

CAJE Reference:
RWM/2022/0145

JOB DESCRIPTION

CARDIFF AND VALE UNIVERSITY HEALTH BOARD

09832

JOB DETAILS

Job Title:	Mental Health Care Advisor / Dementia Care Advisor
Pay Band:	Band 6
Department:	Various
Directorate:	Mental Health Services for Older People
Clinical Board:	Mental Health
Base:	Various

ORGANISATIONAL ARRANGEMENTS

Managerially Accountable to:	Deputy Senior Nurse Manager
Reports to:	Clinical Nurse Specialist/ Team Leader
Professionally Responsible to:	Clinical Nurse Specialist

Our Values: 'CARING FOR PEOPLE; KEEPING PEOPLE WELL'

Cardiff and Vale University Health Board has an important job to do. What we do matters because it's our job to care for people and keep them well. We all want to do this to the best of our abilities – but we know that good intentions are not always enough.

At Cardiff and Vale University Health Board our values and example behaviours are:

We care about the people we serve and the people we work with	Treat people as you would like to be treated and always with compassion
We trust and respect one another	Look for feedback from others on how you are doing and strive for better ways of doing things

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We take personal responsibility	Be enthusiastic and take responsibility for what you do.
We treat people with kindness	Thank people, celebrate success and when things go wrong ask 'what can I learn'?
We act with integrity	Never let structures get in the way of doing the right thing .

Our values guide the way we work and the way we behave with others. Post holders will be expected at all times to behave in accordance with our values demonstrating commitment to the delivery of high quality services to patients.

JOB SUMMARY/JOB PURPOSE

To provide specialist assessment, evidence-based intervention, advice and support for service users and carers and families as appropriate to specialist area of work

Provision of advice and support to professional colleagues on care management of people with severe and unstable mental health conditions or with dementia and advice and support to care staff on person-centred approaches and psychological interventions

Assist with the implementation and audit of the Mental Health or Dementia Care Advisor role, to support further role development at UHB and All Wales evaluation

Assist with delivery against the Matrix Cymru or The Good Work Framework targets, supporting development of appropriate clinical care pathways, development and delivery of specialist training, undertaking audit activity and outcomes reporting against key performance indicators

Participate in, make effective use of and provide clinical supervision to enhance own performance and that of colleagues

DUTIES AND RESPONSIBILITIES

Clinical:

1. Responsible for the development of a Mental Health or Dementia advice, liaison and support service for users, carers and workers involved with people who have severe and unstable mental health conditions or dementia in collaboration with aligned Clinical Nurse Specialists.

2. Meet the multiple and often complex needs of people with severe and unstable mental health conditions or dementia and their carers through ongoing assessment of health and well-being using the Mental Health Measure,
3. To undertake risk assessments and risk management plans
4. Develop implement and evaluate intervention plans to meet assessed needs.
5. To signposting to and engaging other appropriate services in care delivery as appropriate.
6. Will be required to understand, analyse and interpret complex clinical scenarios, and use own specialist knowledge to generate response options.
7. To undertake role of Care-Coordinator when clinically indicated and in best interests of patient
8. Will be required to provide and receive complex and sensitive and / or contentious information where there may be barriers to understanding.
9. Will need to manage scenarios in which there is considerable requirement for empathy and reassurance. Some situations will be emotionally challenging and involve distressing circumstances.
10. May at times be required to work with patients who are physically unwell, where there may be unpleasant conditions including the presence of urine, faeces, bed pans and so on.
11. Advise on, recommend and provide a range of effective evidence-based interventions to meet the assessed needs of clients with particular focus on psychological interventions for mental health conditions or on managing behaviour and psychiatric symptoms of dementia. Such approaches will focus on positive person-centred ways which maximise well-being, avoid iatrogenic dependency and reduce the need for atypical anti-psychotics. This will include role modelling appropriate approaches to non-specialist staff
12. Provide psycho-educational support to carers and families, assisting them in developing their own self-coping skills

13. Support clients and carers through transitions in the illness trajectory/care giving
14. Maintain appropriate contemporaneous clinical records and provide verbal and written feedback as required to carers and families, referring agencies and professional colleagues
15. Participate in audit of records to evidence outcomes of the Mental Health Care Advisor or Dementia Care Advisor role. May be asked to design and lead on audit work where appropriate.
16. Liaise with key partners regarding the best possible care for the client, including GPs, care coordinators and other statutory and voluntary sector staff as appropriate, maintaining client confidentiality outside those key relationships
17. Promote health and well-being of clients within an agreed clinical governance framework which operates within national guidelines, policy and legislation. Develop specialist knowledge particularly in relation to the Mental Capacity Act 2005 and assist best interests' decisions
18. Act as an advocate for the client, assisting through the provision of expert advice the provision of best practice, but also referring under the South Wales Policy for the Prevention of Vulnerable Adult Abuse where safeguarding concerns are evident
19. Recognise the limits of own competency and professional boundaries and make appropriate and timely referrals in respect of client needs. Develop close relationship with wider MDT, with a special focus on developing key relationship with Consultant Old Age Psychiatrist and team
20. Facilitate and participate in case conferences, review meetings and other MDT reviews, representing the needs of clients and carers within scope of professional competence. Liaise with colleagues and feedback outcomes and decisions as appropriate.
21. Contribute to the development of training programs, clinical care guidelines/protocols and policy and procedure, consulting with colleagues across the service as appropriate

22. Promote the rights, interests, needs and choices of service users and carers in the planning, delivery and evaluation of care and services

Professional

1. Organise own work and plan duties according to needs of service, in consultation with Senior Nurse Manager. Work as part of MDT and relate to other Mental Health and Dementia Care Advisors, supporting others' in role. However, will for the most part be required to work autonomously and direct own patterns of work. and make independent and autonomous decisions.
2. Ensure all work undertaken is in line with NMC or other professional body code of conduct and UHB policy and procedure. Seek early advice and escalate concerns if requests for involvement are out of line with this role profile
3. Integrate into practice current knowledge of mental health conditions or dementia and caring, informed by research and other evidence. Keep self professionally updated. Evidence this in personal professional portfolio
4. Participate in/lead appropriate practice-based evaluation and audit activity. Disseminate findings through clinical governance structures
5. Work positively with colleagues to maintain clinically effective and professionally appropriate relationships
6. Responsible for complying with UHB policy in respect of lone working, infection control and all other appropriate policies
7. Responsible for accessing clinical supervision, which is considered mandatory in this role

Education

1. Participate in/lead formal training events such as study days, courses, conferences etc. Contribute to higher level educational programs on request
2. Evaluate training inputs with colleagues, adjusting training according to identified needs of staff

3. Be aware of own development needs and facilitate them to be met in order to remain clinically credible and professionally competent
4. Work with Clinical Nurse Specialists, Ward and Team Managers to promote and provide a learning environment for MHSOP staff and student nurses undertaking placement
5. Act as a role model to others, ensuring the highest standards of professional practice and maintaining positive relationships with clients, carers and colleagues.

Managerial / Administrative

1. Ensure appropriate records are maintained to the required standard and expect audit of case notes as part of supervision arrangements. Maintain own records to standards required under Mental Health Measure and UHB systems
2. May be required to line-manage other staff, providing professional and managerial supervision and allocating work.
3. Maintain diary of all clinical contact and other professional duties, to enable audit of activity by professional line manager
4. Manage annual leave in accordance with UHB policy and via professional line manager
5. Report sickness in accordance with UHB policy and via professional line manager
6. Follow UHB lone working policy, including the use of risk alert facility

Other

1. Will work in a dispersed clinical setting, either in the community or Hospital sites, necessitating frequent driving and walking.

GENERAL

- **Flexibility:** Depending on your role you may be required to work across 7 days and/or on more than one site, and to work late shifts, nights and weekends. You may also be required to participate in an on-call rota or internal rotation.

- **Performance Reviews/Performance Obligation:** The post holder will be expected to participate in the UHB individual performance review process, and as part of this process to agree an annual Personal Development Plan with clear objectives and identified organisational support.
- **Competence:** At no time should the post holder work outside their defined level of competence. If the post holder has concerns regarding this, they should immediately discuss them with their manager. All staff have a responsibility to inform those supervising their duties if they are not competent to perform a duty.
- **Confidentiality:** In line with the Data Protection legislation and the Caldicott Principles of Confidentiality, the post holder will be expected to maintain confidentiality in relation to personal and patient information including clinical and non-clinical records, as outlined in the contract of employment. This legal duty of confidentiality continues to apply after an employee has left the UHB. The post holder may access information only on a need to know basis in the direct discharge of duties and divulge information only in the proper course of duties.
- **Records Management:** The post holder has a legal responsibility to create, maintain, store and destroy records and other UHB information handled as part of their work within the UHB in line with operating procedures and training. This includes all records relating to patient health, financial, personal and administrative, whether paper based or on computer. The post holder has a duty to maintain the highest levels of data quality for all records through accurate and comprehensive recording across the entire range of media they might use. All staff have a responsibility to consult their manager if they have any doubts about the correct management of records with which they work.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will, in many cases, include access to personal information relating to service users.
- **Health & Safety:** The post holder is required to co-operate with the UHB to ensure health and safety duties and requirements are complied with. It is the post holder's personal responsibility to conform to procedures, rules and codes of practice; and to use properly and conscientiously all safety equipment, devices, protective clothing and equipment which is fitted or made available, and to

attend training courses as required. All staff have a responsibility to access Occupational Health and other support in times of need and advice.

- **Risk Management:** The UHB is committed to protecting its staff, patients, assets and reputation through an effective risk management process. The post holder will be required to comply with the UHB Health and Safety Policy and actively participate in this process, having responsibility for managing risks and reporting exceptions.
- **Safeguarding Children and Adults:** The UHB is committed to safeguarding children and adults therefore all staff must attend the Safeguarding Children and Adults training.
- **Infection Control:** The UHB is committed to meet its obligations to minimise infection. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of and complying with the UHB Infection, Prevention and Control procedures/policies, not to tolerate noncompliance by colleagues, and to attend training in infection control provided by the UHB.
- **Registered Health Professionals:** All employees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** The All Wales Health Care Support Worker (HCSW) Code of Conduct outlines the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed in NHS Wales. Healthcare Support are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Health Improvement:** all staff have a responsibility to promote health and act as an advocate for health promotion and prevention
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all UHB sites including buildings and grounds are smoke-free. Staff are encouraged to promote and actively support our No Smoking Policy. Advice and support on quitting smoking is available for all staff and patients. A hospital based

service can be accessed by telephoning 02920 743582 or for a community based service, Stop Smoking Wales can be contacted on 0800 0852219

- **Equality and Diversity:** We are committed to promoting inclusion, where every staff member has a sense of belonging. We welcome applications from everyone and actively seek a diverse range of applicants. We value our differences and fully advocate, cultivate and support an inclusive working environment where staff treat one another with dignity and respect. We aim to create an equitable working environment where every individual can fulfil their potential no matter their disability, sex, gender identity, race, sexual orientation, age, religion or belief, pregnancy and maternity or marriage and civil partnership status
- **Dignity at Work:** The UHB condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the UHB Disciplinary Policy.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of the current UHB Welsh Language Standards and take every opportunity to promote the Welsh language in their dealings with the public. The UHB also encourages employees to use their available Welsh language skills
- **Job Description:** This job description is not inflexible but is an outline and account of the main duties. Any changes will be discussed fully with the post holder in advance. The job description will be reviewed periodically to take into account changes and developments in service requirements.

Date Prepared: 18/08/2022

Prepared By: Kim Sweet

Date Reviewed:

Reviewed By:

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PERSON SPECIFICATION CARDIFF AND VALE UNIVERSITY HEALTH BOARD

Job Title:	Mental Health Care Advisor / Dementia Care Advisor	Department:	Mental Health Services for Older People
Band:	Band 6	Clinical Board:	Mental Health
Base:	Various		

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	<ul style="list-style-type: none"> First-level Mental Health Nursing or Registered Health Professional, supplemented by a post-graduate qualification or specialist training, experience, short courses equivalent to post-graduate diploma qualification Evidence of professional and management development through Continuous Professional Development Evidence of recent learning and continued professional development at a higher level 	<ul style="list-style-type: none"> Masters degree in relevant area Relevant postgraduate qualifications – psychological interventions 	Application Form Certificate Check Registration Card – Nurse/AHP

<p>EXPERIENCE</p>	<ul style="list-style-type: none"> • Sufficient experience working at Band 5, (or equivalent level in other disciplines), including experience in a clinical area related to care of the older person in a mental health context. • Experience of interprofessional and multiagency team working. 	<ul style="list-style-type: none"> • Experience in Older People's CMHT service or Crisis and Home Treatment Team. 	<p>Application Form Interview References</p>
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<p>SKILLS</p>	<ul style="list-style-type: none"> • Welldeveloped skills in terms of managing clinical scenarios that are complex, challenging and have high levels of emotional content. • Excellent interpersonal skills. • Ability to communicate effectively and manage complex and sometimes emotionally challenging situations. 	<p>Welsh speaker</p>	<p>Application Form Interview References</p>
<p>SPECIAL KNOWLEDGE</p>			<p>Application Form Interview</p>
	<ul style="list-style-type: none"> • Good understanding of services that cater to this patient group, and how they relate to each other. 		<p>References</p>

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PERSONAL QUALITIES <i>(Demonstrable)</i>	<ul style="list-style-type: none">• Flexibility to meet the needs of the service• Ability to work under pressure• Able to work on own initiative		Application Form Interview References
OTHER <i>(Please Specify)</i>	Able to travel, in a timely manner to undertake the duties of the post at various locations.		Interview Document Check*

Date Prepared:	18/08/2022	Prepared By: Kim Sweet
Date Reviewed:		Reviewed By: