CRISIS PRACTITIONER - SOUTH AREA CRISIS TEAM
Florence Street Mental Health Resource Centre

Job Reference: 0000047064N
Closing Date: 12 May 2017

www.nhsggc.org.uk
Dear applicant,

Thank you for your interest in this post and for taking the time to read this information pack. We hope this exciting and rewarding role catches your imagination and that you are encouraged to apply.

As the largest Health Board in Scotland, NHS Greater Glasgow and Clyde plays a vital role in the education and training of doctors, nurses and other health professionals, working closely with local universities and colleges. It also provides the full range of community hospital services. The Board has an annual turnover of £3.2 billion per year. It serves a population of 1.2 million people and employs 39,000 staff.

Along with many NHS providers, the Board must respond vigorously to operational, quality and financial challenges in order to continue to improve outcomes for, and the experience of, our patients and the communities we serve. The Board is a large organisation operating in an increasingly tough environment. Building enduring relationships with our partners is vital to continue to drive the changes we are making. Effective communication and productive dialogue is challenged by the spread of the organisation’s sites and stakeholders over a wide geographical area, as well as the variety and large number of partners we work with. The Board is managing these challenges and has developed a positive platform to continue to improve towards excellence.

To drive forward these improvements the Board must have the ability to make tough decisions at a time of change. The next step in the Board’s journey is essential: to build and deliver a strategy that will engage the workforce and public in changing for the future to provide sustainable healthcare services, further embed a culture of innovation and meet the demands and exceed the expectations of our patients.

The following is included in this information pack to help you with your application:

- Job description
- Person specification
- A summary of the terms and conditions for the post
- The application process
- Guidance for completing your application form
- Working for NHS Greater Glasgow and Clyde

If you have a disability or long-term health problem, the Board is committed to offering reasonable adjustments throughout the recruitment process and employment. If you require further information or support, please contact Recruitment Services.

We very much look forward to receiving your application.

Recruitment Services
1. JOB IDENTIFICATION

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<th>Job Title</th>
<th>Crisis Practitioner</th>
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<td>Crisis Team Leader</td>
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<td>Department</td>
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<td>Service</td>
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2. JOB PURPOSE

As part a multi-disciplinary/agency Crisis Team within the whole system of Community Mental Health Services the post holder will work closely with all disciplines/agencies. The post holder will provide a service for individuals with complex mental health, physical and social care needs who present in crisis and who may require intensive home treatment/care as an alternative to hospital admission. In addition to this to facilitate early discharge of individuals in hospital the post holder will be expected to be closely involved in discharge planning and immediate follow up from acute in patient care. This may also include assessment whilst on pass from acute in service user care.

Supervising the practice of, and demonstrating procedures to, students and unqualified staff will be an important aspect of the role as will be the mentoring of students undergoing basic training.

The post-holder will practice within legal and ethical frameworks according to appropriate codes of professional conduct, mental health legislation and contractual obligations.

The post-holder will be expected to interface between the Community Mental Health Team and in patient services, and other mental Health Network services and agencies. As part a multi-disciplinary/agency Crisis Team within the whole system of Community Mental Health Services the post holder will work closely with all disciplines/agencies. The post holder will provide a service for individuals with complex mental health, physical and social care needs who present in crisis and who may require intensive home treatment/care intervention, as an alternative to hospital admission. In addition to this and to facilitate early discharge of individuals in hospital the post holder will be expected to be closely involved in discharge planning and immediate follow up from acute in service user care. This may also include assessment whilst on pass from acute in service user care.

The post-holder is responsible for the clinical leadership of more junior members of the team, prioritising workload and utilising resources appropriately to ensure all service user needs are met. However they will be accountable to the Crisis Team.
Leader for the management of their workload and the delegated functions to other team members ensuring that the right level of competency of their team members is matched to duties being undertaken. The post holder would be expected to make these judgements relating to more junior members of the team through regular appraisal, clinical supervision and support including caseload management systems. The post-holder will practice within and ensure that the practice of junior team members is within legal and ethical frameworks according to appropriate codes of professional conduct, mental health legislation and contractual obligations. Due to the rapid response nature of the crisis model of service, the post-holder will assist the Team Leader in the rapid deployment of crisis resources in response to service user need. The post-holder will be expected to interface between the Community Mental Health Team and In Service user services, and other mental Health Network services and agencies.

3. ROLE OF THE DEPARTMENT

The Crisis Service will provide a comprehensive multi-agency team approach of care, rapidly responding to people in acute psychiatric distress, until the crisis has been resolved and the service user is linked to on going care. This will be delivered on the basis of least restrictive alternative and minimum disruption to the lives of service users, and offer a credible alternative to hospitalisation, whenever possible. This will take due note of the supports available and the needs of carers involved in the informal care of service users.

Through a short-term case management approach, the service will provide intensive support and interventions to clients and carers prior to and following discharge from hospital, and will include service users who are on temporary leave from hospital through, for example, suspension of detention. This will include service users from the CHP catchment area who may be temporarily cared for within in service user facilities out with the CHP boundary.

4. ORGANISATIONAL POSITION
5. SCOPE AND RANGE OF THE POST

The post-holder will be expected to practice within a legal & ethical framework as defined by:
- National mental health related legislation
- National and local policy, guidelines and protocols.

The post holder will practice in a variety of community settings as directed and will be expected to provide ongoing support to clients in treatment programmes, including those delivered through joint working e.g. CMHT staff and Social care Providers. Working links with inpatients will be an essential element of the post. By its nature the crisis service post holder, will be required to have a flexible response to the changing needs of the clients within the crisis service.

The post carries no responsibility for financial management though the post holder is expected to assist more senior staff to utilise resources to maximum effect whilst effectively meeting the essential demands of service user.

6. MAIN DUTIES AND RESPONSIBILITIES

The post-holder will be responsible for:
- The assessment, planning, intervention and evaluation of client care/practice,
- To support the effective management of clinical/practice and environmental risk on a day to day basis.
- Identifying and responding to the health promotion needs of service users/carers.
- Identifying and responding to the needs of service users/carers which might be related to gender health, domestic abuse, child protection issues.
- Maintaining accurate records of care/practice.
- Developing therapeutic relationships with service users/carers thereby ensuring that care needs are identified and met within a participative framework which recognises the principles of equality, dignity and respect and
which takes into account spiritual and cultural diversity.

- Ensuring that personal practice is in line with the principles underpinning the Mental Health (Care and Treatment) (Scotland) Act 2003 and those of the ‘Patient Focus Public Involvement’ and ‘Fair for All’ guidelines.
- Ensuring that personal practice is carried out in line with national and locally agreed policy, standards, guidelines and good practice statements.
- Make critical analysis of personal practice and demonstrate a continuing commitment to his/her own professional development, in conjunction with line manager.
- Supporting the Senior Crisis Practitioner and Team Leader by participating in the establishment and maintenance of a robust approach to clinical/practice governance within the Crisis Services. This will typically include involvement in establishing and maintaining; effective internal and external lines of communication, effective leadership, clinical and operational standards, clinical/practice audit, evidence-based practice, a culture of learning and innovation and strategies to maintain safety and minimise the risk of untoward clinical/practice incidents.
- Responsible for ensuring a meaningful learning experience for students, supporting and mentoring students and meeting defined standards for clinical/practice placements.
- Liaise with professional and voluntary agencies involved in the care and support of patients in hospital and the community with particular regard to Inpatient Services and Social Work, and attend/contribute to appropriate multi-disciplinary team meetings and case conferences.
- Liaising with professional and voluntary agencies to provide specialist psychiatric advice, contributing to multidisciplinary/agency meetings and case conferences.
- Have a sound knowledge of mental health legislation and act as an advocate and information resource for individuals and carers.
- Be involved in the ongoing review of service.
- Participate in ongoing service audit and user/carer satisfaction of the service.
- Be conversant with and operate within all current Health and Safety at work legislation and comply with agency policy.
- Act as a role model modelling professional behaviours.
- A key role will be collaborating with and offering direction to support workers from purchased services in relation to their role in carrying out aspects of the care plan.
- The post holder will be involved in the ongoing review of individual clients including input from purchase services.

7a. **EQUIPMENT & MACHINERY**

The equipment used by the post holder on a daily basis will include;

- Computer and associated software most notably Microsoft Office applications
- Mobile phone and landline phones
- Various items of clinical equipment required to carry out specific interventions and procedures
- Car driving is an essential feature of the role in all weather conditions
The equipment used by the post holder may also include
- Sphygmomanometer
- Thermometer
- Needle and syringe for intramuscular injection
- Scales
- Urine testing equipment
- Vacutainer system for withdrawal of venous blood

7b. SYSTEMS

The post-holder will be required to have a sound working knowledge of a wide range of local systems which will include:
- Care-planning and record-keeping systems
- Knowledge and skills in the use of standardised clinical/practice rating scales
- Fire and emergency procedures
- Clinical and managerial policy relevant to the clinical/practice area
- Health and safety policy relevant to the clinical/practice area
- Infection Control
- Staff safety systems/procedures
- Stores/Pharmacy ordering systems
- Emergency Drug Supply Procedure
- Staff appraisal and professional development systems

8. DECISIONS AND JUDGEMENTS

The post holder is expected to make clinical/practice decisions regarding clients’ treatment/intervention options on a daily basis. The post holder’s decisions and judgments will include:
- Prioritising the needs of service users and altering priorities as needs dictate
- Identifying the most appropriate interventions required to address specific service user needs.
- Recognising and responding to emergency situations in a manner which minimises clinical/practice risk
- Making judgements with regard to enacting the ‘least restrictive’ measures to manage identified clinical/practice risks
- Identifying sudden and gradual changes in the service user’s condition and responding accordingly in a manner that minimises clinical/practice risk.
- Making judgements about the service user’s ability to participate in the planning and delivery of care and make informed choices in this regard.

The post holder will participate in regular team caseload supervision, clinical review and monthly clinical supervision.

They will be accountable to the direct Senior Crisis Practitioner for delegated duties and cases and the delegated functions to other junior team members ensuring that the right level of competency of their junior team members is matched to duties being undertaken.
9. COMMUNICATIONS AND RELATIONSHIPS

The post holder will require good verbal and written communication skills.

He/She will communicate with service users/carers and other health/social care professions and voluntary care providers.

The role will involve an educational dimension with users/carers and colleagues. The post holder may be required to present to groups on occasion.

The post holder will be required to communicate information regarding the nature of the mental illness, impact on daily living and living with mental ill health to the service users, carers and colleagues. This level of communication may be required on a daily basis.

The post holder will be required to communicate sensitive information on a frequent basis and manage potential interpersonal conflict.

The post holder will be expected to attend a variety of meetings to support effective communications.

The post holder will be expected to defuse potentially highly charged situations e.g. where clients or carers may express heightened level of emotion.

10. PHYSICAL, MENTAL, EMOTIONAL, ENVIRONMENTAL DEMANDS

**Physical Skills**

- Daily keyboard use
- Driving – daily
- Aggression Management – as required
- Manual Handling – as required
- Administering of all medication, including injections

**Physical Demands**

Combination of walking, sitting, standing.

**Mental Effort**

- Accurately reading and interpreting clinical documents/patient notes whilst working under pressure from conflicting demands, such as interruptions from colleagues and clients which may result in changing tasks
- Working on own initiative, visiting clients in their own homes with a significant degree of autonomy in terms of clinical decision making

**Emotional effort**

Communicating with distressed/anxious service users/carers.
Discuss sensitive issues such as sexual abuse, relationship problems, family Conflict etc and facilitating helpful useful supports which may be daily Managing acute psychiatric crisis on a daily basis

**Environmental factors**
Unpredictable, potential dangers in homes, particular geographical areas of concern. Potential for exposure to body fluids where this arises Some exposure to verbal and physical aggression Significant travel between client contacts on a daily basis

### 11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Dealing with service users during their acute phase of illness whilst in a community setting.
- Effectively assessing and managing clinical/practice risks related to suicide, self-harm and harm to others
- Maintaining a therapeutic relationship with service users who have been subject to compulsory measures under the Mental Health or Criminal Procedures Acts

### 12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED

- Completion of training as a first level registered nurse in mental health with a currently valid registration with the Nursing and Midwifery Council or an Occupational therapist registered with the Health Professions Council.
- Some post registration experience, with experience of the mental health sector preferably community.
- Evidence of continual professional development
- Effective communication skills
- Ability to work without direct supervision
- IT literate – basic level of Microsoft Word/Excel and Outlook
- Applicants MUST have a full UK driving license.
Summary of terms and conditions

The terms and conditions of service are those approved and amended from time to time by the National Agenda for Change Terms and Conditions Agreement.

Job title                  Crisis Practitioner - South Area Crisis Team
Job reference number      0000047064N
Closing date              12 May 2017
Vacancy enquiries to       For information specific to the role, contact: Julie Ann Campbell, 0141 232 7060
Agenda for Change band:   Band 5
Salary                    £22,440 to £29,034 per annum (pro rata where applicable).
                          Please note candidates new to the NHS should expect to start at the entry point of the payscale shown.
Hours                     37.50 hours per week
Base                      Florence Street Mental Health Resource C
Contract type             Permanent
Annual leave              The basic annual leave entitlement in a full year commencing 1st April to 31st March is 27 Days on appointment, rising to 29 days after five years and 33 days after 10 years. Leave entitlement is pro rata where applicable.
Superannuation            All employees are automatically enrolled in the Scottish Public Pensions Agency.
Healthcare Support Workers All NHS Scotland postholders that are not governed by a regulatory or professional body are considered to be healthcare support workers. On appointment, you will be expected to comply with the NHS Scotland Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers.
                          Healthcare Support Workers are expected at all times to practice competencies that demonstrate insight, understanding and mutual respect of patients, their families, carers and work colleagues. Whether in a clinical or non-clinical role the post holder is expected at all times to be an exemplar of person centred care, embracing their Code of Conduct to a high standard as part of an integrated health professional team.
Smokefree policy          NHS Greater Glasgow and Clyde operates a smokefree policy on all premises and grounds.
Equal opportunities       NHS Greater Glasgow and Clyde is as an equal opportunities employer.
The Application Process

Please ensure you read the Job Description and Person Specification along with the guidance notes on completing your application form. The hiring manager will shortlist an application for interview based on its content, therefore it is in your best interests to ensure you submit a fully and appropriately completed application.

You will receive confirmation that your application submission has been received when you submit your online application form. When we begin to process your application, you will receive an email from NHS Greater Glasgow and Clyde confirming receipt. If you have not received a confirmation email within 3 days working days from the closing date, please email nhsggcrecruitment@nhs.net.

Unfortunately, due to the volume of applications NHS Greater Glasgow and Clyde receive, we are unable to write to applicants who are not successfully shortlisted for interview. Accordingly, if you have not received an invitation for interview within six weeks of the closing date please assume on this occasion you have been unsuccessful. We hope this will not deter you from applying again.

We will use several methods of communication to advise you of each stage of the recruitment process this includes: email, letter, SMS text, or telephone. It is essential that you regularly check your email and your phone to see if we have been in contact with you to update you on the progress of your application. Please ensure your email account does not treat NHS Greater Glasgow and Clyde email as spam or junk by adjusting the necessary settings.

Please ensure you retain a copy of the job description and person specification for the post you are applying for – you will need this to help you prepare if you are selected for interview.

Please retain details of the job reference number – you will need this if contacting NHS Greater Glasgow and Clyde Recruitment Services.

Should you require further information or assistance in relation to your application please visit www.nhsggc.org.uk/recruitment or email your enquiry to nhsggcrecruitment@nhs.net. Please ensure you have the job reference number to hand.

For details on what happens once you have submitted your application, please visit the NHS Greater Glasgow and Clyde – recruitment guidance for applicants.
Guidance for completing your application form

Completion of the application form is the first stage in the recruitment process, and if you are successful, will form the basis of your employment record. Complete and accurate information is essential. Please note: If you knowingly withhold or provide false or misleading information, this may result in your application being rejected, or if appointed, may result in dismissal from your post.

Your application form plays a vital role in the recruitment and selection process. The information you provide us with in your application form will be used to decide whether you are shortlisted to attend an interview. Only those applicants who can clearly demonstrate in their application form how they meet the minimum essential requirements for the post as specified in the job description and person specification will be considered for interview selection.

Applicants should read the candidate information pack and job description for the post prior to completing the online application form.

When completing the online application form applicants should read the instructions in each section and note the following:

- the application form has an automatic time out mechanisms, therefore you should click on the "save" button as you go through the application form or copy and paste from another document, to avoid losing content.
- please do not use any special characters (i.e. £, #, &, %) when completing your application. You are permitted to use the '@' symbol.

It is recommended that you complete all relevant sections of the application form. It does not matter how long ago your last employment was, if you have an employment history please list it.

If you have not previously been employed, please use the "Present or Most Recent Post" section to detail what you have been doing (i.e. full time student / parent / carer).
Please note that you can list unpaid work including work placements and volunteer work in your employment history.

NHS Greater Glasgow and Clyde do not accept Curriculum Vitae (CV), unless a CV has been specifically requested as part of the recruitment process.

By completing and submitting an application for this post you give your consent for NHS Greater Glasgow and Clyde to commence pre-employment checks, including reference checks, once your formal conditional offer of employment is made to you. Click Here for more information. For details on NHS Greater Glasgow and Clyde’s pre-employment check procedures, please visit the NHS Greater Glasgow and Clyde – recruitment guidance for applicants.
Part A (Personal information), Part B (Declarations), Part C (Application Details)

The job description provides information about the main duties and responsibilities of the post being advertised. It also describes the purpose of the post. Please ensure that your application form clearly demonstrates how your skills / knowledge / experience can be utilised in the role.

The job description and person specification also specify the requirements or criteria (knowledge, skills, experience, abilities and qualifications) that are essential or desirable to perform the duties outlined. Please ensure in your application that you demonstrate how you meet the minimum essential criteria and where applicable, the desirable criteria for the role.

Certain posts in NHS Scotland are exempt from the 1974 Rehabilitation of Offenders Act (Exclusions & Exceptions) (Scotland) Order 2003. Click Here for more information. If the advertisement for this position has declared that we require a Disclosure Scotland PVG Scheme Membership / Disclosure Scotland Check, you must declare any previous convictions, classed as either “spent” or “unspent”, including criminal convictions received outside the United Kingdom.

The Asylum and Immigration Act 1996 states that it is a criminal offence to employ a person who is not entitled to work in the United Kingdom (UK). Consequently, before NHS Greater Glasgow and Clyde offers employment, the prospective employee must provide evidence, that he/she is entitled to work in the UK. All applicants regardless of nationality will be asked to provide evidence of eligibility to live and work in the UK.

As a Disability Confident Employer, NHS Greater Glasgow and Clyde operates a Guarantee Interview Scheme for disabled applicants. Candidates who have declared a disability and who meet the minimum essential criteria outlined within the job description / person specification will be guaranteed an interview.

You must provide full and complete employment references including a work email address (personal email address for employment references may not be acceptable) covering a minimum period of the last three years. Employment referees should be listed in chronological order – that is the most recent first. If you have had more than two employers in the last three years we will require additional references. Character referees should only be used in the event that you cannot provide two employer references covering the last three years.

Any gaps in employment history must be detailed within your supporting statement and will be explored carefully with you at the interview stage.

If you have an employment history of less than three years, you should provide full details of an academic referee or other person who is not a friend, is not related to you or involved in any financial arrangement with you to provide a personal reference.
If you have had no previous employment or have been self-employed you should provide details of two personal referees as outlined above and where applicable evidence to confirm your status (i.e. letter from Jobcentre Plus, academic record or evidence from HM Revenue & Customs) if you are shortlisted for interview.

Your application form provides you with an opportunity to provide a supporting statement. This section is one of the most important in the application form as the information that is provided here will be evaluated and used to decide if you are invited to attend interview. This section gives you the opportunity to describe and demonstrate the particular qualifications, skills, abilities, knowledge, relevant experience and other qualities that make you a good candidate for the post.

**Part D (Equal Opportunities)**
This part of the form is optional and the information you provide in this section exercises no part of the selection process. It is treated in confidence and only the Recruitment Service or Human Resources staff can access this information for the purpose of recording and compliance monitoring, to ensure our workforce is balanced and represents the best candidates from all parts of society regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity status, race, religion or belief, sex, sexual orientation and/or socio-economic status.

**Data Protection Act 1998**
The information you provide on your application will be treated in confidence. Only those NHS Greater Glasgow and Clyde staff involved in the selection process and processing your application will see your application form. If you are the successful applicant your application form will be retained and used to create your employee record file. Your application form will be held for 12 months, from the date of your application, within the NHS Greater Glasgow and Clyde recruitment system, after which period it will be deleted from the system.
Working for NHS Greater Glasgow and Clyde

About us
NHS Greater Glasgow and Clyde is the largest health board and provider of healthcare in Scotland and one of the largest health care providers in the UK.

NHS Greater Glasgow and Clyde’s purpose is to:

“Deliver effective and high quality health services, to act to improve the health of our population and to do everything we can to address the wider social determinants of health which cause health inequalities.”

The Board works in close partnership with other NHS organisations, local authorities and other agencies including the third sector to ensure that social work, education, housing, employment and environmental services unite effectively and efficiently with the NHS in tackling inequalities and underlying health problems in local communities.

The future shape of health and social care provision is changing following the move to establish new statutory Partnerships between NHS and Local Authorities, responsible for the planning and delivery of Health and Social care for local populations. This requires the development of very different relationships between primary care, mental health services, community and acute services.

NHS GGC serves a population of 1.2 million (over 1/5 of the population of Scotland) with services provided by 39,000 staff.

The geographical area covered includes: Glasgow City, West Dunbartonshire, Inverclyde, Renfrewshire, East Renfrewshire, East Dunbartonshire and North Glasgow (Stepps-Moodiesburn corridor).

Our services
NHS Greater Glasgow and Clyde provides a full range of Secondary and Tertiary Clinical services, Primary Care, Mental Health and Community services included in which are a number of world-class specialist services.

Find out more about NHS Greater Glasgow and Clyde at www.nhsggc.org.uk.

If you want to know more about the NHS Scotland, visit www.show.scot.nhs.uk.

If you are successful in your application to join us, you will be working within one of our Acute, Primary and Community Care Services. These services are in turn supported by a range of Corporate Service functions including Administration, eHealth, Finance, Human Resources, Public Health, Corporate Planning, Facilities and Estates.
• Click Here to find out more about our Community Services
• Click Here to find out more about our Mental Health Services
• Click here to find out more about the services in your area
**Employee benefits**
We offer all our staff excellent benefits including;
- NHS Superannuation pension scheme,
- Child Care Vouchers,
- Bursaries to support education and training,
- Interest free loans to purchase Zonecards for trains, buses, underground and some ferries
- Cycle to work interest-free loans to purchase bicycles and equipment

For more information on the benefits available to NHS Greater Glasgow and Clyde staff, visit [www.healthservicediscounts.com](http://www.healthservicediscounts.com).

**Further information**
For further information on any aspect of the recruitment process or for further details on working within NHS Greater Glasgow and Clyde contact:

NHS Greater Glasgow and Clyde
**Recruitment Services**
West Glasgow Ambulatory Care Hospital
Dalnair Street
Glasgow
G3 8SJ

Tel: +44 (0)141 278 2700
Email: nhsggcrecruitment@nhs.net