered to any referred cases. • Provide information to help the person in crisis or the service user to make an informed choice about opportunities and services available to them and to assist them with their mental health problems in obtaining required services, support and entitlements.

	• To submit statistical data promptly as required by the Trust and local protocols. • To ensure accurate and clear records and documentation are maintained in accordance with local and national guidelines. • To act as a resource and support for other team members, health and social work professionals, voluntary workers and home care providers. • To provide help and social support to clients living in different caring environments such as care homes. • To produce clear, precise and timely reports using the Trust IT systems.
Human Resources	• Assist in providing a clinical learning environment for all learners and junior colleagues. • To act as assessor/mentor to student nurses on placement in the team. • To participate in clinical and managerial appraisal and supervision. • To provide supervision and appraisal to junior colleagues as agreed with the Senior Mental Health Practitioner.
Performance and Quality	• Utilizes the quality improvement approach to think systemically about complex problems develop potential change ideas and test these in practice using the Trust's QI framework • Engage in and make time for quality improvement. • Develop the appropriate level of skills in quality improvement • Resolve local issues on a daily basis using the tools and method of quality improvement without staff having to seek permission. • Has an awareness and understanding of quality improvement, and shares learning and successes from quality improvement work.
Financial and Physical Resources	• Follow Trust Procedure on handling patient money and valuables • To meet the health requirements of the Trust and undertake relevant training for one's own safety

JOB DESCRIPTION AGREEMENT
This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties and base of work may change to meet the needs of the service or because of the introduction of new technology. This job description may be reviewed from time to time and changed, after consultation with the postholder..

<u>Statement on Employment Policies</u>	
In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities:-	
Health and Safety	Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.
Equal Opportunities	ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to ensure that all employees, users and providers of its services are treated according to their needs. For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.
Dealing With Harassment/ Bullying In The Workplace	The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying. The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive

	working environment free of any harassment or intimidation based on individual differences. Disciplinary action will be taken against any member of staff found to be transgressing the Dignity at Work Policy.
No Smoking	To refrain from smoking in any of the organisations premises not designated as a smoking area. 'East London Foundation Trust is a Smokefree Trust – this means that staff must be smokefree when on duty or otherwise in uniform, wearing a badge or identifiable as ELFT staff or undertaking trust business.'
Alcohol	To recognise that even small amounts of alcohol can impair work performance and affect ones ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours in not permitted.
Confidentiality	As an employee of the Trust the post-holder may have access to confidential information. The postholder must safeguard at all times, the confidentiality of information relating to patients/clients and staff and under no circumstances should they disclose this information to an unauthorised person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection Act 1998, Caldicott requirements and the Trust's Information and IM&T Security Policy. To safeguard at all times, the confidentiality of information relating to patients/clients and staff.
General Data Protection Regulation (GDPR)	To maintain the confidentiality of all personal data processed by the organisation in line with the provisions of the GDPR. As part of your employment with East London Foundation Trust, we will need to maintain your personal information in relation to work on your personal file. You have a right to request access to your personal file via the People & Culture Department.
Safeguarding	All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people and adults and to safeguard and promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.
Service User and Carer Involvement	ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work.
Personal Development	Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews.
Quality Improvement	The Trust encourages staff at all levels to engage in the Trust's approach to quality through quality improvement projects and quality assurance.

Professional Standards	To maintain standards as set by professional regulatory bodies as appropriate.
Conflict of Interests	You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.
Risk Management	Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.
Personal and Professional Development/Investors in People	The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan.
Infection Control	Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities: Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations. Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy. Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.

PERSON SPECIFICATION

JOB TITLE:	Mental Health Practitioner - Front Door
BAND:	6
DEPARTMENT:	City and Hackney Adult Community Service, Front Door
DIRECTORATE:	City and Hackney
REPORTING TO:	Operational Lead
ACCOUNTABLE TO:	Deputy Borough Director

ATTRIBUTES	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTON METHOD (S/I/T)
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Education/ Qualification/ Training	o Registered Mental Health Nurse, Registered Social Worker or Registered Occupational Therapist	Essential	Application
	o Current Professional Registration	Essential	Application
	o Mentorship Preparation or equivalent	Essential	Application
	o Recognized post registration training	Desirable	Application
	o Evidence of continual professional development	Essential	Application
	o CBT and/or brief intervention /solution focused therapy and /or motivational interviewing or willingness to undertake	Essential	Application
	o Risk assessment and management training or willingness to undertake	Essential	Application/ interview
Experience	o Substantial post qualification experience in the field of mental health crisis	Essential	Application
	o Previous experience at working autonomously	Essential	Application
	o Experience of working in a multidisciplinary mental health team	Essential	Application
	o Experience of working in a multi-cultural environment and of ensuring that nursing practice is culturally sensitive	Essential	Application
	o Extensive and demonstrable experience of assessing, planning, implementing and evaluating programmes of care	Essential	Application
	o Essential and demonstrable experience of writing concise and clear clinical reports	Essential	Application
	o Experience of contributing to the development of new services preferably in mental health	Essential	Application/ interview
Knowledge and Skills	o Demonstrate well developed and confident professional assessment skills	Essential	Interview
	o Demonstrate skills in providing effective nursing leadership	Essential	Interview
	o Demonstrate skills in working in a rapidly changing environment	Essential	Interview
	o Demonstrate excellent interpersonal skills	Essential	Interview
	o Demonstrate excellent problem solving and conflict resolution skills	Essential	Interview
	o Demonstrate an ability to make balanced clinical judgments and decisions		

	- o Demonstrate excellent communication skills incl. verbal, written and, electronic - o Demonstrate an ability to work collaboratively and respectfully with colleagues from a range of different professional backgrounds and across professional and organisational boundaries	Essential Essential	Interview/Application Interview
Other	- o Demonstrate a genuine commitment to mental health practice for people in mental health crisis - o Demonstrate a genuine commitment to providing person centred/individualised care - o Demonstrate a high level of self-awareness	Essential Essential Essential	Interview/Application Interview/ Application Interview

S: Shortlisting I: Interview T: Test

E7 – JD/PS - Band 3 Support Worker - Quadrants

JOB DESCRIPTION

JOB TITLE:	Support worker HCA
BAND:	3
DEPARTMENT:	City and Hackney Quadrant Mental Health Teams
DIRECTORATE:	City and Hackney
REPORTING TO:	Senior Practitioner
ACCOUNTABLE TO:	Operational Lead

JOB SUMMARY

There are eight Neighbourhood Mental Health Teams linked to the primary care networks within City & Hackney working with residents with severe mental illness and complex emotional needs. These are divided into four Quadrant Teams. The model aims to take a population health approach to mental illness and includes close collaboration with local partner agencies, including the contribution of community connectors to the team to support residents to connect with relevant local resources and services. The Neighbourhood Teams provide personalised and collaborative interventions to adults in their localities with severe mental health problems and complex emotional needs.

The purpose of the job is to inspire, motivate and empower service users to achieve a better quality of life and wellbeing, and fulfil their personal ambitions for recovery.

The post holder will put service users at the centre of everything they do, and consistently deliver a high quality service that promotes and supports recovery. The post holder will provide, personal, practical and social support to residents and their carers using principles of recovery and also be aware that the impact of Social Determinants of health on the individual's mental well being.

The post holder will work to values that include self-determination, empowerment and choice for service users.

The post holder will model hope and recovery, and work in partnership with service users in one-to-one and group settings to support them on their own journeys towards recovery

KEY RESPONSIBILITIES

- Act as a Recovery Champion for the service, and act as a role model for service users.
- Develop and maintain trusting, supportive and empowering relationships with service users, and their families and friends
- Provide support to service users, facilitating both one-to-one and group sessions.
- Provide practical assistance to service users.
- Motivate service users to achieve aspirational and recovery-focused outcomes.
- Empower service users to care for themselves and take control of their own recovery.
- Share coping and self-help skills with service users.
- Empower service users to strengthen or develop their social networks involving families and friends where appropriate.
- Empower service users to access individuals (e.g. Peer support workers) and groups in their local recovery community (e.g. Recovery College. MIND, voluntary sector).
- Participate in team meetings and meetings with other GPs and voluntary sector agencies.
- Participate in supervision and appraisal.
- Enhance the service user experience of the service.
- Contribute to the overall performance of the service to ensure that key performance indicators are achieved.
- Use Information and Communication Technology effectively and efficiently.
- Participate in audit and assist with data collection for research.
- Undertake Trust mandatory training and relevant training identified through supervision and appraisal.

GENERAL RESPONSIBILITIES

Clinical

- Follow Team/Trust Policies.
- Work within Trust clinical governance framework.

	• Participate in the operational practices of the team for smooth day to day running of the service. • Communicate effectively with other team members and other professionals. • Work flexibly within an agreed number of hours to meet the demands of the service. This may include evening and week end work. • Work flexibly across Quadrant teams operational sites as required and as appropriate. • Take responsibility to identify own training, educational and development needs. • Participate in training within the Team and to other professionals and agencies. • Represent the Quadrant Teams and the Trust in a professional manner at all times. • Ensure effective communication is maintained with multidisciplinary members, service users and carers through verbal and written channels. Communicate factual information to clients and carers with empathy, tact and sensitivity. • Liaison with qualified staff and regular review of care planning. • To carry out duties under supervision from qualified staff and identified supervisor. • To complete carer assessments under supervision and support from qualified staff. • Provide and maintain a safe and therapeutic environment in conjunction with multi-disciplinary team members. • To establish and maintain a therapeutic relationship with clients and carers within appropriate and transparent boundaries. • To provide care with an attitude of hopefulness, flexibility and awareness of service user's unique needs. • To use appropriate, tactful and sensitive communication skills with service users, their relatives and carers. •
Professional	• Demonstrate appropriate emotional self-regulation and maintain professional boundaries at all times. • Utilise existing support structures including supervision. • Act in a professional manner at all times and be aware of your own professional responsibility. • Represent the team and the trust as required. • Maintain effective working relationships with colleagues and other professionals.

	Assist in the investigation of matters pertaining to untoward incidents and complaints within the Quadrant teams.
Development	• Provide evidence of attendance at mandatory courses relevant to the post and in line with trust policy. • Participate in regular professional development relevant to the clinical area. • Participate in the management of change. To participate in management and clinical supervision. • To participate in appraisal and personal development planning • To participate in continuing professional development • To participate in induction and demonstrate own activities or workplace routines to new staff.

JOB DESCRIPTION AGREEMENT

<u>Statement on Employment Policies</u>	
In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities:-	
Health and Safety	Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.
Equality and Diversity	ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to

	ensure that all employees, users and providers of its services are treated according to their needs. For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.
Dealing With Harassment/ Bullying In The Workplace	The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying. The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or intimidation based on individual differences. Disciplinary action will be taken against any member of staff found to be transgressing the Harassment and Bullying Policy.
No Smoking	To refrain from smoking in any of the organisation's premises not designated as a smoking area. 'East London Foundation Trust is a Smoke free Trust – this means that staff must be smoke free when on duty or otherwise in uniform, wearing a badge or identifiable as ELFT staff or undertaking trust business.'
Alcohol	To recognize that even small amounts of alcohol can impair work performance and affect ones ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours in not permitted.
Confidentiality	As an employee of the Trust the post-holder may have access to confidential information. The post holder must safeguard at all times, the confidentiality of information relating to patients/clients and staff and under no circumstances should they disclose this information to an unauthorized person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection Act 1998, Caldicott requirements and the Trust's Information and IM&T Security Policy. To safeguard at all times, the confidentiality of information relating to patients/clients and staff.
Data Protection Act	To maintain the confidentiality of all electronically stored personal data in line with the provision of the Data Protection Act.

Data Protection – Your Data	As part of your employment with East London Foundation Trust, we will need to maintain personal information relating to your work on your personal file. You have a right to request access to your personal file via the Human Resources Department. To carry out as per Data Protection Act responsibilities with regard to the access and Health Records Act 1990.
Safeguarding	All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people and adults and to safeguard and promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.
Service User and Carer Involvement	ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work.
Personal Development	Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews.
Clinical Governance	As an employee of the trust you are expected to support the Trust's clinical governance framework for monitoring and improving standards of care. You must do this by:- • taking part in activities for improving quality • identifying and managing risks • maintaining your continuous professional development
Professional Standards	To maintain standards as set by professional regulatory bodies as appropriate.
Conflict of Interests	You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.
Risk Management	Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.
Personal and Professional Development/Investors in People	The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the

	Trust's training Programme as identified within your knowledge and skills appraisal/personal development plan.
Infection Control	Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities: Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations. Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy. Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.

PERSON SPECIFICATION

JOB TITLE:	Support Worker HCA
BAND:	3
DEPARTMENT:	City and Hackney Quadrant Mental Health Teams
DIRECTORATE:	City and Hackney
REPORTING TO:	Senior Practitioner
ACCOUNTABLE TO:	Operational Lead

ATTRIBUTE S	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTO N METHOD (S/I/T)
Education/ Qualificatio n/ Training	Minimum 5 GCSEs A-C including English and Maths	NVQ in care level 2/3 or equivalent level of	*A/I

		training/qualification	
Experience	Clinical experience of working with adults with mental health problems in either a health or social care setting	Experience of working in a community setting. Experience of working in a Home Treatment team and with individuals in crisis. Experience of working with families and carer. Experience of working in an inner city borough	*A/I A/I A/I A/I
Knowledge and Skills	Fluent in both oral and written English. Ability to form appropriate and respectful working relationships with a diverse range of people. Ability to respond positively to people who are distressed or who behave in a challenging manner. Ability to relate and listen to people with mental health problems and provide emotional support and care. Ability to carry out a range of practical and manual tasks with regard to household maintenance, housing, benefit entitlement, etc Ability to reflect on own working practice and its impact upon service users and other MDT staff.	Ability to co-facilitate groups	*A/I/T *A/I *A/I *A/I A/I A/I A/I

	Ability to manage time effectively and to prioritise workload.		A/I
	Ability to maintain clear, concise and timely written communication.		A/I
	Ability to work in a team and engage in discussions to solve interpersonal issues should these arise.		A/I
	Ability to appropriately deal with conflict arising with service users, carers/families.		A/I
	Ability to use supervision and appraisal effectively.		A/I
	Ability to use Microsoft Office.		A/I
	Ability to travel to and work within service users' homes using public transport or other transport.		A/I
	Knowledge:		
	Demonstrate an understanding of the importance of individual's background in caring for clients in a safe and sensitive manner.	Basic knowledge of the range of services available to people with mental health problems specifically and to borough residents generally	*A/I
	Demonstrate a knowledge of the impact of mental health problems in adults.		A/I
	Basic Knowledge of the principles of accountability for practice.		A/I
	Basic knowledge of the principles of early intervention in psychosis and 'at risk' mental state.		A/I
	Basic knowledge of the principles of recovery.		A/I
	Basic knowledge of psychosis and other mental health problems and how these impact on health and wellbeing.		A/I
			A/I

	Basic knowledge of systemic understandings of mental health difficulties. Basic knowledge of the importance of ethnicity, culture and social circumstances in providing effective health care		
Other	Responsible, flexible, reflective and caring attitude. Ability to cope under pressure in stressful situations. Openness to engage in regular clinical and managerial supervision. Commitment to the principles of person-centred care.	Previous experience of working in potentially stressful situations.	*A/I *A/I

S: Shortlisting I: Interview T: Test

E.8 – JD – B4 Support Worker – Intensive and Assertive Pathway

JOB DESCRIPTION

JOB TITLE:	Support Worker – Intensive and Assertive Pathway
BAND:	4
DEPARTMENT:	City and Hackney Community Mental Health
DIRECTORATE:	City and Hackney
REPORTING TO:	Operational Lead
ACCOUNTABLE TO:	Borough Director

JOB SUMMARY

The post holder will be a member of a multi-disciplinary team providing support to clients and their carers when individuals are in a mental health crisis, or when there is active risk of non-engagement or in order to prevent admission to a mental health hospital. The service covers the City the London and the borough of Hackney. The post holder will be expected to visit service users in their homes or in community locations. The role will entail providing personal, practical and social support to service users, their families and carers using the principles of recovery.

KEY RESPONSIBILITIES

This is a support worker position. See below for full description of duties and responsibilities.

The post holder will provide service users, families and carers with support under the guidance of qualified staff - working as a part of a multi-disciplinary team in order to establish appropriate care and support pathways. The post holder will be required to demonstrate professionalism and maintain effective working relationships with colleagues and other professionals. The post holder will be required to partake in employee supervision and appraisal processes in order to monitor performance. They will undergo training to support personal development. The post holder will be expected to adhere to Trust policies and standards. DBS check required.

MAIN DUTIES AND RESPONSIBILITIES

Clinical	- To provide service users, their families and carers with a comprehensive multi-disciplinary range of care, including physical, psychosocial and practical interventions under the guidance and supervision of qualified staff. - Ensure effective communication is maintained with multidisciplinary members, service users and carers through verbal and written channels. Communicate factual information to clients and carers with empathy, tact and sensitivity. - Liaison with qualified staff and regular review of care planning. - To carry out duties under supervision from qualified staff and identified supervisor. - To complete carer assessments under supervision and support from qualified staff. - Provide and maintain a safe and therapeutic environment in conjunction with multi-disciplinary team members. - To establish and maintain a therapeutic relationship with clients and carers within appropriate and transparent boundaries. - To provide care with an attitude of hopefulness, flexibility and awareness of service user's unique needs. - To use appropriate, tactful and sensitive communication skills with service users, their relatives and carers. - To work closely alongside, and establish strong working relationships with other members of the multi-disciplinary team. - To accept guidance and supervision from qualified members of the MDT team. - To be open to guidance and direction from direct line supervisor during informal and formal supervision.
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	• To work in partnership with other statutory and voluntary agencies to optimize appropriate care to clients and carers. • Use basic counselling skills to reduce client distress and work alongside qualified staff. • Support service users to build on their strengths and work toward personal goals and reduce distress within a model of social inclusion. • Demonstrate a sensitivity and awareness of the unique circumstances of service users, with regard to their age, disability, ethnicity, culture, sexuality, education, gender, spirituality and nationality and how these may impact on recovery. • Participate in group work with clients under supervision. • To communicate orally and in writing observations relating to clients, and ensure risk behaviour or concerns are reported to a qualified member of staff immediately. • To have a basic knowledge of risk behaviours associated with mental health conditions. • To have a basic understanding of common symptoms and difficulties associated with people presenting with a first episode of psychosis. • Take appropriate action which reduces any psychological distress experienced by service users e.g. anxiety, or agitation, by carrying out observations of behaviour, talking to and listening to service users, using de-escalation techniques as appropriate and report these to the qualified staff. • Take an active part in supporting service users, carers/families and colleagues when faced with distressing situations. • To provide basic emotional support to service users with unpredictable mental health needs. • To occasionally be exposed to distressing and/or emotional circumstances involving service user behaviour/s and dealing with relatives/carers • Assist in preventing potential aggressive behaviour by patients by pre-empting potential aggression and by ensuring the environment is safe
Professional	• Demonstrate appropriate emotional self-regulation and maintain professional boundaries at all times. • Utilise existing support structures including supervision. • Act in a professional manner at all times and be aware of your own professional responsibility. • Represent the team and the trust as required. • Maintain effective working relationships with colleagues and other professionals. • Assist in the investigation of matters pertaining to untoward incidents and complaints.
Developmental	• Provide evidence of attendance at mandatory courses relevant to the post and in line with trust policy.

	• Participate in regular professional development relevant to the clinical area. • Participate in the management of change. To participate in management and clinical supervision. • To participate in appraisal and personal development planning • To participate in continuing professional development • To participate in induction and demonstrate own activities or workplace routines to new staff.
Miscellaneous	• Ensure at all times resources (human and supplies) are maintained to ensure the smooth functioning of the clinical area within the allocated budget. • Organises own day to day work or activities. • Plan and prioritise delegated urgent and less urgent care. • Manage delegated workload to ensure necessary team routines are not disrupted • To escort clients to appointments outside of their home environment • Ensure that care delivered maintains the dignity and privacy of the client at all times • Follow all Trust policies • Take part in surveys or audits as necessary in immediate workplace. • Maintain confidentiality of personal/ client data in line with the provisions of the Data Protection Act. • Liaise with other areas in the Trust where necessary. • Provide support to all team members to ensure the smooth running of the service. • To be computer literate. • Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards. • To comply with and promote the Trust's Equal Opportunities Policy and to avoid any behaviour which discriminates against your colleagues or potential employees and clients on the grounds of sex, sexual orientation, marital status, race, age, colour nationality, ethnic or national origins, religion or disability. • As an employee of the Trust you are expected to support the Trust's clinical governance framework for monitoring and improving standards of care. You must do this by taking part in activities for improving quality identifying and managing risks maintaining your continuous professional development • To refrain from smoking in any of the Trust's premises not designated as a smoking area. • To recognise that even small amounts of alcohol can impair work performance and affect one's ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours is not permitted.

	• The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying. • The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or intimidation based on individual differences. • Disciplinary action will be taken against any member of staff found to be transgressing the Harassment and Bullying Policy. • This job description is an outline only of the duties to be performed and will be reviewed and altered in light of the changing needs of the service.
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JOB DESCRIPTION AGREEMENT

This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties and base of work may change to meet the needs of the service or because of the introduction of new technology. This job description may be reviewed from time to time and changed, after consultation with the post holder.

E9 – JD/PS - Band 6 Community Mental Health Practitioner - Quadrants

JOB DESCRIPTION & PERSON SPECIFICATION

Post Title: Mental Health Practitioner - (Community Mental Health Nurse / Mental Health Social Worker/OT) – Quadrant Mental Health Teams

Grade: AFC Band 6

Hours: 37.5 hour week

Responsible to: Operational Lead

Accountable to: Service manager / Deputy Borough Director

Location: Community Mental Health Teams – City and Hackney

DBS Check required (level of disclosure): Enhanced

1. Purpose of the Job:

To be an active member of the multi-disciplinary team providing assessment, care and support to people with Mental Health problems within the quadrant mental health teams in City and Hackney.

To conduct comprehensive and high quality assessments – including risk assessments and Dialogue + plans.

Manage a caseload, acting as a case manager when required, setting up, implementing and reviewing individualised appropriate care and support plans.

To

To promote the needs of service users with mental health needs and to offer and provide training and education whenever possible.

To be part of a Duty Rota responding to emergencies and processing referrals.

To assist the Senior Practitioners and the Operational Lead in the management of the service and deputise in their absence.

2. Key relationships:

Service Users/Carers
Multidisciplinary Team

Inpatient services

G.P.'s and Primary Care
Voluntary sector
London Borough of Hackney
City of London
Crisis Pathway
General Medical Hospital services

3. Key responsibilities:

3.1 Communication and Relationship Skills:

To ensure that effective communication links and support structures are established with service users, relatives and informal care givers and others as necessary.

To act a lead facilitating effective communication between all agencies involved in the care of the service user.

To develop appropriate groups for carers and/or serviced users in the community as necessary and in consultation with the Multidisciplinary Team.

To effectively engage with Service Users, families and Carers and other Professionals.

3.2 Knowledge, Training and Experience:

Knowledge of current national legislation and local policy that impacts on mental health services for older adults.

Knowledge of current policy relating to the provision of Mental Health and Social care provision for older people.

To maintain a thorough working knowledge of all appropriate legislation.

To maintain up-to-date knowledge of policy and procedure relating to medication.

To maintain knowledge and skills in line with NMC guidelines / HCPC guidelines.

To maintain a thorough working knowledge of the Mental Capacity Act (2005) and the Care Act (2014)

3.3 Analytical and Judgemental Skills:

To ensure principles of Risk Assessment and Risk Management are implemented into care.

To conduct comprehensive mental health assessments with service users.

1.6 Planning and Organisational Skills:

To participate in the Duty Rota system as required and directed by the Senior Practitioner/ Team Manager and in accordance with Team protocols relating to duty.

2.6 Physical Skills:

To administer and/or monitor medication as prescribed in keeping with policies and NMC requirements (CMHN)

To monitor medication as prescribed (Social Worker/T)

To ensure that any physical health needs identified during assessment are fully assessed and addressed by the appropriate agency (CMHN & Social Worker)

3.6 Responsibility for Service User Care:

To act as a Care Co-ordinator responsible for managing a Caseload of service users in the community, and ensure the provision of high quality and evidence based Mental Health care.

To assess, plan, implement and review care in accordance with CPA and trust policies.

To develop and implement Health Promotion and prevention strategies relevant to the service user group.

To proactively engage in supervision and reflective practice sessions.

1.8 Responsibility for Policy/Service Development:

To contribute to and actively participate in the on going team building in the service.

To keep the Operational lead/Senior Practitioner / Clinical Lead Nurse informed of factors that affect or potentially may affect service delivery.

3.8 Responsibility for Financial & Physical Resources:

Work within set budgets.

Ensure trust targets are completed and met.

2.8 Responsibility for Human Resources:

To assist in providing a learning environment for students.

To act as an assessor/mentor to student nurses / social workers on placement.

To participate in the education and induction of new staff and trainees through the provision of shared experience, education sessions and case discussion, reflective practice, case reviews.

To participate in clinical and managerial supervision.

To provide supervision to junior colleagues.

To participate in peer support, practise education and reflective practice sessions, where relevant

3.10 Responsibility for Information Resources:

Provide information to help service users and carers make an informed choice about opportunities and services available to them and to assist people in obtaining required services, support and entitlements.

To provide support and professional advice to other services as appropriate.

To ensure accurate and clear records and documentation is maintained in accordance with local and national guidelines.

To act as a resource and support for other team members, health and social care professionals, voluntary workers and home care providers.

To produce clear, precise and timely reports.

1.16 Responsibility for Research & Development:

To maintain Quality Improvement that will engage the service user in line with ELFT's core values.

To be involved in research and developmental opportunities that support individual and team practice development and are in line with clinical audit principles.

2.16 Physical Effort:

To meet the health requirements of The Trust

3.16 Mental Effort:

Manage unpredictable situations as they arise and ensure resolution is effective and in line with relevant policy guidance.

4.16 Emotional Effort:

To respond in an appropriate manner to emotional distress that results from mental ill-health.

To attempt to de-escalate potentially dangerous situations and to be supportive to colleagues in promoting and maintaining a safe and healthy working environment.

To manage distressing and challenging situations in a sensitive and non-threatening way to reduce anxieties and promote effective resolutions.

To demonstrate appropriate emotional self regulation and maintain professional boundaries at all times.

5.16 Working Conditions:

Take an active role in ensuring working conditions are as pleasant as possible and any unpleasant conditions are reported appropriately.

Take appropriate action in line with Health and Safety regulations.

Take appropriate steps to reduce harm to self and others.

Be aware of local and trust lone working policy.

6.16 Freedom to Act:

Manage own workload in accordance with the NMC and relevant policy guidance.

4. Statement on Employment Policies

In addition to the requirement of all employees to co-operate in the implementation of Employment related Policies, your attention is draw to the following individual employee responsibilities:-	
Health and Safety	Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.
Equal Opportunities	ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The trust commits itself to promote equal opportunities and value diversity and will keep under review it's policies, procedures and practices to ensure that all employees, user's and providers of services are treated according to their needs. For Management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.
Confidentiality	As an employee of the Trust the post-holder may have access to confidential information. The postholder must safeguard at all times, the confidentiality

	of information relating to patients/clients and staff and under no circumstances should they disclose this information to an unauthorised person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection Act 1998, Caldicott requirements and the Trust's Information and IM&T Security Policy.
Clinical Governance	As an employee of the trust you are expected to support the Trust's clinical governance framework for monitoring and improving standards of care. You must do this by:- • taking part in activities for improving quality • identifying and managing risks • maintaining your continuous professional development
Professional Standards	To maintain standards as set by professional regulatory bodies as appropriate.
No Smoking	To refrain from smoking in any of the Trust's premises not designated as a smoking area.
Alcohol	To recognise that even small amounts of alcohol can impair work performance and affect ones ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours in not permitted.
Dealing With Harassment / Bullying In The Workplace	The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying. The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or intimidation based on individual differences. Disciplinary action will be taken against any member of staff found to be transgressing the Harassment and Bullying Policy.
Data Protection	To Maintain the confidentiality of all electronically stored personal data in line with the provision of the Data Protection Act.
Data Protection- Your Data	As part of your employment with East London Foundation Trust, we will need to maintain personal information relating to your work on your personal file. You have a right to request access to your personal file via the Human Resources department.
Safeguarding	All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people and adults and to safeguard

	and promote their welfare in accordance with current legislation, statutory guidance and trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.
Race Equality Scheme	The Trust is committed to providing high quality services which are open, equally accessible and culturally competent to all sections of the local communities. We wish to be pro diversity and anti discrimination, where everyone's diversity is valued and appreciated and this diversity is visible at all levels of the organisation. Race equality is an integral part of this agenda and our Race Equality Scheme aims to consolidate our existing work and meet our duties under the Race Relations (Amendment) Act. As part of your employment with us you will be required to undertake training to gain an understanding of what your role is in relation to "promoting race equality" and ensuring good relations between persons of different racial groups.
Service user and carer involvement	ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and care participation as part of their day to day work.
Conflict of interest	You are not precluded from accepting employment outside your position in the trust. However such other employment must not in any way hinder or conflict with the interests of your work for the trust and must be with the knowledge of your line manager.
Risk Management	Risk management involves the culture processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.
Personal and professional development/Investors in People	The Trust is accredited as an investor in people employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the trust's training programme as identified within you knowledge and skills appraisal/personal development plan.

Infection Control

Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trust's Infection and Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities: Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations.

Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy.

Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.

E10 – JD/PS - Band 7 Depot and Clozapine Lead Nurse

JOB DESCRIPTION

JOB TITLE:	Depot and Clozapine Clinic Lead Nurse
BAND:	7
DEPARTMENT:	Community Mental Health
DIRECTORATE:	City and Hackney
REPORTING TO:	Operational Lead
ACCOUNTABLE TO:	Deputy Borough Director

JOB SUMMARY

To manage the depot administration of a caseload of residents with complex mental health Needs, whilst monitoring mental state and risk, and escalating to the Neighbourhood Team/CMHT/ care co ordinator/duty/medical team if necessary

To oversee the safe running of the Clozapine Clinic and to ensure relevant policy and guidelines are followed in the testing of service users, and the administration and prescription of clozapine in collaboration with pharmacy and medical staff.

To manage and provide a dynamic, supportive service with emphasis on education and training, with a view to working collaboratively with service users and carers in the management of their medication.

To provide information and education to other professionals in the management of depot medication and clozapine

To provide a service which works in collaboration with other partners e.g. primary care

To liaise with pharmacy services, in patient and community teams, medical staff to ensure service user safety and follow-up.

To provide advice and support around the monitoring of physical health for people with an SMI under the community mental health teams.

KEY RESPONSIBILITIES

1.0 Clinical

- 1.1 To coordinate the depot administration of a caseload of residents with complex mental health needs, in conjunction with pharmacy and relevant Community Team.
- 1.2 To liaise with and advise primary care mental health services on concerns related to the treatment of their patients who also attend the Depot Clinic.
- 1.3 Administer depot medication, monitor for effects and side-effects, in accordance with NMC Standards and Trust policies
- 1.4 To support the team in ensuring that practice is conducted in accordance with statutory requirements, East London Foundation NHS Trust and NHS policy and guidance
- 1.5 To promote guidelines around safe usage of depot and clozapine. In addition, to lead on the provision of physical observation monitoring in line with current health promotion practices, offering advice and support to other community mental health teams. To work in collaboration with pharmacy colleagues on the development and update of policy surrounding depot and clozapine treatment.
- 1.6 Maximise the physical wellbeing of service users in depot and clozapine clinics by encouraging and assisting service users to have annual physical health check either within the service or via GP, and keeping record of uptake in this regard
- 1.7 To maintain accurate recording in the service users integrated health records.
- 1.8 To keep up to date with current policy and practice relating to community mental health services and medication prescribing/ administration for adults with mental health problems and to promote evidence based practice
- 1.9 To work closely with Community Teams, GP practices and consultants to plan and coordinate the transfer back to primary care for depot medication

2.0 Managerial

- 2.1 Working with the Chief Pharmacist and service manager to plan, develop and establish clinics for the monitoring and maintenance of service users taking depot and clozapine
- 2.2 To ensure the operation of an efficient and responsive referral system for all depot and clozapine clients
- 2.3 To work alongside the operational lead and all Community and Ward Mental Health staff to develop practice and joint working across the services.
- 2.4 To lead the implementation, monitoring and evaluation of nursing
- 2.5 To advise, support and disseminate information to wards and CMHT's.
- 2.6 To educate and support the clinical teams in local developments that promote service users concordance and involvement in their medication.
- 2.7 To line manage and provide necessary supervision, support, leadership and guidance to the nursing staff within the clinic, ensuring that all team members have a personal development plan and that training needs and recommendations are implemented
- 2.8 To participate in the recruitment and selection of nursing staff within the clinic, and to participate in this process for the recruitment of other disciplines. To maintain oversight of allocation of physical resources within the Depot Team and to highlight any identified needs to the operational lead
- 2.9 To be accountable for the efficient and effective use of the clinic budget.

3.0 Educational

- 3.1 Establish close collaboration with user groups and voluntary organisations.
- 3.4 To educate community teams and inpatient services in issues relating to depot and clozapine

3.5 To work closely with Trust wide staff in the support of service developments and improvements, as well as to gain peer support.

3.6 To ensure that all team members have a personal development plan and that training needs and recommendations are implemented

3.7 To maintain a current knowledge base of practice and research and national policy and guidance

3.8 To supervise the placement of pre- and post- registration students within the team, liaising with tutors and colleges as required

4.0 Professional

4.1 To maintain appropriate registration/qualification requirements and make evidence available as required.

4.2 To abide by professional code of conduct.

4.3 To inform management of any concerns regarding professional issues.

4.4 To promote mental health nursing as a profession.

4.5 The postholder will maintain client confidentiality at all times in accordance with Trust/Partnership policy.

4.6 To promote high standards around the prescribing, monitoring and maintenance for those service users receiving clozapine therapy; highlighting any areas of concern to senior managers and/or Chief Pharmacist.

4.7 To attend regular management and clinical supervision and provide this to staff within the Depot Team

5.0 Monitoring and Evaluation

5.1 To lead on the formation, development and evaluation of practice and policy guidelines relating to depot and clozapine

5.2 To participate in Trust wide and local multidisciplinary audit.

5.3 To participate in local audits as agreed with Chief Pharmacist.

6.0 **Appraisal**

The postholder will receive annual appraisals by their line manager.

7.0 **Health and Safety**

7.1 The postholder must not wilfully put him/herself or others at risk while at work. Safe working practices and safety precautions must be adhered to. Protective clothing and equipment must be used where provided. Staff to follow current COVID 19 protocols/guidelines

7.2 All accidents must be reported in line with Trust policies and health and safety guidelines.

8 **Equal Opportunities and Anti-Harassment**

8.1 The postholder will adhere to all unit and Trust policies relating to the provision of equal opportunity with regard to both service users, carers and staff.

8.2 The postholder will immediately report to the service manager any breach or suspected breach of both the equal opportunity and anti-harassment guidelines.

9 **Security**

The postholder has a responsibility to ensure the safety and security relating to the storage of medication and premises in line with the Trust's Medicines Policy.

10 **No Smoking Policy**

East London and The City Mental Health NHS Trust is committed to a policy which actively discourages smoking and offers support to staff who wish to stop smoking. In particular smoking is not allowed where meetings are held.

Statement on Employment Policies

In addition to the requirement of all employees to co-operate in the implementation of Employment related Policies, your attention is drawn to the following individual employee responsibilities:-

Health and Safety

Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.

Equal Opportunities

ELCMHT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to ensure that all employees, users and providers of its services are treated according to their needs.

No Smoking

To refrain from smoking in any of the organisations premises not designated as a smoking area.

Alcohol

To recognise that even small amounts of alcohol can impair work performance and affect ones ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours in not permitted.

Confidentiality

To safeguard at all times, the confidentiality of information relating to patients/clients and staff.

Data Protection Act

To maintain the confidentiality of all electronically stored personal data in line with the provision of the Data Protection Act.

To carry out as per Data Protection Act responsibilities with regard to the access and Health Records Act 1990.

Safeguarding children	To carry out responsibilities in such a way as to minimise risk of harm to children or young people and promote their welfare in accordance with the Children Act 2004 and Working Together to Safeguard Children, HM Government 2006.
Service User and Carer Involvement	ELCMHT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work.
Personal Development	Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews in line with the NHS Knowledge & Skills Framework.
1.	

JOB DESCRIPTION AGREEMENT

This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties and base of work may change to meet the needs of the service or because of the introduction of new technology. This job description may be reviewed from time to time and changed, after consultation with the postholder..

PERSON SPECIFICATION

JOB TITLE:	Depot and Clozapine Clinic Lead Nurse
BAND:	7
DEPARTMENT:	Community Mental Health
DIRECTORATE:	City and Hackney
REPORTING TO:	Senior Operational Lead
ACCOUNTABLE TO:	Deputy Borough Director

ATTRIBUTES	CRITERIA	ESSENTIAL/ DESIRABLE	SELECT ON METHOD (S/I/T)
Education/ Qualification/ Training	• RN (MH) • Current professional registration • ENB 998, Mentorship or equivalent. • Evidence of continual professional development • RN (Adult) <i>desirable</i>	• E - E - E - E	• S
Experience	Previous experience of working at a senior level Previous experience of working in a depot clinic Experience of working in a multi-professional community mental health team. Previous experience of working with service users with severe and enduring mental health issues Experience of partnership working with other agencies	• E • E • E E E D E	• S/I

	Experience of developing services and the change process Experience of developing and delivering training Experience of working in a multi-cultural environment and of ensuring that nursing practice is culturally sensitive. Experience of supervising staff. Extensive and demonstrable experience of assessing, planning, implementing and evaluating programmes of care. Experience of working with service users who are difficult to engage •	E E E	
Knowledge and Skills	Knowledge of treatment options for service users with severe and enduring mental health issues including an in-depth understanding of antipsychotic medication, their interactions and adverse effects. A clear understanding of current legislation and policy pertaining to the provision of mental health services in all settings. including the Mental Health Act , Mental Capacity Act 2005, Care Act 2014, Human Rights Act 1998 1. Knowledge, expertise and practical experience of a full range of therapeutic nursing skills and approaches relevant to this client group. 2. Demonstrate a thorough knowledge and understanding and practical experience	• E E E E E E	•

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	Ability to provide structured and focused supervision and consultation.	Essential	Application / Interview		
	Ability to manage the performance of any staff supervised to ensure that local and national standards are met and where necessary address any deficiencies	Essential	Application / Interview		
	Ability to organise own workload to work effectively under pressure and demonstrate good liaison and recording skills	Essential	Application / Interview		
	Ability to negotiate and influence.	Essential	Application / Interview		
	Developed problem solving and conflict resolution skills.	Essential	Application / Interview		
	Ability to make balanced judgements and decisions.	Essential	Application / Interview		
	Ability to work collaboratively and respectfully with colleagues from a range of different professional backgrounds, across organisational boundaries.	Essential	Application / Interview		
	Excellent communication skills, including written, electronic and verbal.	Essential	Application / Interview		
		Essential	Application / Interview		

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S: Shortlisting I: Interview T: Test

E11 – JD/PS - 8a Operational Lead – Quadrants

JOB DESCRIPTION

JOB TITLE:	Operational Lead – Community Mental Health Team Quadrant
BAND:	8a
DEPARTMENT:	Adult Mental Health
DIRECTORATE:	City and Hackney
REPORTING TO:	Service Manager
ACCOUNTABLE TO:	Borough Director

JOB SUMMARY
East London NHS Foundation Trust provides a comprehensive mental health service to a diverse range of cultures and ethnic groups covering the City of London, Hackney, Newham Tower Hamlets, Luton and Bedfordshire. Our aim is to provide the very highest standards of care based on strong partnerships with local authorities, primary care, acute trusts and the voluntary sector.. Our newly developed Community Mental Health Teams are divided into four, integrated quadrants and provide high quality assessment and treatment of people with mental health problems, in conjunction with service users, carers, local GPs ,social care colleagues and voluntary organisations. The Operational Lead will oversee the implementation and delivery of the service to enhance and increase multidisciplinary working. The key relationships are with local GPs who actively participate in the implementation and evaluation of the service users' care plans, social care colleagues, service users and carers The Operational Lead will provide operational leadership to the Team and have continuing responsibility for the development and delivery of a consistent, high quality service, in conjunction with the Senior Operational Lead, Service Manager and Deputy Borough Director and the multidisciplinary team. The post holder will be required to provide clinical supervision to senior staff within the team. The Operational Lead will also function as a clinical expert to the team and to partner agencies, exercising a high degree of personal and professional autonomy, making critical judgments and decisions to meet the expectations and demands of this expert role. ELFT provides an integrated care model based around primary care networks taking a population health approach, therefore the post will also entail a level of service development and review.

People with severe mental illness will be supported by our Community Teams working hand in hand with the primary care network (PCN) teams.

In City and Hackney there are 8 primary care networks, each covering one of the City and Hackney neighbourhood areas. They consist of social prescribers, paramedics, community pharmacists, psychotherapists and physician associates along with GPs, practice nurses and other primary care staff.

The postholder will be responsible for the operational management and oversight of one integrated quadrant team. This will include administrative and psychology staff, who will receive clinical supervision from their respective professions.

KEY RESPONSIBILITIES

a) Operational Management

1. To manage the team budget and ensure that all budgetary targets are achieved and Trust financial systems and standing financial instructions are observed.
2. To manage within available resources, ensuing services are provided in an economic, efficient and effective way ensuring value for money.
3. To ensure that all contract and performance targets are met and to lead in the setting, implementation and monitoring of local targets.
4. To negotiate the provision of services at the most cost effective rate and ensure they meet service principles, objectives and specifications; to make imaginative use of community resources and stimulate the development of local services.
5. To lead the development, maintenance and monitoring of service standards, in relation to adult community mental health.
6. To use technology and systems effectively in the analysis of performance data and to monitor the delivery of services within budgetary limits.
7. To ensure the effective management of data services within the team, adhering to Trust information requirements and protocols.
8. To ensure the effective management of all administrative services, including the provision of administrative support, order and supply of equipment, buildings management etc
9. To ensure that all Trust Policies and Procedures such as incident reporting, clinical risk management, complaints etc are adhered to, that staff are familiar with their operation and that changes in practice follow from recommendations made.

10. To contribute to the formulation of policies and procedures, as required.
11. To contribute to changes in service delivery, in accordance with evidence based standards/guidelines within the Trust and Nationally.
12. To facilitate the development of quality initiatives and contribute to business plans.
13. To assist in communicating the strategic objectives and current governance agenda to the team.
14. To lead processes for the identification, implementation and evaluation of service.
15. To represent the team in Trust and partnership forums.
16. To develop service leaflets/literature for service users, partners etc and ensure the regular updating of these documents.
17. To follow the ELFT Lone Working Policy ensuring that home visiting, and any autonomous activity is effectively reported and logged.
18. To coordinate risk management plans relating to safeguarding adults and children and maintain an accurate record of risk, actions taken and investigations.
19. To ensure advanced communication with service users, relatives and carers, visitors, staff and others.
20. To ensure that all communication takes place in a manner that is consistent with legislation, policies and procedures and to develop measures to improve communications where barriers exist

b) Clinical

1. To utilise expert clinical skills to provide assessment, planning, implementation and evaluation of care for a specific group of service users.
2. To demonstrate advanced competence in highly complex decision making, assessment, clinical interventions and the management of clinical needs within adult community mental health care.
3. To design individually tailored packages of care to meet assessed needs; taking into account the views of users and carers and agreeing any areas of risk with them.

4. To demonstrate specialist advanced knowledge and skills and provide clinical guidance to members of the multidisciplinary team.
5. To work in partnership with service users, carers and other agencies to ensure effectiveness of outcomes. To identify and provide advanced intervention and emotional support for service users and to respond appropriately to change in service users' health.
6. To encourage the participation of users and carers and ensure that their views are taken fully into account; and to relate those needs to agency policies and ensure that the process is carried out in accordance with published standards.
7. To critically appraise, evaluate and apply knowledge of theoretical frameworks, evidence and research findings within the specialist area of practice.
8. To act in a manner to ensure that customs, individuality, values, sexuality and spiritual beliefs, are actively respected and that service users are supported to fulfil these.
9. To create, develop and maintain professional supportive relationships with the multidisciplinary team, other professionals and agencies to enhance recovery.
10. To undertake duties and responsibilities as defined within CPA/care management policies and to ensure that all multidisciplinary staff are adhering to these policies.
11. To work in partnership with others to identify and assess the nature, location and seriousness of the particular risks and to advise on appropriate action.
12. To recognise potential crisis situations and act responsively and responsibly, to resolve the situation.
13. To be aware of the potential for vulnerability and abuse amongst the service users/families and use the local policy to inform appropriate personnel in line with POVA and Child Protection and ELFT Policies.
14. To work with other members of the multi-agency team to plan, monitor and review the effectiveness of the risk management plan.
15. To be responsible for the recording of all contacts with service users in case notes in line with ELFT record keeping policy.
16. To ensure that consent to intervention or assessment is sought in a manner that is meaningful to the service user.

17. To communicate with people in a manner that is consistent with their level of understanding, culture and background

c) Staff Management

1. To provide clinical leadership, proactive management and support to ensure that all staff are managed consistently and appropriately, within the framework of Trust policies and procedures and professional codes of conduct.
2. To manage the team's staffing levels within budgetary limits.
3. To provide formal clinical supervision to a number of multidisciplinary team staff, ensuring that the Trust's supervision, appraisal and performance development processes are adhered to.
4. To ensure that all staff are provided with management supervision, ensuring that appropriate action is taken to maintain standards and develop quality within a clinical governance framework.
5. To ensure that each employee's performance is appraised and developed, in line with organisational objectives and contribute to the development of the service's performance development agenda.
6. To utilise a range of employee relations skills including recruitment and selection, performance management, sickness management etc, to ensure that a high quality and consistent service is provided at all times.
7. To participate in the recruitment and selection of staff.
8. To ensure attendance of all staff at Trust mandatory training.
9. To be responsible for the orientation and induction of all staff new to the service.
10. To motivate and support staff through periods of change or service development and to act as a change agent.
11. To promote the use of reflective practice to enhance the development of others.
12. To support staff through the analysis of critical incidents.

e) Professional/Personal Development

1. To maintain knowledge of relevant developments and current practice and to ensure that own clinical practice reflects current professional guidance and standards.

2. To participate in formal clinical supervision and appraisal.
3. To be aware and act in accordance with the Trust Policies and Guidelines.
4. To be an active member of professional bodies and participate in local and National forums establishing networking and evidence based practice.
5. To identify development needs and set own personal development objectives in discussion with supervisor.
6. To work towards achieving competencies outlined within role and the collection of evidence within personal portfolio.

f) Educational

1. To provide input into continuing education programmes, including highly specialised training and support for post graduation teaching programmes and primary care teams.
2. To develop and deliver training in relation to own expertise.
3. To act as a mentor/preceptor/coach as appropriate to members of the multidisciplinary team who require support, teaching or guidance.
4. To identify individual personal training / educational requirements and attend relevant training sessions including all mandatory sessions, taking responsibility for own professional development.
5. To create a working environment which is conducive to facilitating learning and provision of education to meet the needs of staff.

g) Research & Audit

1. To initiate, lead and contribute towards research and audit.
2. To promote and disseminate to appropriate members of the team, research findings from local, regional, national and international sources.
3. To attend and participate in clinical audit meetings. Seek out new knowledge by reading, enquiring and partaking of continuous education. Evaluate information gained and make appropriate judgments regarding its appropriateness for integration to practice.
4. To investigate clinical issues to improve quality standards.
5. To demonstrate commitment and understanding of continuous quality improvement.

6. To participate/lead in research opportunities and clinical trails.
 7. To contribute to working groups that impact on the work on the community team e.g. people participation, community care forum, equality and diversity groups etc.
 8. To be pro-active in risk management and clinical incident reporting.
- 1.

JOB DESCRIPTION AGREEMENT
This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties and base of work may change to meet the needs of the service or because of the introduction of new technology. This job description may be reviewed from time to time and changed, after consultation with the postholder..

<u>Statement on Employment Policies</u>	
In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities:-	
Health and Safety	Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.
Equal Opportunities	ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its

	policies, procedures and practices to ensure that all employees, users and providers of its services are treated according to their needs. For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.
Dealing With Harassment/ Bullying In The Workplace	The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying. The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or intimidation based on individual differences. Disciplinary action will be taken against any member of staff found to be transgressing the Dignity at Work Policy.
No Smoking	To refrain from smoking in any of the organisations premises not designated as a smoking area. 'East London Foundation Trust is a Smokefree Trust – this means that staff must be smokefree when on duty or otherwise in uniform, wearing a badge or identifiable as ELFT staff or undertaking trust business.'
Alcohol	To recognise that even small amounts of alcohol can impair work performance and affect ones ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours in not permitted.
Confidentiality	As an employee of the Trust the post-holder may have access to confidential information. The postholder must safeguard at all times, the confidentiality of information relating to patients/clients and staff and under no circumstances should they disclose this information to an unauthorised person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection Act 1998, Caldicott requirements and the Trust's Information and IM&T Security Policy. To safeguard at all times, the confidentiality of information relating to patients/clients and staff.
General Data Protection Regulation (GDPR)	To maintain the confidentiality of all personal data processed by the organisation in line with the provisions of the GDPR. As part of your employment with East London Foundation Trust, we will need to maintain your personal information in relation to work on your personal file. You have a right to request access to your personal file via the People & Culture Department.
Safeguarding	All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people and adults and to safeguard and promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures.

	Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.
Service User and Carer Involvement	ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work.
Personal Development	Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews.
Quality Improvement	The Trust encourages staff at all levels to engage in the Trust's approach to quality through quality improvement projects and quality assurance.
Professional Standards	To maintain standards as set by professional regulatory bodies as appropriate.
Conflict of Interests	You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.
Risk Management	Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.
Personal and Professional Development/Investors in People	The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan.
Infection Control	Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities: Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations. Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy. Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.

JOB TITLE:	Operational Lead – Community Mental Health Team Quadrant
BAND:	8a
DEPARTMENT:	Adult Mental Health
DIRECTORATE:	City and Hackney
REPORTING TO:	Service Manager
ACCOUNTABLE TO:	Borough Director

ATTRIBUTES	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTION METHOD (S/I/T)
Education/ Qualification/ Training	•	•	•
Experience	•	•	•
Knowledge and Skills	•	•	•
Other	•	•	•

S: Shortlisting I: Interview T: Test

E12 – Band 7 Senior Practitioner – Front Door

JOB DESCRIPTION

JOB TITLE:	Senior Practitioner – Front Door
BAND:	7
DEPARTMENT:	City and Hackney Community and Crisis Services
DIRECTORATE:	City and Hackney
REPORTING TO:	Crisis Pathway Lead
ACCOUNTABLE TO:	Deputy Borough Director

JOB SUMMARY

The post holder will be a senior member of staff working in a leadership role providing supporting advice to staff working within the Front Door as well as performing and leading on the Triage function for referral into the service.

The new Front Door team will provide urgent and non-urgent assessments for referrals to City and Hackney Adult Community Services. The service will operate seven days a week providing Crisis Assessments both in the community and at the team base. Non-urgent assessments will be seen Monday –Friday.

The service will offer, as now, urgent assessments 7 days a week between 8am and 10pm and non-urgent assessments Mon-Fri 9am-5pm. It is anticipated the will extend assessment times beyond 5pm in due course. The Front Door Team will be a full MDT with nurses, health social workers, non-medical prescribers and medical input. The referrals and assessments will be overseen by the Front Door team. The multi-disciplinary nature of the team means that assessments can happen by that team without the need for further onward referral, for example, to a specific psychological service with a different referral pathway. Senior clinicians will work in the front door to ensure optimum decision making and planning. It is envisaged that the some of the staff will work exclusively in the Front Door whilst others will rotate from the Quadrant Teams to ensure that Neighbourhood level local knowledge remains. First appointments with a Consultant will be seen in the relevant Neighbourhood to ensure the links with Primary Care remain robust.

The role will encompass clinical management, research, evidence-based service development, audit and supervision of junior staff as well as deputising for the Team Manager in their absence.

Hours may be flexible covering 24 hours a day, 7 days a week.

The post holder will be expected to be self-motivating and autonomous with the ability to demonstrate accurate formulations of mental state, risk and need for people over the age of 16 years taking into account medical and social factors and referring on to other disciplines in the team or other agencies as appropriate within the given timeframes for the service.

The post holder will always be expected to maintain the highest degree of customer service and will work in collaboration with the teams and organisations that encounter the service.

KEY RESPONSIBILITIES

In conjunction with Operational and Clinical Leads, the post holder will:

- Maintain clinical direction and leadership, coordinating a team of clinical staff for the continuous and consistent provision of high-quality mental health care to people with mental health crisis.
- Carry continuing responsibility for the assessment of care needs, the development, implementation and evaluation of care programs.
- Demonstrate within the team, clinical leadership and knowledge of a range of therapeutic interventions available to reduce distress for individuals experiencing an acute mental health crisis.
- Lead the team in a way that supports the development of a culture of continuous improvement and learning.

- Ensure the voice of service users and carers are captured and listened to.
- Ensuring there is a framework for the ongoing clinical supervision and caseload management within the team, and for monitoring standards of clinical practice.
- Facilitate regular time and space for team reflection.
- Ability to receive and share complex information with service users, carers and staff using a range of communication skills when assessing and supporting service users.

MAIN DUTIES AND RESPONSIBILITIES

Patient Care	• To carry out the initial assessments of a person in a mental health crisis who meets the criteria for mental health crisis response. • To effectively triage service users and to offer and perform urgent and non-urgent assessments according to the level of risk and need. • To effectively gather information from service users and referrers to inform decision making around eligibility and care-planning • To evaluate effectiveness whilst working within the framework of Risk Assessment. • To report all relevant information to the referring agent and keep them informed of the service users progress. • To assess, plan, set goals with the service user, carers and families; implement and evaluate care using psycho-social interventions and skills to meet individual needs. • To actively support the person in crisis in self-management of their symptoms through the formation of their care plans. • To act as crisis coordinator for service users and undertake referrals to other services. • To respond to emergency referrals within a timely fashion and to agreed protocols and targets. • To develop and implement appropriate Health Promotion strategies including the Recovery College appropriate to the client group. • To refer for carers' assessments and provide information and support to carer's as appropriate.
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	- To be responsible for accurate record keeping in line with Trust and NMC policy and procedures. - Physical effort required there may be some walking, sitting, standing and driving depending on need.
Administration	post holder will – - Act as a role model in the practice area, encouraging staff in teaching and supervision to sustain a supportive learning environment. - Be responsible for the assessment, development, implementation and evaluation of programs of care for patients, incorporating risk assessment, to ensure safe and acceptable standards of care. - Ensure effective working relationships and the regular review of working practices within the multidisciplinary team, other professionals and all the relevant agencies the team works in collaboration with. - Ensure compliance with the requirements Safeguarding Adults and Children's policies. To ensure that staff have the required knowledge and skills to work within these procedures to support the safety of vulnerable adults and children. - Recognize the role of advocacy, promote concept of autonomy and self-empowerment and ensure members of the team comply with this. - Ensure the team maintains the collection of PROM, PREM data to obtain feedback on service delivery. - Have an understanding of the crisis pathways's KPI and ensure team compliance with Trust CQUINs - Ensure that full staff compliance with mandatory training is maintained. - Support all crisis pathway staff to develop their full potential through supervision, appraisals and performance management. - To participate in shift co-ordination, organising the work of the whole team as required and directed by the Operational Lead or Senior Mental Health Practitioners and in accordance with Team protocols. - To participate in a 24 hour, 7 day a week service as required by the service.

	• To respond to emergency referrals within agreed local protocols and timeframes. • To ensure that a safe and effective crisis assessment service is delivered to any referred cases. • Provide information to help the person in crisis or the service user to make an informed choice about opportunities and services available to them and to assist them with their mental health problems in obtaining required services, support and entitlements. • To submit statistical data promptly as required by the Trust and local protocols. • To ensure accurate and clear records and documentation are maintained in accordance with local and national guidelines. • To act as a resource and support for other team members, health and social work professionals, voluntary workers and home care providers. • To produce clear, precise and timely reports using the Trust IT systems.
Human Resources	• Ensure the effective management and development of the service. • Be responsible for the workload management within the team, monitoring individual work via recognized structure and framework. • Receive regular clinical supervision on professional practice from the operational lead. • Contribute to the planning and facilitation for the induction of new staff in the progressing of educational programs for all staff and to evaluate and identify individual staff members' educational needs insuring professional updating and development as appropriate. • Assist in providing a clinical learning environment for all learners and junior colleagues. • To act as assessor/mentor to student nurses on placement in the team. • To participate in clinical and managerial appraisal and supervision.
Performance and Quality	• Jointly monitor standards of clinical practice within the team and make changes when necessary.

	• Contribute to the development of the service by participating in the evaluation of clinical audit. • Participate in audit and research to enhance the service development. Oversee the collection of the quarterly audit data as per Trust requirements. • Participate in and actively encourage the promotion of mental health education, by undertaking participating in seminars, lectures and workshops in other agencies. • To maintain continuing professional development, engage in yearly appraisals and maintain personal CPD portfolio. • Utilize knowledge of the principles and practice research to create an environment where research awareness and an analytical approach to client care in the mental health Issues are valued by all staff. • To be responsible for monitoring and recording and reporting on clinical work and communicating complex clinical information to a variety of recipients e.g. service users, families and carers, other professionals orally and in writing. • Utilizes the quality improvement approach to think systemically about complex problems develop potential change ideas and test these in practice using the Trust's QI framework • Engage in and make time for quality improvement. • Develop the appropriate level of skills in quality improvement • Resolve local issues on a daily basis using the tools and method of quality improvement without staff having to seek permission. • Has an awareness and understanding of quality improvement, and shares learning and successes from quality improvement work.
Financial and Physical Resources	• Follow Trust Procedure on handling patient money and valuables • To meet the health requirements of the Trust and undertake relevant training for one's own safety

JOB DESCRIPTION AGREEMENT

This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties and base of work may change to meet the needs of the service or because of the introduction of new technology. This job description may be reviewed from time to time and changed, after consultation with the post holder.

<u>Statement on Employment Policies</u>	
In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities:-	
Health and Safety	Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.
Equal Opportunities	ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to ensure that all employees, users and providers of its services are treated according to their needs. For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.
Dealing With Harassment/ Bullying In The Workplace	The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying. The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or intimidation based on individual differences. Disciplinary action will be taken against any member of staff found to be transgressing the Dignity at Work Policy.
No Smoking	To refrain from smoking in any of the organisations premises not designated as a smoking area. 'East London Foundation Trust is a Smokefree Trust – this means that staff must be smokefree when on

	duty or otherwise in uniform, wearing a badge or identifiable as ELFT staff or undertaking trust business.'
Alcohol	To recognise that even small amounts of alcohol can impair work performance and affect ones ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours in not permitted.
Confidentiality	As an employee of the Trust the post-holder may have access to confidential information. The postholder must safeguard at all times, the confidentiality of information relating to patients/clients and staff and under no circumstances should they disclose this information to an unauthorised person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection Act 1998, Caldicott requirements and the Trust's Information and IM&T Security Policy. To safeguard at all times, the confidentiality of information relating to patients/clients and staff.
General Data Protection Regulation (GDPR)	To maintain the confidentiality of all personal data processed by the organisation in line with the provisions of the GDPR. As part of your employment with East London Foundation Trust, we will need to maintain your personal information in relation to work on your personal file. You have a right to request access to your personal file via the People & Culture Department.
Safeguarding	All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people and adults and to safeguard and promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.
Service User and Carer Involvement	ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work.
Personal Development	Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews.
Quality Improvement	The Trust encourages staff at all levels to engage in the Trust's approach to quality through quality improvement projects and quality assurance.
Professional Standards	To maintain standards as set by professional regulatory bodies as appropriate.
Conflict of Interests	You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.
Risk Management	Risk Management involves the culture, processes and structures that are directed towards the effective management of potential

	opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.
Personal and Professional Development/Investors in People	The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan.
Infection Control	Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities: Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations. Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy. Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.

PERSON SPECIFICATION

JOB TITLE:	Senior Practitioner – Front Door
BAND:	7
DEPARTMENT:	City and Hackney Community and Crisis Services
DIRECTORATE:	City and Hackney
REPORTING TO:	Operational Lead
ACCOUNTABLE TO:	Deputy Borough Director

ATTRIBUTES	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTON METHOD (S/I/T)
Education/ Qualification/ Training	- Registered Nurse Part 3 and 13 (NMC)	Essential	Application
	- Professional knowledge acquired through a degree supplemented by postgraduate specialist training.	Essential	Application
	- A specialist training to Master's degree level or equivalent experience.	Essential	Application

	- Evidence of continual professional development. - ENB 998/ Mentorship or equivalent. - Non-medical prescriber	Essential Essential Desirable	Application Application Application
Experience	- Substantial post qualification experience in the field of mental health crisis - Previous experience at working autonomously - Experience of working in a multidisciplinary mental health team at a senior level – B6 and above - Experience of working in a multi-cultural environment and of ensuring that nursing practice is culturally sensitive - Extensive and demonstrable experience of assessing, planning, implementing and evaluating programmes of care - Essential and demonstrable experience of writing concise and clear clinical reports - Experience of contributing to the development of new services preferably in mental health	Essential Essential Essential Essential Essential Essential Essential	Application Application Application Application Application Application/ interview

	- Experience of teaching and assessing in specialist mental health adult and/or older adult settings		
Knowledge and Skills	- Ability to manage and lead members of the multi- disciplinary team to ensure staff are supported and developed in a rapidly changing environment	Essential	Interview
	- Demonstrate well developed and confident professional nursing skills	Essential	Interview
	- Ability to provide structured and focused supervision and consultation	Essential	Interview
	- Ability to manage the performance of staff supervised to ensure that local and national standards are met and where necessary address any deficiencies	Essential	Interview
	- Ability to communicate effectively and sensitively both orally and in writing to service users, colleagues, statutory and voluntary agencies in an exceptional manner about a range of complex issues	Essential	Interview/Application
	- Developed problem solving and conflict resolution skills		
	- Ability to organise own workload, to work effectively under pressure and demonstrate exceptional liaison and recording skills.	Essential	
	- Ability to deputise for the Team Manager and represent the team at multi-agency meetings and to chair such meetings as appropriate	Essential	
	- Ability to undertake service-related research and audit	Essential	
	- Demonstrate excellent interpersonal skills		
	- Demonstrate excellent problem solving and conflict resolution skills	Essential	

	- Demonstrate an ability to make balanced clinical judgments and decisions - Demonstrate excellent communication - Demonstrate an ability to work collaboratively and respectfully with colleagues from a range of different professional backgrounds and across professional and organisational boundaries	Essential Essential Essential Essential Essential	
Other	- Demonstrate a genuine commitment to mental health practice for people in mental health crisis - Demonstrate a genuine commitment to providing person centred/individualised care - Demonstrate a high level of self-awareness	Essential Essential Essential	Interview/Application Interview/ Application Interview

S: Shortlisting I: Interview T: Test

E13 : Band 6 Business Support System, Process and Performance Lead

JOB DESCRIPTION

JOB TITLE:	Business Support System/Process and Performance Lead
BAND:	Band 6

DEPARTMENT:	City and Hackney Community Mental Health Services
DIRECTORATE:	City and Hackney
REPORTING TO:	Operational Lead
ACCOUNTABLE TO:	Deputy Borough Director

JOB SUMMARY

Collaborate with Operational Leads to deliver high-quality services to service users.

Oversee the systems, processes, and performance of the City and Hackney community teams.

Support the professional development of all administrative staff within the service.

Ensure that administrative processes run efficiently and effectively across all community service areas.

KEY RESPONSIBILITIES

- Collaborate closely with the Operational Lead and clinical staff to ensure effective and timely service delivery within the Front Door.
- Manage and monitor service performance objectives and targets by developing, implementing, and continuously refining robust in-house systems to ensure accurate data capture and record keeping. Utilise data quality reports to drive ongoing improvements.
- Ensure the RiO system is used effectively to support the Front Door function, maintaining system capacity to offer appointments within agreed timescales across the entire service.
- Ensure comprehensive data capture upon service entry, including demographics, Patient Reported Experience Measures (PREMs), and family contacts.
- Line manage and support Business Support Administrators within the team, providing oversight of team performance regarding waiting times, key performance indicators, appointment bookings, and outcomes.
- Develop accurate and insightful reporting systems; analyse data and collaborate with the Operational Lead to devise and implement strategies to meet performance targets.
- Supervise junior administrative staff and maintain strong links with administrators in the local quadrants to facilitate a seamless booking process for appointments routed to those areas.
- Lead the development and oversight of complex referral and appointment systems, ensuring effective management of both urgent and non-urgent cases.
- Establish and maintain robust communication mechanisms to keep referrers

informed about the outcomes of referrals, whether accepted or not

MAIN DUTIES AND RESPONSIBILITIES	
Patient Care	Ensure that any service users and visitors are treated professionally with respect and care, encouraging the use of friends and family test and continuous improvement of front of house services.
Administration	- Draft administrative standard operating procedures for the services. - Support service managers in responding flexibly to emerging needs by proposing new ways of working and temporary staff moves to maintain core services. - Ensure all staff understand and comply with the Data Protection Act and Health Record Keeping policy, assisting in interpretation and seeking advice when necessary. - Maintain confidentiality and professionalism in personal duties and line management responsibilities. - Ensure timely sending of correspondence such as clinic letters, reviewing processes to meet agreed timescales. - Collaborate with Operational Lead and Crisis Pathway Lead to plan and organise team workloads, meetings, away days, and prioritise workflow to support effective team functioning. - Assist senior managers in formulating service plans that reflect service area needs. - Project management of key service developments as required. - Implement and maintain a 'Records Management Protocol' in consultation with senior managers, ensuring compliance with Trust and partner agency standards. - Produce rotas to support team processes as appropriate. - In the absence of the designated manager, ensure calls and queries are redirected promptly to the appropriate person. - Act as a key member of project teams for new IT systems linked to service development. - Serve as a 'Champion User' supporting end users of the Rio database and other service databases. - Manage and maintain the Rio system, ensuring timely facilitation for relevant staff to meet service targets. - Coordinate IM&T training for all staff, providing help and support for computer system users. - Ensure IT systems are managed effectively according to team needs. - Champion and lead the collection of performance data, securing both management and clinical engagement.

Management	• Line management of Business Support Administrators within the team. • Act as a visible role model for all administrative staff in the service pathway, leading through influence. • Participate in the leadership of the service through service management business meetings.
Human Resources	• To assist in induction of new staff in the service especially around data systems and local procedures. • Assist ward or team managers in recruitment / selection and training of administrative staff as required • Deliver professional group supervision sessions to administrative staff in the service.
Performance and Quality	• Take a lead role in improving data quality within the service, ensuring adherence to all relevant policies and procedures. • Ensure local performance management frameworks and systems are in place, providing accurate service information as required by the Trust and external/partner agencies. • Proactively monitor departmental trends, producing regular statistical reports and analyses to meet Trust guidelines; identify blockages or concerns in line with national targets and Trust objectives, working closely with senior managers, the Head of Business Support, and the Directorate Performance Manager. • Produce high-level performance reports for presentation to the Directorate Management Team (DMT), identifying areas requiring improvement. • Take action on areas for improvement in conjunction with the Operational Lead, Head of Business Support, and Directorate Performance Manager. • Respond to and resolve complaints (verbal and written) according to departmental and Trust guidelines; lead reporting and review of incidents and complaints related to administrative/secretarial issues, ensuring timely follow-up action. • Ensure the quality and effectiveness of all relevant service area procedures and processes; monitor audit allocation and completion to maintain and improve standards in line with service developments. • Collaborate with senior staff to conduct audits and patient satisfaction surveys as appropriate.
Financial and Physical Resources	• To lead on invoicing of administrative activity and other service area expenditure, ensuring procedures and standing financial instructions are adhered to within agreed deadlines. • Responsible for budget monitoring administration expenditure, reporting vacancies to the Operational Lead and proactively supporting savings targets, making

	appropriate recommendations. • To be the identified liaison point with the Trust Finance department in conjunction with line management. • To proactively monitor available funding for the Business Support team, identifying funding requirements for recruitment and staff training to the Operational Lead . • To support other senior staff in the service area in the use of Oracle and budget monitoring sheets.
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JOB DESCRIPTION AGREEMENT

This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties and base of work may change to meet the needs of the service or because of the introduction of new technology. This job description may be reviewed from time to time and changed, after consultation with the postholder..

<u>Statement on Employment Policies</u>	
In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities:-	
Health and Safety	Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.
Equal Opportunities	ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to ensure that all employees, users and providers of its services are treated according to their needs. For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.
Dealing With Harassment/ Bullying In The Workplace	The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying. The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or intimidation based on individual differences.

	Disciplinary action will be taken against any member of staff found to be transgressing the Dignity at Work Policy.
No Smoking	To refrain from smoking in any of the organisations premises not designated as a smoking area. 'East London Foundation Trust is a Smokefree Trust – this means that staff must be smokefree when on duty or otherwise in uniform, wearing a badge or identifiable as ELFT staff or undertaking trust business.'
Alcohol	To recognise that even small amounts of alcohol can impair work performance and affect ones ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours in not permitted.
Confidentiality	As an employee of the Trust the post-holder may have access to confidential information. The postholder must safeguard at all times, the confidentiality of information relating to patients/clients and staff and under no circumstances should they disclose this information to an unauthorised person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection Act 1998, Caldicott requirements and the Trust's Information and IM&T Security Policy. To safeguard at all times, the confidentiality of information relating to patients/clients and staff.
General Data Protection Regulation (GDPR)	To maintain the confidentiality of all personal data processed by the organisation in line with the provisions of the GDPR. As part of your employment with East London Foundation Trust, we will need to maintain your personal information in relation to work on your personal file. You have a right to request access to your personal file via the People & Culture Department.
Safeguarding	All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people and adults and to safeguard and promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.
Service User and Carer Involvement	ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees

	are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work.
Personal Development	Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews.
Quality Improvement	The Trust encourages staff at all levels to engage in the Trust's approach to quality through quality improvement projects and quality assurance.
Professional Standards	To maintain standards as set by professional regulatory bodies as appropriate.
Conflict of Interests	You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.
Risk Management	Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.
Personal and Professional Development/Investors in People	The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan.
Infection Control	Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities: Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations.

	Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy. Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.
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PERSON SPECIFICATION

JOB TITLE:	Business Support System/Process and Performance Lead
BAND:	Band 6
DEPARTMENT:	City and Hackney Community Mental Health Services
DIRECTORATE:	City and Hackney
REPORTING TO:	Operational Lead
ACCOUNTABLE TO:	Deputy Borough Director

ATTRIBUTE S	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTION METHOD (S/I/T)
Education/ Qualification/ Training	Educated to degree level or equivalent experience	E	S
	Experience of working in busy administrative positions.	E	S

Experience	Experience of delivering high quality services to deadlines.	• E	• S/I
	Experience of using of the Microsoft Office Package including Word, Excel and Teams to a high standard.	• E	• S/I
	Experience of delivering training and coaching to others.	• E	• I
	Experience of working with and producing data reports (Using both clinical system and Power BI or equivalent) .	• E	• I
	Experience of leading through influence rather than line management/ authority.	• E	• I
	Experience of reviewing and improving administrative processes.	• E	• S/I
	Experience of successfully negotiating service level agreements within a busy team.	• E	• S/I
	Experience of using business intelligence to deliver improvements to a service.	• E	• S/I
	Experience of successfully managing change in teams	• E	• S/I
	Experience of using complex systems to a high standard and of explaining these systems to other people.	• E	• I
	Experience of working with service users to improve services.	• E	• S/I
	Experience of successfully deploying new technology in a MDT.	• D	• I
	Experience of human resource processes such as supervision or recruitment.	• D	• I
Knowledge and Skills	Excellent communication & interpersonal skills within multidisciplinary team.	• E	• I
	Negotiation skills.	• E	• I
	Customer services skills.	• E	• I
	Ability to analyse data to understand performance problems.	• E	• S/I
	Excellent organisational skills	• E	• S/I
	Ability to work autonomously and make decisions	• E	• S/I
	Ability to innovate to solve problems.	• E	• S/I
	Ability to promote change and flexibility	• E	• S/I

	within the administrative service to support the changing needs of the service.		
	• Excellent knowledge of RIO, datix and other Trust systems	• E	• I
Other	• Ability to travel to ELFT sites in Bedfordshire and Luton	• E	• S/I
	• Ability to use display screen equipment and to type for extended periods of time.	• E	• S/I

E14 : Band 5 Business Support Lead Administrator
JOB DESCRIPTION

JOB TITLE:	Business Support Lead
BAND:	Band 5
DEPARTMENT:	City and Hackney Community Mental Health Services
DIRECTORATE:	City and Hackney
REPORTING TO:	Operational Lead
ACCOUNTABLE TO:	Deputy Borough Director

JOB SUMMARY

To work with the team Operational Leads to deliver high quality services to service users.

To support the professional development of all administrative staff in the service

To ensure that administrative processes operate efficiently and effectively in the service.

KEY RESPONSIBILITIES

- Responsible for the management of processes within the Service ensuring an efficient and effective administrative/secretarial/reception provision to the Service area to ensure service delivery in partnership with local management teams.
- To be responsible for regularly reviewing and monitoring the performance data reports for the service area you work in and identify any hot spots where data is not correct and work with the teams and team managers to ensure that improvements are made quickly.
- To support the roll out of new software and technological platforms to support the delivery of services in conjunction with the Head of Business Support.

MAIN DUTIES AND RESPONSIBILITIES

Patient Care	• Ensure that any service users and visitors are treated professionally with respect and care, encouraging the use of friends and family test and continuous improvement of front of house services.
Administration	• To provide expert administrative advice for all administrative staff in the service, problem solving issues that may emerge using tact and diplomacy. • To be responsible for the administration process within the service area, identifying areas for improvement and bringing plans for improvement to the Operational Lead and Head of Business Support. • To support managers and administrative staff in evaluating and improving processes. • Draft administrative standard operating procedures for the services. • Support service managers in responding flexibly to emerging needs, proposing new ways of working and temporary staff moves to ensure core services can be maintained. • Ensure that all staff are made aware of the requirements of the Data Protection Act, Health Record keeping policy and assist staff in its interpretation, seeking advice when necessary. • To ensure confidentiality and professionalism is maintained in carrying out personal duties as well as in line management responsibilities. • To participate, organize, take minutes in meetings and any other functions that may arise. • To ensure correspondence such as clinic letters is sent out in a timely manner, reviewing processes and helping support to reach agreed timescales. • To organise administration cover for meetings, investigations, hearings where minutes or notes are required. • To work closely with the team managers to organise and plan the workload of the team. To organise the scheduling of team meetings, away days, ensuring deadlines are achieved and

	that the flow of work is prioritised in order for the team managers function effectively. • To assist with the project management of key services developments as and when required. • To implement and maintain a 'Records Management Protocol' for the service area in consultation with senior managers ensuring trust and partnership agency standards are adhered to. • As appropriate, to produce Rota's to support team process. • In the absence of the designated manager ensure all calls and queries are redirected to the appropriate designated person in a timely and appropriate manner. • To be a key member of the project team identifying and facilitating the implementation of new IT systems associated with any service development. • Where appropriate, act as a 'Champion User' to support end users of the Rio database and other service area database systems. • Where appropriate, manage and maintain the Rio system and be responsible to ensure relevant staff receive timely facilitation so as not to impact on service objectives/targets. • To help co-ordinate the IM&T training requirements for all staff to provide help and support to users of the computer system. • Ensure IT systems are managed appropriately and according to the needs of the team.
Management	• Act as a visible role model for all administrative staff in the service pathway, leading through influence. • Participate in the leadership of the service through service management business meetings.
Human Resources	• To assist in induction of new staff in the service especially around data systems and local procedures. • Assist ward or team managers in recruitment / selection and training of administrative staff as required • Deliver professional group supervision sessions to administrative staff in the service.
Performance and Quality	• To take a lead in improving data quality in the service. • Ensure local performance management framework/systems are in place and can provide accurate service information as agreed with/required by the trust and a variety of external and partner agencies. • To report and review incidents and complaints in relation to administrative issues when relevant, taking appropriate follow-up action in a timely manner. • To proactively monitor trends within the departments, producing regular statistical reports and analysis to meet Trust guidelines. To identify blockages or concerns in line with

	national targets and Trust objectives, working in conjunction with senior managers. • To ensure quality and effectiveness of relevant service area procedures and processes. • To work collaboratively with senior staff to conduct audits and patient satisfaction surveys.
Financial and Physical Resources	• To complete invoicing of administrative activity and other service area expenditure, ensuring procedures and standing financial instructions are adhered to within agreed deadlines. • To identify IT hardware and software requirements and to ensure procurement (within budget) and installation. • Responsible for proactively supporting savings targets, making appropriate recommendations. • To support other senior staff in the service area in the use of Oracle and budget monitoring sheets. • To act as authorized signatory for stock and supplies as required

JOB DESCRIPTION AGREEMENT

This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties and base of work may change to meet the needs of the service or because of the introduction of new technology. This job description may be reviewed from time to time and changed, after consultation with the postholder..

<u>Statement on Employment Policies</u>	
In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities:-	
Health and Safety	Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.
Equal Opportunities	ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to ensure that all employees, users and providers of its services are treated according to their needs. For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.
Dealing With Harassment/ Bullying In The Workplace	The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying. The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or intimidation based on individual differences.

	Disciplinary action will be taken against any member of staff found to be transgressing the Dignity at Work Policy.
No Smoking	To refrain from smoking in any of the organisations premises not designated as a smoking area. 'East London Foundation Trust is a Smokefree Trust – this means that staff must be smokefree when on duty or otherwise in uniform, wearing a badge or identifiable as ELFT staff or undertaking trust business.'
Alcohol	To recognise that even small amounts of alcohol can impair work performance and affect ones ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours in not permitted.
Confidentiality	As an employee of the Trust the post-holder may have access to confidential information. The postholder must safeguard at all times, the confidentiality of information relating to patients/clients and staff and under no circumstances should they disclose this information to an unauthorised person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection Act 1998, Caldicott requirements and the Trust's Information and IM&T Security Policy. To safeguard at all times, the confidentiality of information relating to patients/clients and staff.
General Data Protection Regulation (GDPR)	To maintain the confidentiality of all personal data processed by the organisation in line with the provisions of the GDPR. As part of your employment with East London Foundation Trust, we will need to maintain your personal information in relation to work on your personal file. You have a right to request access to your personal file via the People & Culture Department.
Safeguarding	All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people and adults and to safeguard and promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.
Service User and Carer Involvement	ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees

	are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work.
Personal Development	Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews.
Quality Improvement	The Trust encourages staff at all levels to engage in the Trust's approach to quality through quality improvement projects and quality assurance.
Professional Standards	To maintain standards as set by professional regulatory bodies as appropriate.
Conflict of Interests	You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.
Risk Management	Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.
Personal and Professional Development/Investors in People	The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan.
Infection Control	Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities: Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations.

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PERSON SPECIFICATION

JOB TITLE:	Business Support Lead
BAND:	Band 5
DEPARTMENT:	City and Hackney Community Mental Health Services
DIRECTORATE:	City and Hackney
REPORTING TO:	Operational Lead
ACCOUNTABLE TO:	Deputy Borough Director

ATTRIBUTE S	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTION METHOD (S/I/T)
Education/ Qualification/ Training	Educated to degree level or equivalent experience	E	S
	Experience of working in busy administrative positions.	E	S

Experience	• Experience of delivering high quality services to deadlines.	• E	• S/I
	• Experience of using of the Microsoft Office Package including Word, Excel and Teams to a high standard.	• E	• S/I
	• Experience of delivering training and coaching to others.	• E	• I
	• Experience of leading through influence rather than line management/ authority.	• E	• I
	• Experience of reviewing and improving administrative processes.	• E	• S/I
	• Experience of successfully negotiating service level agreements within a busy team.	• E	• S/I
	• Experience of using business intelligence to deliver improvements to a service.	• E	• S/I
	• Experience of successfully managing change in teams	• E	• S/I
	• Experience of using complex systems to a high standard and of explaining these systems to other people.	• E	• I
	• Experience of working with service users to improve services.	• E	• S/I
	• Experience of successfully deploying new technology in a MDT.	• D	• I
	• Experience of human resource processes such as supervision or recruitment.	• D	• I
Knowledge and Skills	• Excellent communication & interpersonal skills within multidisciplinary team.	• E	• I
	• Negotiation skills.	• E	• I
	• Customer services skills.	• E	• I
	• Ability to analyse data to understand performance problems.	• E	• S/I
	• Excellent organisational skills	• E	• S/I
	• Ability to work autonomously and make decisions	• E	• S/I
	• Ability to innovate to solve problems.	• E	• S/I
	• Ability to promote change and flexibility within the administrative service to support the changing needs of the service.	• E	• S/I

	Excellent knowledge of RIO, datix and other Trust systems	E	I
Other	Ability to travel to ELFT sites in Bedfordshire and Luton	E	S/I
	Ability to use display screen equipment and to type for extended periods of time.	E	S/I

E15: Band 4 Business Support Administrator

JOB DESCRIPTION

JOB TITLE:	Business Support Administrator
BAND:	4
DEPARTMENT:	City and Hackney Community Mental Health Services
DIRECTORATE:	City & Hackney
REPORTING TO:	Business Support Lead Administrator
ACCOUNTABLE TO:	Deputy Borough Director

JOB SUMMARY

To provide comprehensive and confidential secretarial/administrative support to a community mental health team consultant, junior doctors, operational lead and the wider multi-disciplinary team, ensuring the efficient and smooth running of the service.

The post holder will work closely with the Business Support lead admin to provide an efficient and responsive secretarial provision to the team and undertake other administrative duties.

The post holder will be required to work in a very busy and demanding environment and should be flexible and adaptable whilst having the ability to prioritise work and use their initiative in order to make sound judgements.

The post holder will work alongside and cover, when appropriate, other administration staff and may be asked to cover staff in other locations.

KEY RESPONSIBILITIES

1. To be the first point of call for the operational lead, consultant, junior doctors and HCPs, taking all incoming messages and disseminating them in an appropriate and timely manner.
2. To give a fast and accurate typing service (40-45 wpm) and to edit and format with accuracy all clinical correspondence to GPs and other agencies, reports, letters to legal professionals and patients.
3. To organise all clinic appointments on RiO and liaise with care coordinators over home visits on behalf of the consultant and junior doctors.
4. To accurately process referrals to the team promptly whilst ensuring all recording systems are updated.
5. To work from service inboxes ensuring all work is completed to a high standard and within required timescales.
6. To arrange any necessary transport and/or interpreters for any clinic/community appointments when required.
7. To be responsible for liaising/communicating with patients, legal professions, other clinicians and members of the multi-disciplinary team as appropriate.
8. To maintain the patient information system, RiO, by uploading all correspondence and ensuring other related information such as diagnosis, HONOS, and appointment outcomes are entered. To enter all appointments on RiO. Also to maintain data

quality by updating any patient related demographic information changes and to maintain confidentiality at all times in line with Trust policies.

9. To be responsible for the clinic diary management of the consultant, juniors and where necessary HCP clinics.
10. To support in the updating, use and training of treatment waiting lists within the service clinical system.
11. To help facilitate the arrangement of meetings and systems in place to minute the meetings. To produce accurate minutes using technology provided. To help with the preparation and circulation of paperwork for service meetings on behalf of the team in line with administration standards.
12. To support admin team colleagues by providing cover for annual leave/sickness by taking minutes when necessary at team meetings, safeguarding/Best Interest/professionals' meetings.
13. To support admin team colleagues by covering the reception on a rota basis for lunchtimes, sickness and leave absence.
14. To be responsible for taking on secretarial/administrative projects as requested by the line manager.
15. To ensure that junior doctors are familiar with administrative procedures to facilitate the smooth running of the service through rotational changes.
16. To undertake any other ad hoc secretarial/administrative duties as required by the operational lead, consultant and line manager, consistent with the post and grade.
17. To ensure that all electronic patient communication is filed appropriately on the relevant electronic drives in accordance with the service and Trust guidance, as instructed by the line manager.
18. To work to secretarial and administrative standards as outlined for the service.
19. To report to the Business Support lead administrator any issues that are of concern relating to health and safety of the building.

FREEDOM TO ACT

20. To work with little supervision on a day-to-day basis within agreed Trust policies and procedures.
21. In the absence of the designated line manager to make informed decisions, where appropriate, based on a good understanding of work styles and nature of work.

PERSONAL DEVELOPMENT

22. To undertake the Annual Appraisal/Performance and Development Review (PDR).
23. To adopt and implement agreed service developments in line with the Directorate and Trust objectives.
24. To attend all supervision sessions and appraisal sessions when scheduled by the line manager.

25. To take part in all team and service training as instructed by the line manager.
26. To be responsible for own personal development.

MAIN DUTIES AND RESPONSIBILITIES (DELETE IF NOT APPLICABLE)

Administration	•
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JOB DESCRIPTION AGREEMENT

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Equal Opportunities	ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to ensure that all employees, users and providers of its services are treated according to their needs. For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.
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	are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work.
Personal Development	Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews.
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Professional Standards	To maintain standards as set by professional regulatory bodies as appropriate.
Conflict of Interests	You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.
Risk Management	Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.
Personal and Professional Development/Investors in People	The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan.
Infection Control	Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities: Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations.

	Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy. Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.
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PERSON SPECIFICATION

JOB TITLE:	Business Support Administrator
BAND:	4
DEPARTMENT:	City & Hackney Community Mental Health Service
DIRECTORATE:	City & Hackney
REPORTING TO:	Business Support Administrator
ACCOUNTABLE TO:	Deputy Borough Director

ATTRIBUTES	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTION METHOD (S/I/T)
Education/ Qualification/ Training	Full range of secretarial procedures to RSA 3/NVQ 3 level or equivalent experience	E	I/T
	High standard of written and spoken English		
	English GCSE or equivalent	D	

Experience	Working in a team	E	A/I
	Working as part of an administrative/secretarial team.	E	
	Sound knowledge of office procedures	E	T
	Working with people suffering from mental ill health	D	A
	Working in a multidisciplinary health team	D	
Knowledge and Skills	Computer literacy	E	A/I
	40-45 wpm copy	E	
	Familiarity with switchboard duties	E	
	Ability to manage own workload without direct supervision	E	A
	Minute taking	E	A
	Efficient diary keeping		
		E	A
	Knowledge of patient administration systems		
		D	A
Other	Audio typing 60-70wpm		
		D	A
	Professional Accountability	E	A/I
	Flexibility	E	A/I
	Good communication skills	E	A/I
	Ability to deal with verbally aggressive service users	E	A/I
	Ability to work on own initiative		

		D	A/I
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S: Shortlisting I: Interview T: Test

E16: Band 3 Business Support Administrative Assistant/Receptionist

JOB DESCRIPTION

JOB TITLE:	Receptionist/Administrative Assistant
BAND:	3
DEPARTMENT:	City and Hackney Community Mental Health Services
DIRECTORATE:	City and Hackney
REPORTING TO:	Business Support Lead
ACCOUNTABLE TO:	Deputy Borough Director

JOB SUMMARY

To provide an effective and efficient Reception and clerical service to the Team. S/he will be expected to work flexibly within the administrative team and contribute to the smooth functioning of the systems underpinning service to service users.

The post-holder will be required to work in a busy and demanding environment and should be able to work without direct supervision and to exercise initiative. The ability to multi-task is also essential.

To deal with a range of queries from the public and other agencies; in a polite and helpful manner; whilst working in reception also by telephone and face to face encounters. Seek advice and guidance from Administrators or Operational Manager.

MAIN DUTIES AND RESPONSIBILITIES

1. To receive all incoming calls to the Service and deal appropriately in a courteous, helpful and timely manner. Every attempt should be made to finish all calls within 3 minutes of answering and this may involve forwarding calls to other members of staff including Administrators
2. To be the first point of contact for the service and to meet and greet visitors and service users as and when required
3. To manage the diary and appointments system and inform clinicians of their appointment arrivals.
4. To support the uploading of information to service user files on RiO as instructed by Business Support Lead.
5. Scanning and photocopying as and when requested for staff within the service
6. To be responsible for the booking of meeting rooms and allocation of room keys.
7. Responsible for the following KPI's: Demographics, ICD10's; Employment & Accommodation inputting data as requested by Lead Administrators
8. To maintain all information within the reception area ie notice boards – updating accordingly and reporting any faults and logging calls for fixtures when necessary. As well as to, keep the reception area and waiting area clean and tidy at all times – and to close all windows in the reception and meeting rooms at the end of each day.
9. To manage and maintain the security alarms within the reception area, ensuring that they are fully charged and reminding staff to take them as they go out.

10. To ensure that they are trained and fully adverse with the security portal for the service, able to support staff with the specifics of the security protocol for the team and able to direct staff to where and what they need to do to ensure that they are secure safe when going out on visits..
11. To develop and maintain a handover manual for all reception tasks and duties and this should be both electronic and in paper copy.
12. To be responsible for the franking of letters on a daily basis and to ensure that all incoming post is date-stamped and distributed to the appropriate persons. To ensure that out-going mail is sorted according to internal, external departments and relevant agencies.
13. Responsible for taking and promptly passing on accurate notes and information, exercising independent judgement and discretion when handling, monitoring and filtering calls within data protection, customer care and confidentiality guidelines.
14. To ensure that calls from anxious and distressed patients and carers are dealt with appropriately and referred to the correct personnel internally.
15. To type/cut and paste correspondence as and when required.
16. To maintain the stationery stores ensuring that low stocks are reported for reorder and to ensure that the stores are kept clean and tidy.
17. To open, close, archive and file; patient files as appropriate in line with recording keeping policies.
18. To book interpreters and translators for clients appointments and monitor confirmation of bookings and action as appropriate.
19. To sign off interpreter attendance sheet for each appointment in accordance with the service protocol
20. To update and maintain the staff telephone list on a monthly basis; adding new staff and removing old staff.

21. To update the movement sheets on a daily basis and check the staff that are in the building and those who are not in the building should be called to check on their wellbeing.
22. To verify on a monthly basis all interpreters and translators that have been booked in accordance with the Newham directorate billing processes.
23. To ensure there is an adequate supply of all forms and adequate stationery supplies, letterheads, information leaflets, appointment cards etc available for colleagues and service users.
24. To be responsible for updating patient demographics and checking regularly whether phone numbers are in date and updating accordingly.
25. To work in conjunction with both community teams ensuring that they are able to pick up calls and to deal with said calls appropriately.
26. To undertake general office duties including: photocopying, collating, binding of documents, filing, laminating faxing etc as required.
27. To book and chase estates requests.
28. To facilitate distribution of patient feedback paper forms to service users and update on system.
29. To use information technology for a range of purposes.
30. To report to the Lead Administrator any issues that are of concern relating to health and safety of the building.
31. To have excellent verbal, written and communication skills
32. To induct new staff to reception.
33. To have the ability to remain calm and sensitive in difficult and stressful situations

PERSONAL DEVELOPMENT

1. To undertake professional and personal development as agreed with line manager and participate in regular supervision and appraisal.
2. To attend appropriate IT and administrative training courses.
3. To attend staff, administration and team meetings.
4. Adopt and implement agreed service developments in line with the Directorate and Trust objectives
5. Responsible for own personal development

NOTE

The duties and responsibilities outlined in this job description although comprehensive are not definitive and you may be required to perform other duties at the request of your manager.

This job description is designed to reflect duties currently incorporated in this post. These may change in the light of changes in the service provided by the Trust. Any such changes will be fully discussed with the post holder.

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Receptionist/Admin Assistant

Band 3

Department:

	Essential Criteria	Desirable Criteria	How Tested
Education/Qualifications	Good standard of Written and Spoken English	English GCSE or NVQ1	Application Form Interview
Skills/Abilities	Computer Literacy including word processing and data entry. Ability to prioritise work. Ability to work without the need for direct supervision Ability to deal with distressed clients in a sympathetic manner Excellent communication skills including excellent telephone manner Ability to maintain strict confidentiality in all matters relating to clients	Knowledge of Access/Patient Administration systems Copy typing skills 40-45 wpm typing speed	Application Form Interview Test

	Familiarity with switchboard duties		
Experience	Working In a Team. Experience of working in an office environment Working as part of an administrative team Experience of routine office administration including reception duties	Working with people suffering from mental ill health Working in a Multidisciplinary Health Team Experience of providing admin support within a health or social services setting	Application Form Interview
Knowledge/ Understanding	I.T/Administration Equal Opportunities. Confidentiality	An Understanding of Office Procedures. Knowledge of the data protection act and Caldecott.	Application Form Interview
Other	Professional Accountability. Flexibility Communication Skills Polite and Friendly	Ability to work on Own initiative.	Application Form Interview Test
	<u>Physical Effort</u> Continuous use of telephone and face to face contact with patients.		

	Carrying bulky files and notes <u><i>Mental Effort</i></u> Frequent interruptions to reception duties. Concentration is required when communicating with patients both face to face and via telephone <u><i>Emotional Effort</i></u> Dealing sensitively with clients and their families including those suffering serious mental illness. Dealing with potentially verbally aggressive visitors/patients. <u><i>Working Conditions</i></u> Requirement to sit at Reception more or less continuously		
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E17 – JD/PS - Band 7 Primary Care/Low Intensity Senior Practitioner

JOB DESCRIPTION

JOB TITLE:	Primary Care/ Low Intensity Senior Practitioner
BAND:	7
DEPARTMENT:	Quadrant Mental Health Teams
DIRECTORATE:	City & Hackney
REPORTING TO:	Operational Lead
ACCOUNTABLE TO:	Borough Director

JOB SUMMARY

The four new Quadrant Mental Health Teams each cover two Neighbourhoods linked to the primary care networks within City & Hackney working with residents with severe mental illness and complex emotional needs. The model aims to take a population health approach to mental illness and includes close collaboration with local partner agencies, including the contribution of community connectors to the team to support residents to connect with relevant local resources and services.

Our newly developed Community Mental Health Teams are divided into four, integrated quadrants and provide high quality assessment and treatment of people with mental health problems, in conjunction with service users, carers, local GPs, social care colleagues and voluntary organisations.. The key relationships are with local GPs who actively participate in the implementation and evaluation of the service users' care plans, social care colleagues, service users and carers.

Each Band 7 Primary Care/Low Intensity Senior Practitioner will work in one quadrant and will provide care and support to a caseload of service users across two Neighbourhoods. They will work with service users who may require a brief, targeted intervention by a qualified clinician to enable them to safely return to primary care, or who may require longer but more infrequent input to maximise independence and recovery. It is envisaged these service users will fall under 'Pathway 1' under the new Quadrant eligibility criteria.

They will be supported by the Quadrant integrated team, which includes ARRS Professionals and Community Connectors providing direct support in each Neighbourhood.

KEY RELATIONSHIPS

To form effective working relationships with:

Residents, their networks and carers

Colleagues within the Neighbourhoods, Complex Needs Service, MHCOP

Partner agencies, including primary care services, local authority services and voluntary agencies, particularly those providing community connector staff in the Neighbourhoods Other parts of the PCN, including general practitioners and ARRS professionals

Colleagues within other services, such as the Crisis Pathway and Inpatient Services

Staff in other NHS Trusts

MAIN DUTIES AND RESPONSIBILITIES

Patient Care	• To carry out collaborative mental health assessment, risk assessment, care planning and signposting with residents and carers, including the provision of support for agreed interventions or stepping up to Pathways 2 or 3 • To provide information to help residents make an informed choice about opportunities and service available to them and to assist residents to obtain the required services, support and entitlements. This may involve acting as an advocate for residents and their families and carers. • To manage a caseload of residents with complex mental health needs • To provide recovery-focussed care to maximise independence and facilitate step-down to primary care when appropriate
Clinical	• To develop and ensure the maintenance of high standards of person centred clinical practice within the Team • To chair clinical meetings when needed • To manage a caseload of residents with complex mental health needs or complex emotional needs • To practice in accordance with all East London Foundation NHS Trust policies, procedures and guidelines at all times • To ensure that an appropriate range of nursing, social, medical and psychological approaches are integrated into the care plans completed by multi-disciplinary staff, along with interventions from community connectors and support workers • To support the multi-disciplinary team in ensuring that practice is conducted in accordance with statutory requirements, East London Foundation NHS Trust and NHS policy and guidance • To keep up to date with current policy and practice relating to community mental health services for adults with mental health problems and to promote evidence based practice • To take a lead within the teams for the continuing development and adherence to the codes of conduct of own professional group • To offer consultation and advice to general practitioners or staff from partner agencies in relation to potential referrals or residents receiving support from both services • To work closely with GP practices and consultants to plan and co- ordinate the transfer back to primary care for depot medication • If RMN, to provide clinical advice, training and interventions to GP practices participating in the Depot Enhanced Service, in order to support the provision of care for those patients supported by the GP practice • If a non-medical prescriber, to maintain CPD and practice requirements in relation to this role • If AMHP, to contribute to the Hackney AMHP rota

Administration	• To maintain timely and accurate records, including required recording on RiO, and statistics • The Post holder will be required to analyse and interpret statistical information in order to provide regular reports on the service • To chair team meetings and actively participate in other forums as directed and supported by the operational lead • To ensure effective communication and working relationships both within the team and with colleagues from other areas of the East London Foundation NHS Trust, Social Services and other agencies
Management	• To ensure that effective mechanisms are in place for clinical and professional supervision • To conduct regular reviews of caseloads • To attend meetings, forums and working groups to develop the work of the teams as directed and supported by the operational lead • To ensure that team members have the skills and expertise required to engage with residents when providing assessment, advice and support • To ensure multi-disciplinary staff understand the psychological and social factors that can affect mental health problems and to be aware that respect must be given to the customs, values and spiritual beliefs of all residents including those from ethnic communities • To work alongside the operational lead and all staff to develop practice and joint working across the services, and in conjunction with residents and carers • To ensure up to date records are kept by the team in line with East London Foundation NHS Trust record keeping policy • To contribute to the development of effective clinical governance systems • To act as duty senior across the teams on a regular basis providing consultation, advise and support, and implementing a safe check-in system for staff • To participate in City and Hackney and trustwide policy and service development as and when required to take a lead in this area

Human Resources	• To ensure that all team members have a personal development plan and that training needs and recommendations are implemented • To both attend regular management and clinical supervision and provide this to staff within the Team • To actively participate in the recruitment and retention of multi- disciplinary staff and as required • To ensure that an induction programme is implemented for all new staff members • To maintain a current knowledge base of practice and research and national policy and guidance • To implement and evaluate personal and professional objectives with the operational lead (and clinical supervisor where different) • To maintain a professional portfolio • To supervise the placement of pre- and post- registration students within the team, liaising with tutors and colleges as required • To participate in mental health awareness training with partner agencies and the voluntary sector
Performance and Quality	• To identify, collect, and analyse data and to report activity and quality issues to the operational lead as needed to inform service development • To notify the operational lead regarding any serious incidents, environmental risk or complaints regarding the service, ensuring that any complaints or serious incidents are dealt with sensitively and in accordance with Trust policy • To contribute to the development of effective clinical governance systems • To be involved with the clinical audit cycle within City & Hackney Mental Health Teams • To undertake serious incident reviews throughout the trust preparing detailed report with findings and recommendation
Financial and Physical Resources	• To deputise for the operational lead in his/her absence including authorising necessary financial spend set at an agreed limit • To maintain oversight of allocation of physical resources within the Team and to highlight any identified needs to the operational lead

JOB DESCRIPTION AGREEMENT

This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties and base of work may change to meet the needs of the service or because of the introduction of new technology. This job description may be reviewed from time to time and changed, after consultation with the postholder.

Statement on Employment Policies

In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities:-	
Health and Safety	Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.
Equal Opportunities	ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to ensure that all employees, users and providers of its services are treated according to their needs. For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.
Dealing With Harassment/ Bullying In The Workplace	The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying. The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or intimidation based on individual differences. Disciplinary action will be taken against any member of staff found to be transgressing the Dignity at Work Policy.
No Smoking	To refrain from smoking in any of the organisations premises not designated as a smoking area. 'East London Foundation Trust is a Smokefree Trust – this means that staff must be smokefree when on duty or otherwise in uniform, wearing a badge or identifiable as ELFT staff or undertaking trust business.'
Alcohol	To recognise that even small amounts of alcohol can impair work performance and affect ones ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours in not permitted.

Confidentiality	As an employee of the Trust the post-holder may have access to confidential information. The postholder must safeguard at all times, the confidentiality of information relating to patients/clients and staff and under no circumstances should they disclose this information to an unauthorised person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection Act 1998, Caldicott requirements and the Trust's Information and IM&T Security Policy. To safeguard at all times, the confidentiality of information relating to patients/clients and staff.
	To maintain the confidentiality of all personal data processed by the

General Data Protection Regulation (GDPR)	organisation in line with the provisions of the GDPR. As part of your employment with East London Foundation Trust, we will need to maintain your personal information in relation to work on your personal file. You have a right to request access to your personal file via the People & Culture Department.
Safeguarding	All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people and adults and to safeguard and promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.
Service User and Carer Involvement	ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work.
Personal Development	Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews.
Quality Improvement	The Trust encourages staff at all levels to engage in the Trust's approach to quality through quality improvement projects and quality assurance.
Professional Standards	To maintain standards as set by professional regulatory bodies as appropriate.
Conflict of Interests	You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.
Risk Management	Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.

Personal and Professional Development/Investors in People	The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan.
Infection Control	Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities: Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations. Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy. Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.

PERSON SPECIFICATION

JOB TITLE:	Primary Care/ Low Intensity Senior Practitioner
BAND:	7
DEPARTMENT:	Quadrant Mental Health Teams
DIRECTORATE:	City & Hackney
REPORTING TO:	Operational Lead
ACCOUNTABLE TO:	Borough Director

ATTRIBUTE S	CRITER IA	ESSENTI AL/ DESIRAB LE	SELECT ON METHOD (S/I/T)
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Education/ Qualification /Training	6 RMN, DipSW/Degree in SW or OT qualification	E	S
	6 First or Master's degree level or evidence of study toward qualification	D	
	3.6 Current registration	E	S
	4.6 ENB 998 or equivalent (nurses only)		
	5.6 Evidence of continual professional development	E	S
	6.6 Post registration training in relevant area e.g. AMHP, practice educator, Non-Medical Prescriber	D	/
Experience			I
			S
			/
			I
Experience	4 Substantial community experience of providing mental health care at Band 6 or above	E	S
		E	/
	4 Experience of working in a multi-professional team	D	I
	4 Experience of supervising and appraising staff	D	S
	4.4 Experience of deputising and leading an MDT in the absence of the manager		/

			I S / I S/I
Knowledge and Skills	3.1 Ability to undertake mental health assessments in a professional and sensitive	E	I

	manner		
14	Ability to communicate with service users/carers and colleagues across agencies effectively	E	I
14	Ability to negotiate and lead across professional boundaries	E	I
14	Ability to challenge traditional methods of practice in a constructive manner	E	I
14	Ability to identify best practice and develop action plans to resolve poor practice	E	S
14	Ability to manage own time and work independently, prioritising work as required	E	/
14	Ability to chair clinical meetings to ensure productive outcomes is achieved	E	I
14	Ability to supervise and appraise staff members	E	S
8.14	Ability to motivate and inspire staff	E	/
14	Knowledge of the presentation of mental health problems in adult mental health secondary care	E	I
0.14	Understanding of relevant legislation and guidelines (e.g. Mental Health Act 1983, NICE, Care Act 2014), safeguarding children joint protocol, safeguarding adults national and local protocol	E	S
1.14	Understanding of the principles of clinical governance	E	/
		E	I
		E	S

	2.14 To have a working knowledge of voluntary sectors and external statutory agencies 13.14 Understanding of working across	E	/
			I
			I
			S/I
			S/I
			S/I
			I
			I

	organisational boundaries 3.15 Understanding of clinical audit and research in Mental Health Care for adults	E	S/I
Other	4 Genuine commitment to providing services which ensure equal opportunity and fair access	E	S
		E	/
	4 Genuine commitment to the principles of person centred care and a strengths based approach	E	I
	3.4 Passion for delivery of a high quality service	E	S
	4.4 Good basic IT/word processing skills		/
			I
			S

S: Shortlisting I: Interview T: Test

E18. JD/PS - Band 7 Senior Practitioner – Quadrants

JOB DESCRIPTION

JOB TITLE:	Senior Practitioner - Quadrants
BAND:	7
DEPARTMENT:	City and Hackney Adult Community Mental Health Teams
DIRECTORATE:	City & Hackney
REPORTING TO:	Operational Lead
ACCOUNTABLE TO:	Borough Director

JOB SUMMARY

Our community mental health teams provide an assertive and responsive service to adults who experience complex mental health needs within the borough of Hackney and the City of London. We respond to the needs of adults with mental health problems and their carers in a timely manner, within the boundaries of statutory legislation, and with regard to individual circumstances. We assess need using a person centred and recovery focus approach, in conjunction with effectively assessing and managing risk. We plan and deliver outcome focused interventions linked to promoting independence, social inclusion and recovery.

Our revised model of care is based around 'quadrants'. Each quadrant will represent two neighbourhoods. These multidisciplinary teams will be where the service user remains for the duration of their care and treatment, thus avoiding the need for onward referrals should their needs change. The quadrants will be fully integrated teams led by an Operational Lead and comprising of a Senior Practitioner, nurses, health social workers, psychology professionals, medical staff, occupational therapy, support workers, peer support workers and administrators. This will ensure continuity of care between the professions and should eliminate the need for additional internal referrals. In the proposed model, once a service user is referred to the quadrant, they will be allocated a 'pathway' depending on their level of need, from Pathway 1 to Pathway 3, where Pathway one has lower need and Pathway 3 the highest. Each pathway has defined criteria and the intensity of support will be dependent on levels of risk, acuity and need. Should their needs change they will step up or down through the pathways and the care will be adapted according to the pathway. Pathway 3 will provide care and support for those who need an 'Assertive and Intensive' approach to care, following national guidance.

As a senior practitioner you will have responsibility, together with the Operational Lead for the safe, day to day running of a quadrant team. Together with this your role will involve chairing meetings, managing performance, ensuring that KPIs are met, managing safeguarding investigations and undertaking serious incident reviews as directed by the Operational Lead

KEY RESPONSIBILITIES

1. Ensure that staff in the team achieve positive outcomes for patients, their families and carers
2. Coordinate multidisciplinary response to crisis situation
3. Work closely with colleagues within the Trust and the local authority as well as partners in the primary care network.
4. To provide visible clinical leadership to the staff members, ensuring that the service provided is high quality and person-centred.
5. Along with the team manager, to provide day-day operational management, deputising for the team manager in their absence.
6. Along with the Operational Lead to ensure continued professional development within the team.
7. To care coordinate a protected caseload of service users with complex needs.

MAIN DUTIES AND RESPONSIBILITIES

Patient Care	• To carry out collaborative mental health assessment, risk assessment, care planning and signposting with residents and carers, including the provision of support for agreed interventions within the quadrant. • To provide information to help residents make an informed choice about opportunities and service available to them and to assist residents to obtain the required services, support and entitlements. This may involve acting as an advocate for residents and their families and carers. • To manage a caseload of residents with complex mental health needs
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Clinical	• To manage a protected caseload of service users with complex needs. • To carry out mental health assessment, risk assessment, care planning and care management with service users and carers. • To provide information to help clients make an informed choice about opportunities and service available to them and to assist clients to obtain the required services, support and entitlements. This may involve acting as an advocate for clients and their families and carers. • To develop and ensure the maintenance of high standards of person centred clinical practice within the quadrant. • To ensure that an appropriate range of nursing, social, medical and psychological approaches are integrated into the care plans completed by multi-disciplinary staff. • To support the multi-disciplinary team in ensuring that practice is conducted in accordance with statutory requirements, East London Foundation NHS Trust and NHS policy and guidance. • To keep up to date with current practice relating to Community Mental Health services for adults with mental health problems and to promote evidence based practice. • To be involved with the clinical audit cycle within the quadrant and Adult Mental Health Services. • To be involved in the education and induction of all new staff members.
Administration	• To maintain timely and accurate records, including required recording on RIO, and statistics • The Post holder will be required to analyse and interpret statistical information in order to provide regular reports
	on the service • To chair team meetings and actively participate in other forums as directed and supported by the operational lead. • To ensure effective communication and working relationships both within the team and with colleagues from other areas of the East London Foundation NHS Trust, Social Services and other agencies

Management	• To ensure the operation of an efficient, responsive and equitable referral and allocation system for all multi-disciplinary staff. • To ensure that effective mechanisms are in place for clinical and professional supervision of all team members. • To ensure that all team members have a personal development plan underpinned by the knowledge and skills framework and that training needs and recommendations are implemented. • To conduct regular reviews of caseloads for all multi-disciplinary staff. • To ensure that team members have the skills and expertise required to engage with service users when providing assessment, advice and support. • To ensure multi-disciplinary staff understand the psychological and social factors that can affect mental health problems and to be aware that respect must be given to the customs, values and spiritual beliefs of all clients including those from ethnic communities. • To attend meetings, forums and working groups to develop the work of the team as directed and supported by the Team Manager. • To ensure up to date records are kept by the team in line with East London Foundation NHS Trust record keeping policy. • To contribute to the development of effective clinical governance systems. • To identify, collect, and analyse data and to report activity and quality issues to the Operational Lead as needed to inform service development of service needs. • To notify the Operational Lead regarding any serious incidents, environmental risk or complaints regarding the service, ensuring that any complaints or serious incidents are dealt with sensitively and in accordance with Trust Policy. • To deputise for the team manager in his/her absence including authorising necessary financial spend set at an agreed limit. • To act as duty senior on a regular basis providing practice leadership for all practitioners within the team.
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	oversee referrals and manage the team response to requests for urgent assessment. • To work alongside the team manager and all MDT members to develop practice and joint working across the services and with service users and carers. • To supervise the placement of pre and post registration students within the team liaising with tutors and colleges as required. • To chair weekly clinical meetings and take responsibility for allocation of service users to the multi-disciplinary team. • To undertake serious incident reviews throughout the trust preparing detailed report with findings and recommendation. • To actively participate in the recruitment and retention of multi-disciplinary staff and as required being an appointing officer for posts within the team. • To participate in locality and trust wide policy and service development and when required to take a lead in this area.
Human Resources	• To ensure that all team members have a personal development plan and that training needs and recommendations are implemented • To both attend regular management and clinical supervision and provide this to staff within the Team • To actively participate in the recruitment and retention of multi-disciplinary staff and as required • To ensure that an induction programme is implemented for all new staff members • To maintain a current knowledge base of practice and research and national policy and guidance • To implement and evaluate personal and professional objectives with the operational lead (and clinical supervisor where different) • To maintain a professional portfolio • To supervise the placement of pre- and post-registration students within the team, liaising with tutors and colleges as required • To participate in mental health awareness training with partner agencies and the voluntary sector

Performance and Quality	- To identify, collect, and analyse data and to report activity and quality issues to the operational lead as needed to inform service development - To notify the operational lead regarding any serious incidents, environmental risk or complaints regarding the service, ensuring that any complaints or serious incidents
	are dealt with sensitively and in accordance with Trust policy - To contribute to the development of effective clinical governance systems - To be involved with the clinical audit cycle in the quadrant. - To undertake serious incident reviews throughout the trust preparing detailed report with findings and recommendation
Financial and Physical Resources	- To deputise for the operational lead in his/her absence including authorising necessary financial spend set at an agreed limit - To maintain oversight of allocation of physical resources within the quadrant Team and to highlight any identified needs to the operational lead

JOB DESCRIPTION AGREEMENT

This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties and base of work may change to meet the needs of the service or because of the introduction of new technology. This job description may be reviewed from time to time and changed, after consultation with the postholder..

Statement on Employment Policies

In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities:-

Health and Safety

Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.

Equal Opportunities	ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to ensure that all employees, users and providers of its services are treated according to their needs. For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.
Dealing With Harassment/ Bullying In The Workplace	The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying. The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or intimidation based on individual differences. Disciplinary action will be taken against any member of staff found to be transgressing the Dignity at Work Policy.
No Smoking	To refrain from smoking in any of the organisations premises not designated as a smoking area. 'East London Foundation Trust is a Smokefree Trust – this means that staff must be smokefree when on duty or otherwise in uniform, wearing a badge or identifiable as ELFT staff or undertaking trust business.'
Alcohol	To recognise that even small amounts of alcohol can impair work performance and affect one's ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours is not permitted.
Confidentiality	As an employee of the Trust the post-holder may have access to confidential information. The postholder must safeguard at all times, the confidentiality of information relating to patients/clients and staff and under no circumstances should they disclose this information to an unauthorised person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection Act 1998, Caldicott requirements and the Trust's Information and IM&T Security Policy. To safeguard at all times, the confidentiality of information relating to patients/clients and staff.
	To maintain the confidentiality of all personal data processed by the

General Data Protection Regulation (GDPR)	organisation in line with the provisions of the GDPR. As part of your employment with East London Foundation Trust, we will need to maintain your personal information in relation to work on your personal file. You have a right to request access to your personal file via the People & Culture Department.
Safeguarding	All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people and adults and to safeguard and promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.
Service User and Carer Involvement	ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work.
Personal Development	Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews.
Quality Improvement	The Trust encourages staff at all levels to engage in the Trust's approach to quality through quality improvement projects and quality assurance.
Professional Standards	To maintain standards as set by professional regulatory bodies as appropriate.
Conflict of Interests	You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.
Risk Management	Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.
Personal and Professional Development/Investors in People	The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan.

Infection Control	Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities: Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations. Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy. Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.
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PERSON SPECIFICATION

JOB TITLE:	Senior Practitioner - Quadrants
BAND:	7
DEPARTMENT:	City and Hackney Adult Community Mental Health
DIRECTORATE:	City & Hackney
REPORTING TO:	Operational Lead
ACCOUNTABLE TO:	Borough Director

ATTRIBUTE S	CRITER IA	ESSENTI AL/ DESIRAB LE	SELECT ON METHOD (S/I/T)
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Education/ Qualification/ Training	1. Education, training & qualification 1.5 RMN, Dip SW or OT qualification 2.5 First or master's degree level or evidence of study toward qualification. 3.5 ENB 998 or equivalent (nurses only) 4.5 Evidence of continual professional development 5.5 Post registration training in relevant area e.g. AMPH, practice educator	Essential Desirable Essential Essential Desirable	S S S S/I S/I
Experience	2. Previous Experience • Substantial community experience of providing mental health care at Band 6 or above. • Experience of working in a multi- professional team • Experience of supervising and appraising staff. • Experience of deputising and leading an MDT in the absence of the team manager.	Essential Essential Desirable Desirable Desirable	S/I S/I S / I S

			/
			I
Skills and Abilities	3. Skills & Abilities		
	1.1 Ability to undertake mental health	Essential	S/I

	assessments in a professional and sensitive manner		
	3.2 Ability to communicate with service users/carers and colleagues across agencies effectively	Essential	S/I
	3.3 Ability to negotiate and lead across professional boundaries	Essential	S/I
	3.4 Ability to challenge traditional methods of practice in a constructive manner.	Essential	S/I
	3.5 Ability to identify best practice and develop action plans to resolve poor practice.	Essential	S/I
		Essential	S/I
	3.6 Ability to manage own time and work independently, prioritising work as required.	Essential	S/I

	1.7 Understanding of the principles of clinical governance	Essential	S/I
	2.7 To have a working knowledge of voluntary sectors and external statutory agencies	Essenti	S
	3.7 Understanding of working across organisational boundaries	al	/
			I

	4.7 Understanding of clinical audit and research in Mental Health Care for adults.	Essential	S / I
Other	5. Other 1.4 Genuine commitment to providing services which ensure equal opportunity and fair access 2.4 Genuine commitment to the principles of person centred care and recovery 3.4 Good Basic IT/word processing skills 4.4 Passion for delivery of a high quality service	Essential Essential al Essential al Essential	S/I S / I S / I S/I

S: Shortlisting I: Interview T: Test

