



London Ambulance Service



NHS Trust

JOB DESCRIPTION: Mental Health Nurse Lead

DIRECTORATE: Nursing and Quality

GRADE: 8A

RESPONSIBLE TO: Deputy Director of Nursing and Quality

HOURS: 37.5hrs

RELATIONSHIPS (internal): Trust Executive Directors, Senior Managers, Line Managers, Education and Development Department, EOC including CHUB, Operational Staff.

RELATIONSHIPS (external): Nursing and Midwifery Council (NMC), All London Mental Health Trusts and organisations providing mental health care external to NHS, NHS London Chief Nurse, commissioners, National and Regional NHS organisations, patient representatives, third sector providers, external professional, education and research establishments.

JOB SUMMARY:

The post holder will support the Nursing and Quality directorate in leading, directing and developing the Trusts mental health strategy, policies, practice and programmes of delivery within the Trust.

They will provide expert knowledge and advice on all matters relating to the care and treatment of those with Mental health concerns.

The post holder will liaise with, and work in close collaboration with, bodies such as Clinical Networks, Sustainability and Transformation Plans, CCGs, acute providers, social care and any other relevant stakeholders in developing and delivering the Trust mental health strategy in line with the strategic aims of NHS England and the Five year Forward Plan for mental health.

To involve and engage with senior staff across the Trust to deliver any mental health related aspects of the Trust's Business Plan, Clinical Strategy and other priorities as

requested. Analyse and review current mental health strategy, policies and practice within the Trust, identify gaps and develop and deliver a programme of improvement as needed.

Work with Clinical Education, Clinical Risk, Operations, Professional Standards and Quality Improvement teams to identify risks and to support the development and delivery of improvement programmes as needed.

Provide high level specialist advice and support on issues relating to policy, service delivery, and clinical practice relating to mental health issues.

Work alongside Clinical Education to ensure there are structures and systems in place to allow high standards of mental health education for all staff.

To lead on matters pertaining to mental health relating to the wider Quality Improvement and Patient Safety activities, including frequent callers, conveyance reduction, risk management, Clinical Pathways and Safeguarding.

To support staff in contributing to clinical governance and safeguarding issues, and to lead and support in the development and maintenance of robust clinical governance within the Trust in relation to mental health.

To support and initiate clinical audit, research, health informatics and evidence based care initiatives pertaining to mental health care within the Trust, with a view to improving patient care.

Assist in the development and coordination of structures and systems to enable compliance with the CQC, NICE guidance and all other relevant professional standards which apply to mental health care and develop and support action plans to meet them. Assist senior staff in the development, dissemination and review of mental health policies and procedures.

They will meet all internal and external reporting requirements of work streams.

The postholder will have significant professional clinical experience, including mental health based care/practice. The post holder will work closely with the mental health team, providing professional leadership and oversight to promote a high level of professionalism as a visible role model.

The post holder will be expected to participate in clinical shifts to maintain their professional competence, authority and credibility.

1. MAIN DUTIES AND RESPONSIBILITIES

1.1 Provide expert mental health advice, support and guidance to key decision makers within the Trust, in particular the clinical directors, deputy medical directors, clinical advisors and the Head of Control Services, in the delivery of its strategy. Identify changes to mental health practice and ensure they are implemented within the service to provide high quality pre-hospital mental health care and safe and effective management of mental health emergencies.

1.2 In consultation with the Trust's education leads; develop lead and, when necessary, deliver the educational plan for raising the knowledge and competence in mental health crisis care and intervention.

1.3 Provide evidence based expertise and knowledge in order to carry out the following:-

- a) Lead the mental health improvement action plan.
- b) Review existing data, AMPDS (triage) codes and Patient Report Forms (PRFs) for the appropriateness of current prioritisation and response for all mental health presentations.
- c) Review and develop the advice and guidance documents and pathways provided by the Clinical HUB and call takers to mental health patients.
- d) Review existing case load and options for different treatment /transport options.
- e) Provide expert advice and liaison for any mental health audits.
- f) Review and develop Appropriate Care Pathways pertaining to Mental Health and influence change.
- g) Develop methodologies for educating patients and their families/carers as to the appropriate use of the ambulance service and develop communication strategies with service users
- h) Review mental health related complaints and enquiries providing clinical opinions as required. Also to review any potential/actual claims related to mental health issues.
- i) Review current training programmes for staff with regards to mental health and

psychiatric emergencies, leading on any potential clinical guideline development.

j) Liaise with mental health providers and commissioners to highlight gaps within service provision.

k) Work with the LAS communications team to ensure the initiatives undertaken are well understood across the service and externally.

l) Develop and evaluate a Joint Response Model to respond to patients presenting in Mental Health Crisis providing face to face assessment and support.

1.4 To act as professional lead to Mental Health Nurses working within the service and where needed provide joint management of their practice alongside EOC counterparts

1.5 Facilitate regular clinical supervision of the mental health nurses working within the Trust and highlight areas for service development and training needs.

2. KEY RESPONSIBILITIES:

2.1 Provide expertise and support in implementing recommendations related to mental health care, and reflecting the Trust's own objectives and strategy.

2.2 Take an integral role in the continuing management of change by driving the mental health action plan across the organisation and identifying new opportunities to make further improvements.

2.3 Work with the Trust's Senior Managers to lead the development and support of the Trust service planning and performance processes from a clinical perspective. This will include the preparation and contribution towards the development and presentation of reports as indicated/required by the managers concerned for both internal and external audiences.

2.4 Work with the Director of Human Resources and other senior colleagues to shape the organizations value system and culture change programme, with emphasis on staff involvement, continuous professional development and life long learning. This will require attendance at meetings/seminars as well as direct input the formulating of reports as well as directly delivering some of the educational outcomes from the meetings/seminars as required.

2.5 Assist and advise as appropriate the head of Patient Experience and Head of Governance in dealing with complaints/enquiries and serious untoward incidents.

2.6 Assist and advise as appropriate the Head of Legal Services in dealing with potential and actual claims.

2.7 To maintain a high degree of clinical credibility as required of a Registered Professional to maintain registration with the NMC, both within the Trust and in dealings with external agencies. This clinical knowledge will not be solely focused on the current Standards of Proficiency published by the Health Professions Council and by JRCALC, but will allow discussion of clinical matters with a degree of confidence with doctors and other senior healthcare professionals when discussing / negotiating what the Trust can offer clients/patients in terms of mental health care and emergency psychiatric care.

2.8 Assume an active role in national and regional working groups regarding clinical practice matters and associated aspects of pre-hospital and emergency care as agreed by the Trust.

2.9 Promote and further develop strategic relationships with external organisations in health and other sectors including clinical education, establishing and strengthening links for the benefit of successful partnership working in ensuring an evidence-based practice approach such as joint research projects and secondments.

2.10 To act as a champion for safeguarding in relation to mental health across the Trust by ensuring up to date knowledge of safeguarding regulations.

3. SERVICE DEVELOPMENT

3.1 Involves and engages stakeholders in discussions about service direction, improvements and the values on which they are based.

3.2 Works with others to make sure there is a clear direction for values, strategies and policies and leads when aspects are in conflict

3.3 Continually reviews the values, strategic plans and directions of the Trust to take account of changing circumstances

3.4 Engages with others to develop strategic plans and business objectives for the service in a way that is consistent with values, realistic, and takes account of constraints

3.5 Communicates values, strategic plans and service direction to help all colleagues understand how they are affected, and creates opportunities for contribution of views.

3.6 Works with people affected by Trust improvements to evaluate the impact of change and feed this back into the organisation.

3.7 Develop a culture that improves quality. Initiates, implements, supports and monitors quality and governance structures and processes.

3.8 Alerts others to the need to improve quality and supports them in doing so.

3.9 Is an effective member of the organisation and works with others to develop and maintain high quality services.

4.0 Role models quality delivery, enables others to understand, identify and deal with risks to quality

4.1 Actively promotes, monitors and takes action to improve quality

4. PERSONAL DEVELOPMENT

4.1 Take the lead in identifying personal development requirements and participate in activities that lead to personal development both as a senior professional.

4.2 Attend training and development programmes, as appropriate.

4.3 Participate in supervisory and appraisal activities as required.

5. MANAGEMENT AND LEADERSHIP

5.1 Develop a culture that improves quality.

5.2 Initiates, implements, supports and monitors quality and governance structures and processes.

5.3 Alerts others to the need to improve quality and supports them in doing so.

5.4 Is an effective member of the organisation and works with others to develop and maintain high quality services.

5.5 Role models quality delivery.

5.6 Enables others to understand, identify and deal with risks to quality.

5.7 Actively promotes, monitors and takes action to improve quality.

5.8 To act as professional lead to Mental health Nurses working within the service

and where needed provide joint management of their practice alongside EOC counterparts

5.9 Facilitate regular clinical supervision of the mental health nurses working within the Trust and highlight areas for service development and training needs.

6. CONFIDENTIALITY

6.1 Maintain confidentiality in relation to all user and Trust information, ensuring data is only disclosed in compliance with NHS protocols and the Data Protection Act (1998).

6.2 Ensure that data is held only for its specific registered purpose under the Data Protection Act 1998, as amended, and is not used or disclosed in any way incompatible with its registered purpose.

7. RISK

7.1 Be responsible for the day to day implementation of the Trust's Risk Management strategy within own area and the trust. Responsibilities include:-

- a) Acts upon any significant hazards and risks identified during the normal course of their duties and reporting any risks that they cannot adequately control.
- b) Ensures risk assessment systems are in place for their own area of operation and reviewed regularly, including initiating and participating in any risk assessments, as necessary, on a timely basis.
- c) In liaison with the Senior Safety & Risk Advisor, ensure that staff are adequately informed and trained in risk management, including any existing or new control measures for initiatives instigated via the Medical Director.
- d) Issuing (and ensuring compliance with) Trust policies and procedures.
- e) Encouraging staff awareness of the Trust's Risk Management Strategy and Policy.
- f) Promote the vision, values and goals of the organisation.

8. OTHER

8.1 Ability to reflect and learn from situations.

8.2 Demonstrate a high level of understanding of self, able to identify personal limitations and shows openness to address them.

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The post holder will be required to work with minimum supervision and may be expected to deal with other duties appropriate to the level and post. Flexibility is a requirement in the professional autonomy and expertise expected of this post. This is an outline of the post holders duties and responsibilities. It is not intended to be exhaustive and may change from time to time to meet the changing needs of the Trust. Other tasks reasonably and normally incidental to the job are set out in organisational policies; Training, Operational and Health and Safety instructions; standing orders and general information circulars. The post holder will be responsible for carrying out those duties specified in the Trust's Information Technology Security Policy.

Person Specification:

ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<p><u>PHYSICAL REQUIREMENTS:</u></p> <ul style="list-style-type: none"> Physically capable of carrying out the full range of duties. 		Occupational Health Assessment. Interview.
<p><u>EDUCATION AND QUALIFICATIONS:</u></p> <ul style="list-style-type: none"> Professional clinical qualification including registered mental health professional with the NMC. Master's degree or equivalent experience 	<ul style="list-style-type: none"> Evidence of the development of innovative approaches to clinical practice. Teaching qualification 	Application Form. Interview.
<p><u>PREVIOUS EXPERIENCE:</u></p> <ul style="list-style-type: none"> Experience of staff management. Leadership and Change management experience. Influencing Change. Previous experience of staff supervision. Verifiable experience of developing and implementing organisational development practices. 	<ul style="list-style-type: none"> Large multi-site health care environment. Working knowledge of current NHS Policy. Networking skills Evidence of successful involvement in major change projects. 	Interview. Application Form.
<p><u>SKILLS, KNOWLEDGE AND ABILITIES:</u></p> <ul style="list-style-type: none"> Already working at Advanced Practice Level . In depth knowledge of relevant clinical specialty. Significant experience in analysing information relating to patient care (such as audits, staff appraisals etc) 	<ul style="list-style-type: none"> Detailed knowledge of the workings of the mental health networks within the LAS area 	Interview. Application Form.

<ul style="list-style-type: none"> • Ability to operate at a strategic level and motivate others to deliver a high quality programme. • Well developed IT and facilitations skills. Excellent interpersonal and influencing skills. • Awareness and understanding of the key national documents relating to mental health. • Current knowledge of local and national policies informing mental health • Ability to deliver training in own subject area. 		
<p><u>ATTITUDE, APITUDE AND PERSONAL CHARECTERISTICS:</u></p> <ul style="list-style-type: none"> • Continuous and committed with a high level of personal motivation. • Well-developed interpersonal/communication and organisational skills • Tenacity, positive in outlook, caring and innovative. 		<p>Application Form. Interview.</p>