Duty & Risk Mental Health Practitioner

## Job details

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| Job title: | Duty & Risk Mental Health Practitioner |
| Department: | NHS Talking Therapies |
| Location: | Region 2 |
| Reporting to:  (job title only) | Duty Team Leader |
| Direct reports:  (job title only) | None |
| Accountable to:  (where applicable) | Duty Team Leader |
| Responsible to:  (where applicable) |  |
| Job purpose: | Working as a Duty and Risk Mental Health Practitioner in a regional Team, covering several Talking Therapies Services, liaising directly with service users, members of the Talking Therapies team, GPs and other agencies, including Secondary Care.  The Duty and Risk Mental Health Practitioner will as part of the Duty Team and be responsible for providing advice and support to our staff (CBT Therapists/Counsellors, DIT, IPT, Psychological Wellbeing Practitioners (PWPs) and our administrative team) about all aspects of clinical risk, supporting robust risk management and safeguarding processes across the service.  The Duty and Risk Mental Health Practitioner will have substantial client contact by telephone, often talking with people who may be distressed, to help screen client suitability for the service and make referrals where appropriate into secondary mental health services. There may be some additional responsibilities in managing the interface between Talking Therapies Services and Secondary Care mental health services.  We welcome applicants who have experience of and confidence in managing risk. A working knowledge of primary and secondary mental health care services would be an advantage.  Staff development is very important to Vita Health Group and you will have an annual study leave allowance, for your own development as a practitioner.  The role will be remote but we encourage occasional team building days on site at Vita Health Group bases in the region. You will need to have private working space to take confidential calls.  The post holder will be required to:   * + Ensure the effective operation of the Duty Team, to include: risk assessing patients; referring on to other agencies; advising practitioners seeking advice about suicide risk and safeguarding concerns, ensuring risk is managed in line with service policies and procedures and screening referrals. The service is open Monday-Thursday 8.00 am to 8.00 pm and Friday 8.00 am to 5.30 pm. The Duty Team operates on a rota basis; some out of hours working will be required.   + Deliver a quality risk management service to agreed auditable standards, in line with national guidance.   + Work closely with clinical staff to ensure that decision making is informed by suitable risk management advice and appropriate outcomes are achieved for patients.   + Ensure effective, timely communication both internally and externally, which complements multidisciplinary/interagency working.   + Take part in training of staff in risk management across the wider service.   + Be flexible with meeting service needs in a dynamic and fast-paced environment. |
| Role and Responsibilities: | **Clinical**   * + Undertake and support risk assessments and ensure that appropriate action is initiated to protect service users.   + Offer clinical advice to the wider team to address risk concerns.   + Act as a role model in relation to expected standards of care and attitudes/approaches in line with Vita Health Group’svalues and behaviours.   + Intervene and escalate appropriately when required.   + Ensure that all risk documentation for patients is clear, and available.   + Advise on safeguarding incidents and ensure that appropriate actions have been taken.   + Engage with regular training and development opportunities to maintain clinical/professional competence and credibility.   + The post holder will be expected to show excellent time management and teamworking skills to ensure shared workload is managed efficiently and work is of a high standard.   + Engage in peer supervision to colleagues in the duty team   + Support with data collection and identifying themes for service improvement.   + Take responsibility for own continuing personal professional development.   **Risk Management**  It is a standard element of the role, and responsibility of all staff of Vita Health Group, that they fulfil a proactive role towards the management of risk in all their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.  **Records Management/Data Protection**  As an employee of Vita Health Group, you have a legal responsibility for all records (including patient health, financial, personal and administrative) that you gather or use as part of your work with Vita Health Group. The records may be paper, electronic, audio or videotapes. You must consult your manager if you have any doubt as to the correct management of the records with which you work.  **Confidentiality and Information Security**  As a Vita Health Group employee you are required to uphold the confidentiality of all records held by Vita Health Group. This duty lasts indefinitely and will continue after you leave Vita Health Group, employment. All employees must maintain confidentiality and abide by the Data Protection Act.    **Data Quality**  All staff are personally responsible for the quality of data entered by themselves, or on their behalf, on Vita Health Group, computerised systems or manual records (paper records) and must ensure that such data is entered accurately to NHS data standards, in a timely manner to ensure high standards of data quality in accordance with Vita Health Group, Data Quality and Clinical Record Keeping Policies    To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act 1998, Caldicott recommendations and other relevant legislation and guidance are applicable and should be adhered to.  **Health and Safety**  All employees of Vita Health Group, have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable Vita Health Group to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by Vita Health Group, undertakings.  **Equal Opportunities**  Vita Health Group provides a range of services for a diverse population. As an employee you are expected to treat all patients/customers and work colleagues with dignity and respect irrespective of their background.  **Safeguarding**  All staff have a responsibility to promote the welfare of any child, young person or vulnerable adult they encounter and in cases where there are safeguarding concerns, to act upon them and protect the individual from harm.  All staff should refer any safeguarding issues to their manager and speculate accordingly in line with Vita Health Group Child and Adult Safeguarding Policies.  Any post deemed to have regular contact with children and/or vulnerable adults will require an Enhanced\* DBS (Disclosure and Barring Service check).  **Equality Diversity & Inclusion (EDI)**  We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do.  Vita Health Group has several initiatives in place to achieve this including our Zero Tolerance Policy, Code of Conduct, Freedom to Speak Up Guardians, and more. We believe it is the responsibility of everyone to ensure their actions support this goal with all internal and external stakeholders.     * + Be aware of the impact of your behaviour on others.   + Ensure that others are treated with fairness, dignity, and respect.   + Maintain and develop your knowledge about what EDI is and why it is important.   + Be prepared to challenge bias, discrimination, and prejudice when possible, and raise with your manager, the EDI & Sustainability team, or the Freedom to Speak Up Guardians.   + Encourage and support others to feel confident in speaking up if they have been subjected to or witnessed bias, discrimination, or prejudice.   + Be prepared to speak up for others if you witness bias, discrimination, or prejudice.   Any other reasonable request as required |
| Clinical Governance:  (where applicable) |  |
| Training and supervision: |  |
| Additional information: |  |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | * + Hold a current registration to a professional health registered body (i.e. RMN, HCPC registered OT, Psychologist).   + Evidence of ongoing professional development and training to the equivalent of safeguarding Level 3 | * + Safeguarding Level 4 training |
| **Experience** | * + Experience of working within NHS mental health services with a range of mental health issues.   + Experience of assessing & managing multiple presentations of risk.   + Experience of multidisciplinary working.   + Experience of assessment & managing wide range of safeguarding issues.   + Experience of working with people in acute mental distress.   + Experience of providing risk & safeguarding advice, consultation and/or supervision to other practitioners. | * + Evidence of working within both secondary and primary care healthcare settings.   + Experience of delivering risk/ safeguarding supervision.   + Experience of multi-agency working.   + Specialist knowledge of adult safeguarding practice and legislation. |
| **Skills/knowledge** | * + Knowledge of local and national policies relating to safeguarding children and adults at risk, relevant professional and NHS policy initiatives.   + Excellent organizational and time management skills   + Excellent verbal and written communication skills and ability to communicate clearly and empathically with clients in distress including suicidal clients and angry clients.   + IT literate – intermediate level minimum. |  |
| **Specialist training** |  |  |
| **Personal competencies and qualities** | * + High level of enthusiasm and motivation   + Ability to work individually or within a team and foster good working relationships   + An awareness of and commitment to supporting and facilitating diversity and inclusion   + Ability to work under pressure, to prioritise, work flexibly and to tight deadlines.   + Open minded, treats colleagues with dignity and respect. |  |

# Version Control

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| Author: | Human Resources | Version: | V1.3 | Status: | DRAFT |
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| Version: | Date: | Summary of Changes |
| V1.1 | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
| V1.2 | 06/08/20 | Updated to include diversity and inclusion statement |
| V1.3 | 01/05/25 | Updated for new regional duty roles |