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Bwrdd Iechyd Prifysgol  
Cwm Taf Morgannwg  
University Health Board

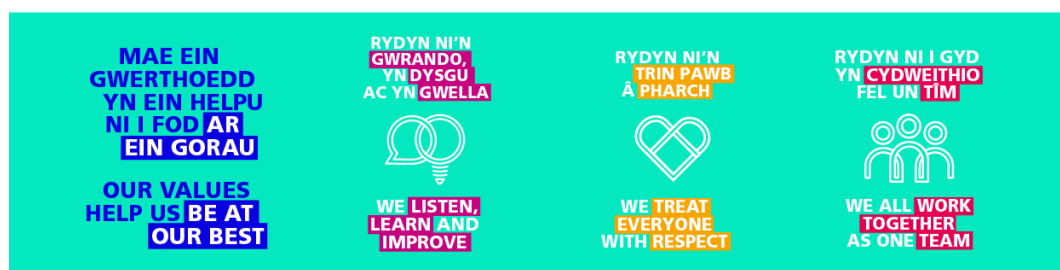
CAJE REF: RYL/2019/0379

## JOB DETAILS:

Job Title	Primary Care Mental Health Practitioner
Pay Band	Band 6
Hours of Work and Nature of Contract	To be completed on recruitment
Division/Directorate	Mental Health Directorate
Department	Adult Mental Health
Base	To be completed on recruitment

## ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Operations Manager PCLS
Reports to: Name Line Manager	Senior PCLS Specialist Practitioner
Professionally Responsible to:	Relevant Professional Head



Our values and behaviours are fundamental to the way we do things at Cwm Taf Morgannwg University Health Board. They are everything we stand for and aspire to. That includes the way we behave, how we perform our roles and the way we recruit new talent. We look forward to exploring how your values align with ours. This is how we work:

*We listen, learn and improve*

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***We treat everyone with respect  
We all work together as one team***

**To find out more about our values, visit:** <https://cwmtafmorgannwg.wales/we-are-cwm-taf-morgannwg/>

**Job Summary/Job Purpose:**

The post-holder will be an extension of the primary care practice working alongside GPs in providing an augmented mental health service to individuals currently on GP caseloads who have medium term mental health problems. The post-holder will independently assess and provide high quality care and advice to patients with mental health problems as well as take decisions to signpost individuals onto appropriate community service support.

The post holder will work predominately within the General Practices alongside all disciplines and professionals to help educate, develop and support a clear understanding of the complexities and scope of Mental Health need within the population. The post holder will liaise closely with Secondary Care Mental Health Services, Local Primary Mental Health Support Services (LPMHSS) and Third Sector Organisations to ensure cohesive and purposeful pathways of care. There will be an expectation to produce evidence that can be used to inform future service design and commissioning of services. This will include using outcome measures, and promoting the highest possible utilisation of the service.

The post may include some unsocial hours. The post-holder will be required to provide services to a number of Primary Care Teams within a Cluster of GP practices

**DUTIES/RESPONSIBILITIES:**

- To support the seamless provision of health care & positive mental health promotion to the people of Cwm Taf Morgannwg.
- Foster good relationships as part of a multi-disciplinary, multi-agency Community Mental Health Service with specific responsibility for liaison with GPs, Tier 0 and Tier 1&2 services within the relevant Cluster.
- Contribute to the continued improvement and development of community mental health services and to the sustainability of Primary Care.

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- The post holder will work as one of a number of Mental Health Liaison Practitioners allocated to a cluster of GP practices. They will sit within the GP Practices and provide sessional work into the practices in the form of clinic time under the management of a Primary Care Liaison team leader.
- The practitioner will be expected to offer first line contact with advice and interventions supplemented by onward sign posting or referral to Adult CMHT /Crisis Services or LPMHSS or any of a range of third sector initiatives in the local community. This information will be complex and mostly condition specific and sensitive information.
- Ensure clear communication channels with the relevant LPMHSS, CMHT, third sector agency or relevant service as and when appropriate to better advise the GP on management of the case.
- Support GPs and other stakeholders to understand the ethos of the project and persuade and negotiate with the multi-agency stakeholders the ongoing use of this resource.
- Establish effective liaison between LPMHSS, CMHTs, Crisis Services and the inpatient units by improving the transfer of clinical information and by the promotion of good communication.
- Provide face to face consultations with patients referred by the GP.
- Act as a specialist advisor to the GPs assisting with referral pathways.
- Offer practical mental health guidance and support to GPs in their Cluster.
- Develop and enhancing communications between patients, Primary Care, Secondary Care and the Third sector services.
- Provide clinical expertise in mental health, advanced practice and specialist knowledge in support of the delivery of access to secondary and primary mental health services. Their expertise will support GPs in the local care and management of their patients.
- Assisting patients to identify the most productive recovery pathway from a knowledge of the most effective and available options and referring or signposting as appropriate.
- The post holder will be a resource for the GP practice who will request patients to attend appointments with them for discussion of the most appropriate response towards promoting recovery of the patient's well-being and mental health as a more specialist alternative to brief repeated GP appointments.
- Be responsible for the delivery of timely, formulations of a patient's needs within the scope of their practice on behalf of the GP Cluster.

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- Be expected to facilitate a “what matters” conversation with a patient and, if necessary, undertake specialist mental health assessment of emergency referrals from within their respective GP practice –liaising with secondary services as necessary.
- Provide expert specialist knowledge.
- Engage in appropriate clinical supervision to support own practice development and offer clinical supervision to others as required.
- Provide support to clients on discharge from LPMHSS and Secondary Services, ensuring any Primary care Mental Health need is met as planned.
- Identify, develop and implement changes to clinical practice within the clinical area.
- Complete risk assessments/management plans and escalate any concerns as appropriate.
- Provide a point of contact for LPMHSS and Secondary Services in managing transitions and discharges, working with patients’ understanding of their rights under Part III of the Mental Health (Wales) Measure.
- Provide advice to the GP in considering risk assessments particularly in respect of urgent or emergency referrals to Secondary Care.
- This post is developing new practice models in primary care which will influence and contribute to the evidence base development for an all Wales model of care and treatment.
- Participate in Primary Care Practice and service development initiatives as required, proposing changes to working practices and have involvement in the development and implementation of policies that impact across the multidisciplinary teams.
- Act in accordance with the legal requirements and statutory rules relating to practice and all Health Board Policies and Procedures.
- Participate in patient/client/family surveys and service evaluation in partnership with service users and carers to inform future service and practice development. Demonstrate an understanding of the resource implications of clinical decision making.
- Use available resources effectively ensuring adherence to financial control procedures.
- Work as part of a multi-disciplinary, multi-agency team fostering good communication with colleagues across Acute and Primary care and all disciplines.

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- Work autonomously & flexibly within GP practices to competently screen, prioritise & triage mental health referrals from Primary Care, including risk assessment & signposting to relevant agencies such as LPMHSS, CMHT's, voluntary organisations and other statutory support services.
- Liaise with statutory and voluntary sector agencies, in particular GPs and the third sector mental health providers.
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- Develop culturally appropriate, non-discriminatory treatment strategies with & refer or signpost to evidence based interventions to clients experiencing mild to moderate mental health problems within an appropriate community or primary care setting, using an integrative care model.
- Establish rapport and maintain supportive professional relationships with clients and their carers, recognising the stress associated with caring.
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- Communicating sensitive information relating to the patient's condition and providing reassurance.
- Provide specialist clinical support & advice to GPs, primary care counsellors and other disciplines working within the primary care sector with regard to mental health issues & care plan development.
- Ensure record keeping meets the standards required by the relevant professional code of conduct, utilising paper-based or IT systems as directed by the Operational Manager and ensuring information sharing protocols are understood and appropriately explained to clients.
- Establish effective working relationships with partner agencies in the voluntary sector.
- Undertake any specialised training and education required for the PCLS Mental Health Practitioner role.
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- Provides training on the PCLS service model to others to develop knowledge of the service and to support collaborative working across services and sectors to include Cluster leads, Clinical Directors and Practice Managers and Mental Health and Primary, Community and Intermediate Care Boards.
- Contribute to the on-going mapping, review & further development of the operational policy for the Primary Care Liaison Service & act in accordance with the legal requirements and statutory rules relating to practice and all UHB Policies and Procedures.
- Maintain knowledge of and follow all UHB, Directorate & department policies including those concerning accurate record keeping & required documentation including use of Primary Care recording systems and data collection.

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- Access and manage critical/unpredictable situations that arise, either in relation to the individual or within the wider team.
- Manage and maintain a diary of all work activities, making it available for audit of work and travel as necessary.
- Participate in the delivery of care, ensuring consistency and continuity in the quality of care.
- Engage in appropriate clinical supervision to support practice development.
- Set up, organise and maintain a range of clinics as required ensuring effective communication and continuity of care.
- Act in accordance with the legal requirements and statutory rules relating to practice and all Health Board Policies and Procedures.
- Participate in patient/client surveys and service evaluation in partnership with service users and carers to inform future service developments.
- Demonstrate an understanding of the resource implications of clinical decision making.
- Act as a mentor to student placements and provide support and supervision to junior staff.
- Participate in annual Personal Development Reviews (PDRs) providing evidence of achievement against agreed objectives and maintaining a professional portfolio.
- Create accurate, contemporaneous clinical records utilising established systems within clinical teams.
- Participate in clinical multi-disciplinary audit ensuring the implementation of evidence-based practice.

## **PERSON SPECIFICATION**

The knowledge to be measured is 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.

<b>ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>Qualifications and/or Knowledge</b>	<p>Professional registration - RMN,</p> <p>Degree in mental health related subject or experience gained in the workplace. Evidence of continuing professional development</p> <p>Evidence of post- registration continuing professional development activity, including attendance of appropriate study days, short courses</p>	<p>Motivational Interviewing skills</p> <p>Brief solution focused therapy</p> <p>CBT</p> <p>CCBT skills</p>	<p>Application Form</p> <p>Pre-employment checks</p> <p>Interview</p> <p>References</p>
<b>Experience</b>	<p>Ability to demonstrate significant post registration experience of working with patients within a Community Mental Health setting and of the assessment of people presenting with mental health problems</p> <p>Assessment &amp; management of clinical risk</p> <p>Managing own caseload</p> <p>Evidence of experience in practice within the area of speciality</p>	<p>Working in a primary care setting</p> <p>Experience of working within a multi-agency community setting</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>
<b>Skills</b>	<p>Clinically competent. Ability to assess and interpret patients condition and take appropriate action</p>	<p>Clinical supervision skills</p> <p>Teaching skills</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>

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	<p>Excellent communication &amp; interpersonal skills, both written &amp; verbal.</p> <p>Organisational and time management skills.</p> <p>Ability to work independently &amp; as part of a team.</p> <p>Excellent oral and written skills</p> <p>Keyboard/word processing skills</p>	Ability to speak Welsh	
<b>Special Knowledge</b>	<p>Awareness of mental health issues &amp; public health agenda.</p> <p>Mental Health and Social Care legislation.</p> <p>An understanding of resource implications of clinical decision making.</p> <p>Knowledge &amp; understanding of relevant policy guidance.</p> <p>An awareness and commitment to the Recovery ethos in Mental Health</p> <p>Ability to demonstrate sound knowledge and awareness of current evidence base relevant to area of practice</p> <p>Knowledge of safeguarding procedures for children and adults</p> <p>Demonstrable post-registration knowledge through experience as a qualified mental health nurse and attendance of formal/informal specialist courses/training at a post graduate level to be able to work autonomously in the community</p>	<p>Experience of teaching within an education setting.</p> <p>Experience of CBT or other brief interventions.</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>
<b>Values</b>	Flexibile approach to work		<p>Application Form</p> <p>Interview</p>

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	Ability to work under pressure.		
	Ability to use own initiative.		
	Personable & amiable.		
<b>Other</b>	Ability to travel across the Health Board to meet the needs of the service.		Application Form Interview Occ Health Form
	Satisfactory DBS clearance		

## **GENERAL REQUIREMENTS**

- **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 organization'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

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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 \*Standard / Enhanced Disclosure Check as part of the HB/Trust's pre-employment check procedure. \*Delete as appropriate. The post holder does not require a DBS Disclosure Check. \*Delete as appropriate.
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **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.

Signed: (Post Holder) \_\_\_\_\_ Date: \_\_\_\_\_

Signed: (Directorate Manager) \_\_\_\_\_ Date: \_\_\_\_\_

Signed: (Divisional Manager) \_\_\_\_\_ Date: \_\_\_\_\_

Date Job Description compiled: \_\_\_\_\_

Date for Review: \_\_\_\_\_

**APPENDIX 1**

**Job Title:**\_\_\_\_\_

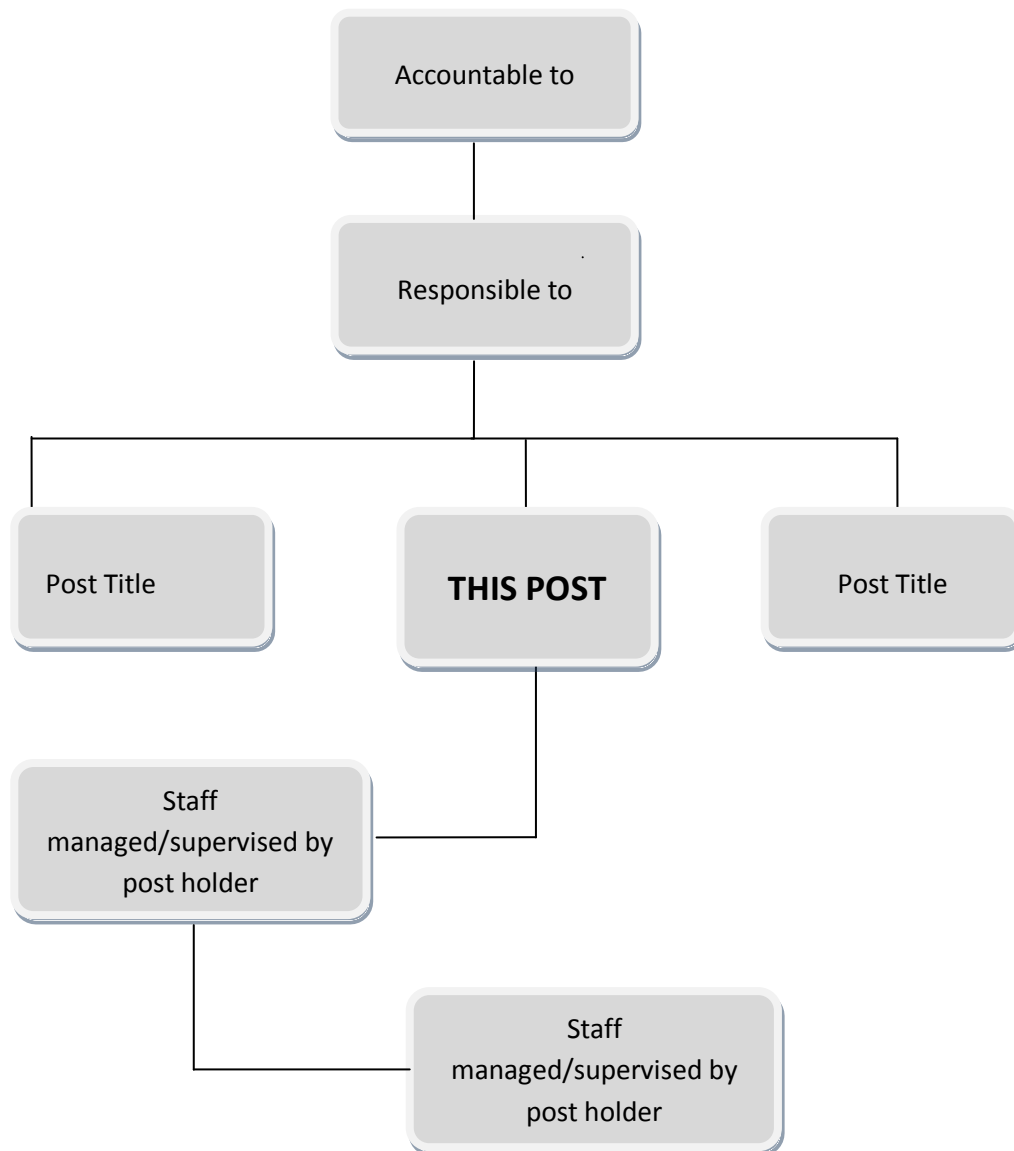
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## Organisational Chart

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.



**Job Title:** \_\_\_\_\_

### **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'**

<b>Examples of Typical effort(s)</b>	<b>How often per day /week/month?</b>	<b>For how long?</b>	<b>Additional Comments</b>
Be required to use a combination of sitting, standing and walking throughout the day and will be required to drive between different locations.	<b>Daily</b>	<b>Most of the shift</b>	

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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
Be required to concentrate for long periods on a frequent basis and may be subject to interruptions.	Daily	Up to 2hrs at a time	
Be required to respond to unpredictable situations	Couple of times per week	Varies	

## 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.

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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 day/week/month?	For how long?	Additional Comments
Be expected to deal with clients and families who may be distressed.	<b>Most Days</b>	<b>Varies</b>	
Be exposed to distressing situations and occasional challenging behaviour when dealing regularly with mental health problems and needing to impart unwelcome news or intervene in a crisis.	<b>Daily</b>	<b>Varies</b>	

### 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**

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<b>Examples of Typical Conditions</b>	<b>How often per day/week/month?</b>	<b>For how long?</b>	<b>Additional Comments</b>
Visit clients in their own homes where the environment can be unpredictable e.g. Hazards from pets, interference from others.	<b>Daily</b>	<b>Varies</b>	
Be exposed to unavoidable hazards e.g. requirement to work in situations where verbal and/or physical aggression may occur.	<b>Couple of times per week on average</b>	<b>Varies</b>	

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