

CNWL Mental Health Services

Job Description

Job Title: Primary Care Mental Health Professional

Grade: Band 6 Registered Mental Health Practitioner

Location: **North Westminster Mental Health Hub**

In order to meet the needs of the Trust's services you may be required from time to time to work outside your normal place of work. The Trust reserves the right to change your normal place of work to any other location within the Trust.

Responsible To: Team Manager

Accountable To: Deputy Borough Director

Managerial supervision: Team Manager or Clinical Team Leader or Senior Practitioner

Key Relationships: Service users and their families and friends.
GPs and key surgery personnel
Adult mental health services in the Borough
Westminster Adult Social Services
Westminster City Council
CAMHS / Adolescent Mental Health Service
Local Crisis Resolution Services
Substance Misuse Services
Single Point of Access
Statutory and non-statutory external agencies and community groups and organisations
Westminster supported accommodation providers

Job Purpose:

To be an active member of the multidisciplinary Westminster Mental Health Hub and to undertake or provide triage, assessments, time-limited interventions, treatment and individually tailored care packages and to carry a defined caseload in relation to adults of working age, and their families/carers, who have acute or severe and enduring mental illness or who otherwise require intervention or input from our service.

To work in a therapeutic, client-centred way and use a range of evidence-based interventions to help promote recovery through individual or joint working with other professionals.

To work in close liaison with GP surgeries aligned to the hub to provide a seamless service for patients of those surgeries and the local population

Job Summary:

The post holder will be a member of the Mental Health Hub. The Mental Health Hub team provides a point of access for all mental health referrals across 31 GP practices within Westminster.

The post holder holds responsibility for providing effective day to day mental health care and management to clients with mental health problems presenting in Westminster. The post holder will be responsible for assessment, referral management and sign-posting on behalf of patients with more complex mental health. The post holder will offer short term mental health interventions to support this client group within the Mental Health Hub and primary care setting within an integrated "One Feel" community mental health services in Westminster. A substantial part of the post holders working time will be based within the GP practices of the designated patch.

The post will involve the responsibilities laid down under the following key headings:

- **Clinical**
- **Communication and Liaison**
- **Training and Education**
- **Administrative and Professional Practice**
- **Research and Development**

Clinical

1. To receive referrals from GPs and undertake comprehensive psycho-social mental health assessments to establish care needs.
2. To act as a contact point and provide a link/liaison role to GP practices with regard to patients with more complex mental health problems and/or co-morbidities
3. To screen non urgent GP Adult mental health referrals, identifying patients who are suitable for management in primary care according to agreed thresholds and with any adjustments to reflect MH resource available at individual practices
4. To facilitate onward referral and rapid access to mental health services and other agencies in line with agreed thresholds and shared protocols and criteria, and/or to provide support/advise referring GP on effective management
5. To ensure early detection and fast tracking of clients with severe mental health problems.
6. To provide appropriate short-term interventions for clients with more complex and severe, enduring mental illnesses (SMI).
7. To support the safe discharge case management of patients discharged from secondary care, with a focus on enabling GP practices to provide effective, continuing care and to ensure access to support in terms wider social and social inclusion/self-management needs.

8. To refer-on patients assessed as having common mental health problems to the primary care psychological therapy pathway or to external resources
9. To regularly meet with GPs and practice nurses in aligned practices with the Primary Care Network.
10. To facilitate, where necessary, the onward transfer of suitable clients from secondary care to primary care.
11. To develop and maintain a high standard of mental health professional care using a liaison model of nursing with a problem solving and evaluation approach.
12. To utilise a range of therapeutic techniques.
13. To understand the social factors which are relevant to mental health problems and to be aware of and respectful of the cultures, customs, values and spiritual/religious practices and beliefs of all clients, particularly those from minority ethnic communities.
14. To receive regular appropriate supervision, as agreed with the Mental Health Hub Manager.
15. To support the work of the Hub depot clinic if required as part of a rota.

Communication and Liaison

1. To act as a mental health resource to the respective GP practices by offering advice and support for the management and care of clients with mental health difficulties.
2. To provide overall liaison between primary and secondary care for clients known to mental health services. This may involve liaising with key mental health professionals in Westminster and other mental health services well as with social services and other agencies.
3. To participate in Mental Health Hub professional team meetings.
4. Recommend and facilitate admission for clients when it is clinically indicated.
5. Identify any conditions, which may affect the mental, emotional or physical well-being of clients or family and refer to appropriate agencies.
6. Establish and maintain working relationships with individuals and agencies working in the field of mental health.
7. Provide written reports about clients to referrers and other relevant agencies.

Training and Education

1. To facilitate teaching and health promotion in primary care setting through education, advice and support to GP's and others.
2. To promote exchange of skills and joint training on issues of common interest for wider primary care team e.g. detection of mental health problems, post-natal depression.

3. Participate in the teaching of GPs and practice staff, e.g. nurses, health care assistants, practice managers and reception team.
4. Seek appropriate opportunities to contribute to mental health education within the community.
5. Attend conferences and workshops associated with mental health and psychiatry or related topics and keep abreast of developments by reading professional journals etc.
6. To undertake relevant training and education courses to keep up-to-date with professional developments and practices.

Administrative and Professional Practice

1. To bring to the immediate attention of the Team Manager and/or Operational Manager, any situation which cannot be adequately supported, supervised or managed.
2. To maintain accurate electronic patient notes using system in line with CNWL and Social Services guidance and The Data Protection Act.
3. To ensure that treatments and interventions are carried out in a safe environment for clients and staff and agreed policies and procedures are complied with.
4. Assist in the induction of new staff.
5. To keep a diary of daily work.
7. To ensure that agreed CNWL Complaints Procedures are adhered to and assist in investigation and monitoring of complaints.
8. To supervise and monitor the storage and administration of prescribed drugs in accordance with the District Drug Policy.
9. To uphold the principles of the NMC Code of Professional Conduct (nursing staff) or other professional body as relevant.
10. To adhere to Health and Safety at Work Act and Fire Policies.

Research and Development

1. To participate in learning sets and to adjust working processes to match developments.
2. To attend respective Primary Health Care Team meetings, and shared learning events to increase the team's awareness of current developments in mental health services.
3. To have regular meetings with GPs, Locality meetings and attend Mental Health Hub meetings.
4. Provide an overview of mental health service for respective GP practice teams.
5. Improve information exchange between GP practices and secondary care services e.g. referral routes/pathways, quality of referrals, speed and quality of discharge information.

6. Develop and assist processes that will facilitate the development of care plans in conjunction with clients
7. Facilitate communication between services including substance misuse services, social care and housing and voluntary services.
8. Develop and maintain a resource directory of mental health services. Provide reliable and up to date information on services.
9. To keep an accurate record of referrals received, clients seen and of work undertaken.
10. Take an active interest in nursing research, in particular in mental health issues, utilise findings where appropriate, and develop and investigative approach to practice.
11. To cooperate and assist with relevant research and audit.

Rider Clause

1. This is an outline of the post holder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of the Trust, the Hub under Transformation and Department.

Primary Care Mental Health Professional – Westminster Community Mental Health Hub - Person Specification.

Criteria	Essential	How Tested? (Application form: A) / (Interview: I)	Desirable	How Tested? (Application form: A) / (Interview: I)
Education and Qualifications	Current Professional Qualification in either mental health nursing, social work or occupational therapy. Registration must be live with professional body. Evidence of post registration training and CPD.	A A	Training in Psychosocial Interventions Other relevant training, e.g. psychosocial interventions	A A A A
Experience	Extensive post-registration experience Experience of working in multidisciplinary mental health team with clients with acute/severe and enduring mental health problems	A	Work with clients with acute/severe and enduring mental health problems who are homeless/rootless Work with people experiencing mental health crisis. Supervision of students and junior staff. Audit and research; Teaching; Working with people who use substances	A & I A & I A & I A & I A & I A A & I
Skills and knowledge	Excellent verbal and written communication skills, including report writing and presentations / IT skills. Ability to assess, plan, implement and evaluate a comprehensive care package for the identified client group, using a wide range of resources. Able to develop a comprehensive programme of intervention and support for the identified client group and their families	A & I A & I A & I	Skills in leadership: ability to motivate others, use initiative and manage change. Basic counselling and group work skills.	A & I A A

	Skills in risk assessment and management.	A & I		
	Can demonstrate understanding of psychosis and its impact on service users and carers.	A & I		
	Knowledge of current legislation and guidance applicable to this client group.	A & I		
	Can demonstrate understanding of the needs of diverse groups, e.g. residents of inner city; black and minority ethnic groups, and skills in engaging with them.	A & I		
	Skills in psychosocial interventions.	A & I		
	Able to build constructive relationships with clients and carers using warmth and empathy, using good communication skills.	I		
Other	The post-holder must have the ability to understand and implement the Equal Opportunities Policy at a level appropriate to the job.	A&I		