



JOB DESCRIPTION TEMPLATE

JOB DETAILS:

Job Title	Mental Health/Criminal Justice Liaison Practitioner
Pay Band	6
Hours of Work and Nature of Contract	
Division/Directorate	
Department	
Base	TBC

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	
Reports to: Name Line Manager	
Professionally Responsible to:	

Job Summary/Job Purpose:

The post holder will provide a primary mental health care triage assessment, to adults who encounter the criminal justice and emergency services. The intervention will be through both face to face and telephone contact as the post holder will rotate working patterns to provide support in police custody and courts and operate a telephone triage service in the police control room.

This role will work closely with North Wales Police and criminal justice services to ensure that people who may be vulnerable through mental ill-health/disorder are supported to access the most appropriate and least restrictive pathways.

The post holder will contribute to the provision of the Criminal Justice Mental Health Liaison Service. Providing support, advice and guidance to people who

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may have a mental disorder, police staff, emergency services, carers and/or family.

Utilising well developed interpersonal and communication skills provide an interfacing between police, health, substance misuse, social care, ambulance and criminal justice agencies to facilitate access to effective pathways that meets needs of the person in the least restrictive way.

To liaise and work with all mental health, criminal justice agencies in raising awareness, undertaking assessments and facilitating appropriate care and supervision of mentally disordered people, both in the community and custodial environments.

As an experienced practitioner the post holder will be able capable of responding to people who will be experiencing emotional distress and/or deterioration in their mental health in a variety of settings.

This role will necessitate working rotational shift patterns across the courts, police custody and Joint Communications Centre both, which will include unsocial hours.

DUTIES/RESPONSIBILITIES:

To undertake effective clinical mental health and risk assessments of persons in contact with the criminal justice system in a variety of settings including police custody, court.

Utilising agreed pathways, undertake effective telephone based assessment of a person's needs, who has contacted North Wales Police Joint Communications Centre and support the person, agencies and/or carers to provide the most appropriate support.

To provide specialist advice to people with mental health needs and their carers with regard to the provision of services to meet complex needs.

To effectively communicate mental health and risk assessment outcomes to relevant agencies to support safe case management taking into account information governance, confidentiality, and information sharing protocols.

To work closely with Force Incident Manager to effectively manage risk associated with people who may have a mental disorder/mental health.

To pro-actively seek out people within police custody, courts and who call the police control room with possible mental health needs with the aim of early identification and intervention.

To signpost people and carers to appropriate service provision.

To co-ordinate referrals into mental health services utilising the appropriate clinical pathways.

To liaise with treatment providers to ensure smooth transfer of care for people with mental health issues.

To liaise with criminal justice agencies to ensure the health and safety of people with mental health issues being transported to and from custodial settings is

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maintained.

To liaise with prison establishments in order to ensure first night care is fully informed and appropriate.

To broker effective care co-ordination for North Wales residents who are in custody, prior to their release back into the local community in co-ordination with the single point of access referral process.

To provide specialist support and advice to allied professionals and criminal justice personnel in working with people with mental health issues.

To maintain accurate, up to date clinical records of assessments and outcomes in line with BCUHB guidance and be competent in use of information technology.

To utilise police electronic record and communication systems too effectively record details of assessment/intervention and communicate to police officers.

To provide oral and written evidence to the courts with regard to assessment outcomes where this is required.

To provide written and verbal summaries to criminal justice agencies with regard to assessment outcomes in order to inform decisions regarding due process.

To contribute to the preparation of pre-sentence reports by North Wales Probation Service.

To support criminal justice agencies in seeking to appropriately divert those people with a severe and enduring mental illness and / or learning disability from criminal justice disposals into appropriate health and social care disposals.

To maintain links with service user groups, voluntary agencies, homelessness teams and substance misuse teams.

To be conversant with the Mental Health Act 1983 (as amended 2017), the Mental Capacity Act (2005) and the application to people with a mental disorder.

To be conversant with the Criminal Justice Act (2003) and in particular mental health treatment requirements

To adhere to professional codes of conduct relevant to own discipline.

To promote and sustain effective multi-disciplinary working practices which ensure a person focused approach to service delivery.

To abide by the policies and protocols of partner agencies when undertaking assessments within settings other than health premises.

To undertake other tasks as requested by service and/or Criminal Justice Liaison Manager.

Managerial

- To effectively manage own work schedules.
- To deputise for Criminal Justice Liaison Manager in their absence and provide cover for colleagues in the event of absence for short periods i.e. annual leave.
- To supervise the delivery of care and intervention by other staff as requested i.e. students, junior staff, in order to maintain standards of care

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and satisfy requirements of registering bodies relevant to their discipline.

- Provide an excellent role model for open communication and setting clear expectations on standards of professional behaviour. In addition will maintain staff morale through effective communication, coaching and mentoring when appropriate.

Teaching

- Act as an expert resource for health service professionals, North Wales Police, North Wales Probation and allied agencies.
- Provide formal/informal teaching sessions to registered, non-registered nurses and students in the care and management of people who encounter the emergency services.
- To contribute to and participate in the delivery of training regarding mental health and the criminal justice system to health, social care and partner agencies.
- To contribute to the development of skills and knowledge of police staff in relation to mental disorder and people who encounter the criminal justice and emergency services.
- To provide mentorship and supervision of students from health and social care disciplines, act as a peer supervisor and aid reflective practice.
- To contribute to the development of local guidelines and procedures for the operation of the service.
- To contribute to the development of the service on an operational level and contribute to the ongoing formulation and review of working practices.

Finance

- Ensure the cost-effective use of resources at all times.

Professional Development

- Be responsible for own professional development, updating, identifying and attending appropriate educational and training activities and ensure compliance with BCUHB mandatory training.
- To undertake training to ensure fulfilment of the role, including training by North Wales Police.
- Be responsible for maintaining professional registration.
- Support and engage in service development initiatives.
- Maintain up to date in depth knowledge of clinical risk assessment and management modalities utilised by secure services.
- In conjunction with line manager to identify requirements for Continuing Professional Development and participate in the BCUHB PADR process
- To maintain up to date knowledge of issues regarding people with mental

health issues.

- To maintain up to date knowledge of the criminal justice system and its impact upon the management of people with mental health issues.
- To participate in clinical and managerial as required in individual and peer group settings as per BCUHB policy.
- Promote a positive learning environment and evidence based practice approach.
- Maintain an up to date working knowledge of safeguarding procedures including POVA, MAPPA, and DV MARAC across England and Wales.
- Maintain up to date working knowledge of the principles, application and Codes of Practice for the delivery of care utilising the Mental Health Measure Wales (2010) and the Care Programme Approach.

Research

- To participate in service review as required by BCUHB and in accordance with own competency.
- Assist with and participate in research as required with service users within BCUHB.
- Utilising appropriate tools and techniques, ensure practice and service provision is focussed on best practice.

Communication

- To communicate accurate, quality information regarding assessment outcomes and information in both written and verbal format within own organisation, criminal justice agencies and emergency services.
- To communicate clinical information regarding the on-going care needs of people with a mental disorder to the appropriate service provider, including people.
- To communicate effectively and in a timely fashion with line manager regarding areas of concern in accordance with BCUHB policy.
- To contribute to the development of effective team working by respecting colleague's views and opinions.
- To be effective at discussing complex information with people whose ability to understand may be affected by their mental disorder, substance use or communication difficulties.
- To represent the Criminal Justice Liaison Service and BCUHB at meetings in a professional manner, when required.

Independence / initiative

- Make referrals to the statutory services, voluntary social services and other professional bodies.
- Always apply the departmental code of safety to your own practice, incorporating lone working policy and arrangements for the recording of untoward incidents as appropriate.

SPECIFIC DUTIES AND RESPONSIBILITIES

- Promote positive health and work towards the prevention of physical and psychological ill health.
- Attend and contribute to relevant meetings and reviews, hearings, court appearances and case conferences, providing written and verbal reports, as required.
- In addition to Health board mandatory training the post holder must undertake specific mandatory training as required by the Mental Health and Learning Disability Division
- Comply with the code of professional conduct of the Nursing and Midwifery Council or Care Council for Wales which incorporates the scope of, and guidelines for, professional practice.
- Ensure that complaints from patients are dealt with in accordance with Health Board and independent provider policies and guidelines.
- Exercise leadership within the service by sound organisation, good communication and relationships. Receive and provide regular management and clinical supervision.

PERSON SPECIFICATION

The knowledge to be measured in the minimum needed to carry out the full duties of the job to the required standards. Qualifications should be used to provide an indicator of the level of knowledge required. Training and experience is also a means of acquiring the knowledge required for a job such as on-the-job training, short courses and experience to an equivalent level of knowledge which should be specified.

NOTE: Please do not use the number of years experience as this is potentially discriminatory and these will be returned. It is essential that managers concentrate on the sorts of skills and qualities needed to fulfil the duties of the post.

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<p>Professional qualification e.g. R.M.N. RNLD, Dip SW</p> <p>Diploma qualification or equivalent experience and learning in a related clinical discipline</p> <p>Demonstrates substantial post-registration experience gained working in a range of frontline mental health, learning disability, substance misuse, criminal justice and memory services</p> <p>Awareness of own codes of conduct, professional boundaries and responsibility for practising within these constraints.</p> <p>Knowledge of the Mental Health Act 1983 (2017) and the Mental Capacity Act (2005) and their application in practice</p> <p>Knowledge of the Mental Health Measure (2010) and the application of statutory requirements within practice</p> <p>Knowledge of current national policy issues affecting the interface between health, social care and criminal justice work areas.</p> <p>Knowledge of the Criminal</p>	<p>Degree or equivalent experience</p> <p>Experience of working within criminal justice and the emergency services</p>	<p>Certificates</p> <p>Application form</p> <p>Pre-employment checks</p>

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	<p>Justice Act 2003 and the use of Mental Health Treatment orders</p> <p>Demonstrate a developed understanding of the recovery principles, and the role of primary and secondary mental health services in the delivery of care</p> <p>Knowledge of the Together for Mental Health in North Wales Strategy</p>		
Experience	<p>Experience of working with a range of people with mental disorders, mental illness, and learning disability.</p> <p>Significant post qualification experience in mental health and/or learning disabilities services.</p> <p>Experience of working with a range of people with mental health problems.</p> <p>Significant post qualification experience.</p> <p>Experience of working across professional boundaries and disciplines with other teams and departments.</p> <p>Experience of formulating risk assessments within pressurised environments using limited information sources.</p> <p>Ability to undertake high quality clinical assessment of need in a variety of settings, including by telephone and formulating a plan of care, within short timescales</p> <p>The ability to effectively communicate complex information in pressured</p>	<p>Experience of working in a community setting.</p> <p>Experience of working with people who have encountered the criminal justice system.</p>	<p>References</p> <p>Interview</p> <p>Application form</p>

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	circumstances within short timescales.		
Aptitude and Abilities	<p>Professional approach to practice.</p> <p>Demonstrate a commitment to team working, taking ownership for service quality and delivery</p> <p>Demonstrate a commitment to multi-disciplinary working and collaborative practice.</p> <p>Excellent written and oral communication skills.</p> <p>Excellent and well-developed interpersonal and organisational skills.</p>	<p>Experience of inter-agency working relationships.</p> <p>Experience of attendance at multi-agency forums.</p> <p>Ability to communicate effectively through the Welsh medium.</p>	<p>References</p> <p>Interview</p> <p>Application Form</p>
Values	<p>Demonstrate a commitment to the BCUHB values and principles</p> <p>Commitment to inclusive practice and demonstrably empathic attitude towards mentally disordered people and their carers.</p> <p>Demonstrate a non-judgemental approach to practice, embracing inclusion and diversion in the equity of healthcare provision</p>		<p>Application Form</p> <p>Interview</p> <p>References</p>
Other	<p>Ability to be mobile with the facility to move quickly across a geographically dispersed area with limited access to public transport.</p>		<p>Interview</p>

GENERAL REQUIREMENTS

Include those relevant to the post requirements

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- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** 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:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers 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.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organisation's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **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.
- **Data Protection Act 1998:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 1998 and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for

all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.

- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation 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 HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have * direct / indirect contact with* patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau * Enhance Disclosure Check as part of the Trust's pre-employment check procedure. *Delete as appropriate.

Shortlisted applicants will be expected to complete application for **Level 3 Vetting** with North Wales Police – Clearance will be required prior to any offer of employment .

- **Safeguarding Children and Vulnerable Adults:** The organisation is committed to safeguarding children and vulnerable adults. All staff must therefore attend Safeguarding Children training and be aware of their responsibility under the Adult Protection Policy.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. 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 the content of and consistently observing Health Board Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board sites, including buildings and grounds, are smoke free.

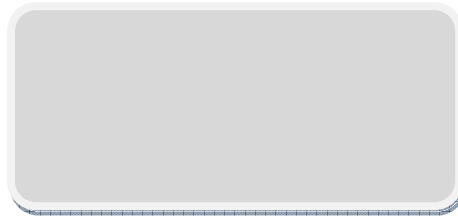
Flexibility Statement: The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

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Organisational Chart

The Organisational Chart must highlight the post to which this job description applies showing relationship to positions on the same level and, if appropriate, two levels above and below.

Complete, add or delete as appropriate the text boxes below showing the organisational relationships.



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Supplementary Job Description Information

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

Physical Effort

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, such as:

'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B. Walking /driving to work is not included'**

Examples of Typical effort(s)	How often per day / week / month	For how long?	Additional Comments
D- daily requirement for travel within the BCUHB area.	Throughout the working day – minimum 4 to 6 car journeys	1 – 2 hours for each journey	Every four months practitioner will be based in a single location for 4 months
D – daily requirement for sitting at a desk or computer terminal undertaking clinical admin duties.	Throughout the working week	Minimum of 3 hours daily	

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Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day, e.g. :

'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
D –daily requirement to undertake detailed assessment of service users in challenging non-health environments such as court, police custody and by telephone in the police 999 control room	Daily requirement throughout the working day/week	Time required will vary – as a minimum 4 hours	An individual assessment may require 30mins – 2 hours depending upon the circumstances
D- daily requirement for the post holder to be aware of the often conflicting needs of health, social care, police and criminal justice agencies when formulating the clinical needs of service users and recommending outcomes.	Daily requirement throughout the working day/week	Daily requirement – time spent will depend upon the complexity of the individual case. Minimum of 1 – 2	An awareness of all the possible influences and the impact upon the individual is a daily requirement
D – daily requirement for the post holder to formulate clinical needs and prepare opinion for presentation to police, court, solicitors, Probation and health and social care agencies.	Daily requirement throughout working day/week	Minimum of 1 – 2 hours for each individual case	

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Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding.

Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with.

For example, 'processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
D – daily requirement for the postholder to process detailed information of a distressing nature with regard to the index offences and/or ongoing complex needs of the person.	Daily requirement of the working day / week	Throughout working day	This is likely to be a daily occurrence when working in the police control room, Court and Custody area
D – daily requirement for the post holder to be exposed to distressing incidents by nature of working in police custody and 999 control room	Daily requirement of the working day / week	Throughout working day	
D – daily requirement for the post holder to respond to people who may demonstrate significant challenging behaviour, emotional distress, self-harm and suicide.	May be a regular occurrence	Throughout working day	

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Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable (**even with the strictest health and safety controls**), such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month.

Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations - ***Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
D- daily requirement for travel across the BCUHB area.	Daily requirement of the working week	You will be expected to travel in a timely manner in order to fulfill requirements of the post	Post requires travel to both Court and Custody area on at least a daily basis. Outside of this assessments will be planned at local mental health resource.
D – daily requirement for sitting at a computer terminal and operating complex electronic systems	Daily requirement of the working week	Minimum of 2 hours required daily	Post holder will rotate duties to include operator of a telephone triage service for 4 months
D –Exposure to unavoidable hazards e.g. ongoing requirement to work in and manage situations where there may be direct face-to face verbal and/or challenging behaviour	May be a regular occurrence		Given the nature of the work may be a regular occurrence
D - Requirement to work in situations which may involve unpleasant odours/substances and body fluids/faeces.	May be a regular occurrence		Given working environment may be a regular occurrence

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