

AFC Reference:	CORP/0302
Job Title:	Psychological Wellbeing Practitioner (PWP)
Band:	5
Hours:	37.5
Division/Service:	Corporate
Accountable to:	Consultant Psychologist
Responsible to:	Consultant Psychologist

**Job Outcomes:**

**As a result of the post-holder being effective in their role, The Trust would expect to see the following outcomes for the Trust, service users and the wider community:**

1. Mersey Care NHS Foundation Trust as a leading provider of community services, mental health care, physical health, addiction services and learning disability care.
2. Service users receiving a high quality service and one which is free from stigma, discrimination and harm.
3. Staff engaged with the delivery, innovation and continuous improvement of services to benefit service users.
4. Visible and responsive leadership, setting the standard for others and role-modelled throughout the division for all managers
5. The Trust values of Continuous Improvement, Accountability, Respectfulness, Enthusiasm and Support will be embedded across the division for all staff and evident to service users.

**Job Purpose:**

The post-holder will work within the service providing a range of high volume low intensity cognitive behavioural therapy (CBT) based interventions, to those experiencing mild to severe anxiety and depression, In addition they will responsible for collating performance data and analysing and reporting the findings to the Consultant Psychologist and the wider team. The post holder will be integral to the staff support team in helping to ensure that key performance indicators are being met. The post holder will therefore work alongside Counsellors, Cognitive Behavioural Therapists and Psychologists and will have management support the Consultant Psychologist, as well as the wider team.

## **Principal Responsibilities:**

### **CLINICAL**

1. Accept referrals via agreed protocols within the service.
2. Assess and support people with a common mental health problem in the self management of their recovery.
3. Undertake patient-centred interviews which identifies areas where the person wishes to see change and or recovery and makes an accurate assessment of risk to self and others.
4. Make decisions on suitability of new referrals, adhering to the department's referral protocols, refers unsuitable clients on to the relevant service or back to the referral agent as necessary or steps-up the person's treatment to high intensity psychological therapy.
5. Provide a range of information and support for evidence based high-volume low-intensity psychological treatments. This may include guided self-help computerised CBT, information about pharmacological treatments. This work may be face to face, telephone or via other media.
6. Educate and involve family members and others in treatment as necessary.
7. Adhere to an agreed activity contract relating to the overall number of client contacts offered, and clinical sessions carried out per week in order to minimise waiting times and ensure treatment delivery remains accessible and convenient.
8. Attend multi-disciplinary meetings relating to referrals or clients in treatment, where appropriate.
9. Complete all requirements relating to data collection within the service.
10. Keep coherent records of all clinical activity in line with service protocols and use these records and clinical outcome data in clinical decision making.
11. Work closely with other members of the team.
12. Assess and integrate issues surrounding work and employment into the overall therapy process.
13. Operate at all times from an inclusive values base which promotes recovery and recognises and respects diversity.

### **TRAINING AND SUPERVISION**

14. Prepare and present clinical information for all patients on their caseload to clinical case management supervisors within the service on an agreed and scheduled basis, in order to ensure safe practice and the clinical governance obligations of the worker, supervisor and service are delivered.
15. Respond to and implement supervision suggestions by supervisors in clinical practice.

16. Engage in and respond to personal development supervision to improve competences and clinical practice.

#### PROFESSIONAL

17. Ensure the maintenance of standards of practice according to the employer and any regulating, professional and accrediting bodies (e.g. BPS, UKCP, BABCP), and keep up to date on new recommendations/guidelines set by the department of health (e.g. NHS plan, National Service Framework, National Institute for Clinical Excellence).
18. Ensure that client confidentiality is protected at all times.
19. Be aware of and keep up to date with advances in the spheres of CBT.
20. Ensure clear professional objectives are identified, discussed and reviewed with senior therapists on a regular basis as part of continuing professional development.
21. Attend clinical/managerial supervision on a regular basis as agreed with Manager.
22. Participate in individual performance review and respond to agreed objectives.
23. Keep up to date all records in relation to C.P.D. and ensure personal development plan maintains up to date specialist knowledge of latest theoretical and service delivery models/developments.
24. Attend relevant conferences / workshops in line with identified professional objectives.

#### IT RESPONSIBILITIES

25. The post-holder will input and maintain, appropriate computer and manual clinical records and statistical data in relation to case management recording.
26. The post-holder will engage in relevant computer and IT training as required.
27. To ensure that suitable IT systems are in place to record and audit clinical and professional activity in the relevant psychology services.

**Generic Responsibilities for all staff:**

All post holders will agree to:

- Commit to the vision of supporting Mersey Care in becoming a leading organisation in the provision of community services, mental health care, addiction services and learning disability care, and in doing so fully utilise their skills and experience to support the objectives of the Trust.
- Role model the values of the Trust – Continuous Improvement, Accountability, Respectfulness, Enthusiasm and Support– in all activities and interactions with employees, service users and other stakeholders
- Challenge the stigma associated with mental health and learning difficulties.
- Comply with the Duty of Candour, defined by Francis as: 'The volunteering of all relevant information to persons who have or may have been harmed by the provision of services, whether or not the information has been requested and whether or not a complaint or a report about that provision has been made.'
- Work across professional and organisational boundaries to improve services for all.
- Maintain their specific knowledge base and develop new skills.
- Value the contribution of the patient / service user voice.
- Operate within any organisational codes of practice or those from a relevant professional body.
- Respect equality and diversity across all areas of working practice and communications with staff, service users and other stakeholders.
- Take responsibility for the accurate and timely collection and recording of data and ensuring all personally identifiable information is protected and used only for the purposes for which it was intended.
- Comply with all health and safety legislation and local policies and procedures.
- Adhere to all organisational policies.
- Have knowledge and understanding of technology in the workplace which is sufficient to maintain their efficiency and also how technology can empower service users in a digital environment
- Comply with the NHS Constitution in relation to the staff responsibilities that it sets out for NHS employees.
- Attend a one day Just and Learning & Civility and Respect training work shop
- Be an ambassador for Just & Learning and Civility & Respect following the training
- Positively advocate the just and learning culture within your team
- Be a confident supporter and implementer of the Trust CARES Values including Civility & Respect within your team.

- Support their team/services to create a positive environment for Just and Learning Culture
- Participate in Just and Learning Culture events.
- Bring Just and Learning Culture updates/information to the attention of team members and other MCT colleagues they work with.
- Support and encourage the sharing of concerns about the safety and quality of care with senior leaders with the aim of improving safety and quality.
- Actively participate in creating an open culture within your team so that concerns and difficulties can be discussed safely and respectfully.
- Speaking up in the event that they are exposed to incivility between colleagues in the workplace #iwillspeakup.
- Listening and understanding others who have concerns and taking a collaborative approach to work towards a solution to improve civility and respect.

This job description is intended as an outline indicator of general areas of activity and will be reviewed in light of the changing needs of the Trust in consultation with the postholder.

	ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS:</b>	<ul style="list-style-type: none"> <li>Having passed an accredited course and being <i>specifically</i> qualified as a Psychological Wellbeing Practitioner – i.e. PGCert in Primary Care Mental Health Practice / PGCert Low Intensity CBT Practitioner</li> </ul>	<ul style="list-style-type: none"> <li>Training in nursing, social work, occupational therapy, arts therapy or within a psychological therapy</li> <li>Health or Social Care related degree</li> <li>Experience within an Occupation Health Setting</li> </ul>
<b>KNOWLEDGE/EXPERIENCE:</b>	<ul style="list-style-type: none"> <li>Demonstrates an understanding of anxiety and depression and how it may present in Primary Care</li> <li>Proven relevant experience of working with people with common mental health problems</li> <li>Ability to manage own workload and time</li> <li>Ability to demonstrate high standards in written communication</li> <li>Able to analyse patient &amp; operational data relating to the service and communicate this clearly verbally and using Microsoft packages such as excel</li> <li>Able to write clear reports and letters</li> <li>Ability to evaluate and put in place the effect of training</li> <li>Computer literate</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrates a knowledge of the issues surrounding work and the impact it can have on mental health</li> <li>Knowledge of self-help materials for managing common mental health problems.</li> <li>Knowledge of medication used in anxiety and depression and other common mental health problems</li> <li>Proven relevant experience of working in Primary Care Services</li> <li>Proven relevant experience of working in a service where agreed targets in place demonstrating clinical outcomes</li> </ul>

**Community and Mental Health Services**

	<ul style="list-style-type: none"> <li>• Excellent verbal and written communication skills, including telephone skills</li> <li>• Able to develop good therapeutic relationships with clients</li> </ul>	<ul style="list-style-type: none"> <li>• Proven relevant experience of working in the local community</li> <li>• Demonstrates an understanding for the need to use evidence based psychological therapies and how it relates to this post</li> </ul>
<b>VALUES:</b>	<ul style="list-style-type: none"> <li>• Continuous Improvement</li> <li>• Accountability</li> <li>• Respectfulness</li> <li>• Enthusiasm</li> <li>• Support</li> <li>• High professional standards</li> <li>• Responsive to service users</li> <li>• Engaging leadership style</li> <li>• Strong customer service belief</li> <li>• Transparency and honesty</li> <li>• Discreet</li> <li>• Change oriented</li> </ul>	
<b>SKILLS:</b>	<ul style="list-style-type: none"> <li>• Ability to evaluate and integrate training into practice</li> <li>• Computer literate</li> <li>• Excellent verbal and written communication skills, including telephone skills</li> <li>• High level of enthusiasm and motivation</li> <li>• Advanced communication skills</li> </ul>	<ul style="list-style-type: none"> <li>• Car driver and / or ability and willingness to travel to locations throughout the Liverpool area</li> <li>• Fluent in community languages other than English</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to work within a team and foster good working relationships</li> <li>• Ability to use clinical supervision and personal development positively and effectively</li> <li>• Ability to work under pressure</li> <li>• Regard for others and respect for individual rights of autonomy and confidentiality</li> <li>• Ability to be self reflective, whilst working with service users, in own personal and professional development and in supervision</li> <li>• Ability to manage own workload and time</li> <li>• Ability to demonstrate high standards in written communication</li> <li>• Able to write clear reports and letters</li> <li>• Ability to evaluate and put in place the effect of training</li> <li>• Able to develop good therapeutic relationships with clients</li> </ul>	
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