Senior Clinical Duty Worker

## Job details

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| Job title: | Senior Clinical Duty Worker |
| Department: | NHS Talking Therapies |
| Location: | Pan Essex |
| Reporting to:  (job title only) | Clinical Lead |
| Direct reports:  (job title only) |  |
| Accountable to:  (where applicable) | Clinical lead |
| Responsible to:  (where applicable) | Duty & Risk Lead. |
| * + Job purpose: | * Provision and oversight of duty service and delivery of step 3 CBT treatments * Supporting the Duty and Risk Lead, Senior Practitioners and Clinical Lead in the busy NHS primary care talking therapies services liaising directly with service users, members of the NHS Talking Therapies team, GPs and other agencies. * The Deputy Duty Worker will support and assist the Duty and Risk Lead and the Clinical Leadership team and be responsible for the organisation and delivery of the Basildon and Brentwood and West Essex Joint duty service * The Senior Duty Practitioner will support the Duty and Risk Lead in the delivery of a duty system in providing advice and support to our staff (CBT Therapists/Counsellors, 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 Senior Duty Practitioner will have substantial client contact by telephone, often talking with people who may be distressed, to help screen client suitability for the service, assess service users and make referrals where appropriate into secondary mental health services. * Along with the Duty and Risk Lead and clinical lead they will manage the interface between BB & WE NHS Talking Therapies and secondary mental health care services when required, this will include oversight of any patients on a holding list awaiting outcomes from secondary care services. * The applicant will be expected to hold a small caseload of 3 patient contacts per week. * The service welcomes applicants who have significant experience of managing risk and a working knowledge of primary and secondary mental health care services. * Supporting staff well is something that Vita Health Group prides itself on; a high level of support will be provided from the Duty and Risk Lead and Clinical Leadership and Management team along with opportunities for continuing professional development. * The Deputy Duty Worker will be working within a multidisciplinary team that consists of CBT Therapists, Counsellors, PWPs, Administrators, and Wellbeing Navigators. * The role will be a blend of remote and on site working with the Basildon & Brentwood and West Essex area and the post holder will be expected to attend ad hoc meetings in these areas when required.   The post holder will be required, in conjunction with the Duty and Risk Lead, The Clinical Lead and other professionals, to:   * To support the Duty and Risk Lead to ensure the effective day to day operation of the NHS Talking Therapies service's 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; screening referrals and oversee the staffing of the duty team to ensure minimum numbers are maintained so that the service can operate safely   Contribute to facilitating delivery of high-quality risk management services to an agreed and auditable quality standard that complies with all national and local legislation and guidance.   * To work closely with the Duty and Risk Lead and clinical staff to ensure that decision making is informed by expert risk management advice and appropriate outcomes are achieved for patients. * Ensure effective, timely communication both internally and externally, which complements multidisciplinary/interagency working. |
| * + Role and Responsibilities: | 1. Clinical   * Undertake and support risk assessments and ensure that appropriate action is initiated to protect service users. * Support the Duty and Risk Lead in providing clinical advice to the wider team to address risk concerns. * Support in the management of Holding lists. * To attend external service meetings and MDT’s as required * Assist Duty and Risk Lead in completion of safeguarding Section 17 & 47 requests when no practitioner is assigned to the case. * To offer case management supervision to AP’s, Step 2 and Step 3 practitioners. * To assist and intervene and escalate appropriately when required. * Assist the Duty and Risk Lead to ensure that all risk documentation for patients is clear, and available. * Assist the Duty and Risk Lead in reviewing safeguarding incidents and ensure that appropriate actions have been taken. * Engage with regular training and development opportunities to maintain clinical/professional competence and credibility. * Act as a role model in relation to expected standards of care and attitudes/approaches in line with Vita Health Group values and behaviours. * Assist the Duty and Risk Lead by providing a presence within the team, ensuring that all staff are adhering to, and incorporating risk policy and practice guidance within clinical area.   **Service standards and leadership**   * To assist in encouraging & strengthening networking with community/ academic partners to promote integrated care approaches with local community organisations and voluntary sectors. * In conjunction with the clinical leads, develop and coordinate action plans following Serious Case Reviews, and other incidents, ensuring the implementation of all recommendations, and findings. * Participating audits to evaluate the implementation of lessons learned from Incidents, including Serious Case Reviews. * Assist in the provision of support, debriefing/supervision for staff involved in managing risk. * Lead learning reviews to ensure that incidents are critically appraised, with learning shared across the organisation. * Assist the Duty and Risk Lead in identifying trends/ themes and escalating to the Duty and Risk Lead and Clinical leads. * Attend the Primary Care Network Multidisciplinary Team Meetings/safeguarding subgroups in the Absence of the Duty and Risk Lead, providing feedback and reports for assigned tasks/actions. * To deputise for Clinical leads at both internal and external meetings when required. * Assist with the identification of key performance indicators against which the effectiveness and outcomes of the role can be measured and evaluated. * Provide reports as requested by Senior leaders.   **Education & Training**   * Assist the Duty and Risk Lead in developing collaborative interagency training programmes and participate in external training delivery as appropriate. * Take responsibility for own continuing personal professional development.   **General & Corporate Duties**  **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, whether patient records. 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’s 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 come into contact with 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’s 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).   Any other reasonable request as required |
| Clinical Governance:  (where applicable) |  |
| Training and supervision: | Will be offered by Duty and Risk Lead and Clinical Lead. |
| Additional information: | Some travel including occasional overnight stays may be required, so a full clean driving licence is desired. |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | * Hold an IAPT/Talking Therapies qualification at Step 3 and be accredited by the BABCP/BACP or equivalent. * Evidence of ongoing professional development and training to the equivalent of safeguarding Level 3 | * Undertaken Talking Therapies Supervision Training. |
| **Experience** | * Knowledge of local and national policies relating to safeguarding children and adults at risk, and relevant professional and NHS policy initiatives. * Experience in assessing multiple presentations of risk. * Experience and knowledge of multidisciplinary working. * Evidence of team working. * Experience of working with people in acute mental distress. | * Evidence of working within both secondary and community healthcare settings. * Experience of delivering risk/ safeguarding supervision. * Experience of multi-agency working. * Specialist knowledge of adult safeguarding practice and legislation. * Experience of implementing and coordinating risk procedures within a team. |
| **Skills/knowledge** | * IT literate – intermediate level minimum * Excellent organizational skills. |  |
| **Specialist training** |  |  |
| **Personal competencies and qualities** | * Excellent verbal and written communication skills and ability to communicate clearly and empathically with clients in distress including suicidal clients and angry clients. * 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. * Excellent time management skills * Open minded, treats colleagues with dignity and respect. |  |

Version Control

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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 |
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