JOB DESCRIPTION
Primary Care Mental Health First Contact Practitioner

Reviewed
November 2023

1. Job Details

Job Title: Primary Care Mental Health First Contact Practitioner

Pay Band:

Reports to (Title): Senior Mental Health Practitioner- Primary Care

Accountable to (Title): Associate Director – Community Division

Location/Site/Base: Grantham & Sleaford
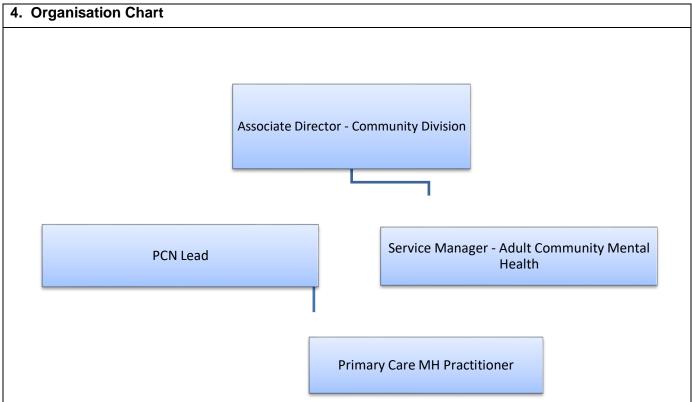
2. Job Purpose

The role will involve working in a collaborative and multi professional way, offering specialist mental health advice and providing expert clinical care for people with a range of mental health needs, ensuring that those with complex mental illness do not fall between gaps in services. You will improve access by undertaking triage, assessments, brief interventions, and reviews, with managerial supervision provided by a Senior Mental Health Practitioner.

The post will sit within the GP Practices and will operate as a part of fully embedded member of the PCN multidisciplinary team/wider primary care team. The practitioner will facilitate the interface between Primary Care and Secondary Mental Health Services to provide specialist advice and support, assessment, treatment, education and solution-focused approaches to the local Primary Care Teams, for patients and carers.

3. Nature of the Service

Lincolnshire Partnership Foundation Trust are working together with Primary Care Networks to transform local community mental health services for people with significant mental health problems. By working co-productively, we will be able to provide meaningful support for people with mental health difficulties, in a way that meets their needs closer to their communities and their homes.

This includes involvement from health, social care, local authority, third sector and voluntary and community organisations; everyone working collaboratively to deliver local services and joined up support for people locally.

4. Organisation Chart

```
                    ┌─────────────────────────────────┐
                    │ Associate Director -            │
                    │ Community Division              │
                    └─────────────────────────────────┘
                              │
          ┌───────────────────┴───────────────────┐
          │                                        │
┌─────────────────────┐              ┌─────────────────────────────┐
│     PCN Lead        │              │ Service Manager - Adult     │
│                     │              │ Community Mental Health     │
└─────────────────────┘              └─────────────────────────────┘
          │
┌─────────────────────────┐
│ Primary Care MH         │
│ Practitioner            │
└─────────────────────────┘
```

5. Duties

◆Mental Health Practitioners working in PCNs take on a 'first contact' role providing new expertise and increased capacity to general practice and providing patients with faster access to the right care.

◆The role will involve liaison with practice clinicians, as well as liaison with secondary care, social workers and voluntary sector staff, where appropriate, and making best use of third sector and other community opportunities for promotion of patient wellbeing and maintenance of mental health.

◆You will support the provision of care navigation and active signposting, offering information to people about services, using local resource directories and local knowledge

◆You will carry out assigned tasks, including initial triage and administrative duties as delegated by the professional in charge.

◆To ensure delivery of a person-centered approach, "What matters to me" to all patients that enables individuals to achieve their optimum physical, psychological and social wellbeing. Being an advocate for the patient in ensuring they receive appropriate timely care.

◆Act as a specialist practitioner, working with a caseload of people referred to them in a manner which demonstrates a specialist knowledge base and specialist clinical skills and competencies.

◆You will ensure that all new referrals are identified in a timely response, and information shared with appropriate parties and you will update the service user records contemporaneously on the identified IT systems.

◆Improve clinical outcomes for patients by enabling them to function independently by increasing their choice to remain in their own home / community and reduce the need for, or prevent inappropriate hospital admission

◆Accountable for planning and evaluating the work carried out by self-managing and prioritising a caseload of patients according to their health status, who are referred by various agencies including GP, hospital, case managers, social care, and independent sector promoting self-care, self-management and independent living.

◆Contribute to the work carried out by Neighbourhood colleagues from a MH perspective.

◆Establishing effective working relationships with patients, their families and carers including education and promoting individual rights, recognising and respecting their contributions to care planning, placing patient in the centre of their care. Referral on to the appropriate support, ie medical, mental health, physical health, third sector, well-being or social prescribing.

Facilitate, participate and optimises case conferences / multi-disciplinary team (MDT) meetings.

◆Establishes and maintains excellent trusted and credible relationships with individuals and groups,

exploring issues relating to care options and decisions to sustain effective working across the health social care and voluntary system.

◆Support the local implementation of national and local policy that impacts upon the health and well-being of patients such as the NHS England framework for community mental health services.

Act as a role model and expert to neighbourhood and primary care colleagues, endorsing best practice, policies, procedures and guidelines to ensure risk assessments are completed for the environment in which the team is working.

◆Participation in population health / management / improvement activities within the community and use high level communication skills to communicate complex issues with patients and carers, in particular the skills needed for cognitive assessment and mental health status.

◆Maintains patient confidentiality and works within the confines of the Data Protection Act

◆Promote the mission and values of the Trust.

◆You may occasionally be asked to undertake such other duties that are deemed necessary in order to support business continuity within the Trust. This will only include tasks where you are appropriately trained.

6. Skills Required for the Post

Communication and relationship skills
- Communicates sensitive, complex condition related information to patients, relatives where there may be barriers to understanding requiring persuasive and influencing skills, whilst demonstrating empathy and reassurance.
- Excellent verbal and written communication skills
- Highly skilled in engaging others in collaborative working through effective negotiation, persuasion and interpersonal skills, and in running workshops which engage people with varying views.
- Being able to deal with sensitive, complex and contentious information in relation to changes to service provision.
- Excellent written communication skills with the ability to produce and present reports to clinical and senior management level audiences, often in relation to complex or contentious subject matter.

Analytical and judgment skills
- Judgements where there are conflicting views and information presented by the patient, the post holder will need to clinically tirage patient care based on the analysis of a range of facts or situations where there is more than a straightforward choice of options.
- Analytical and judgement skills for assessing and interpreting specialist patient/client conditions determining appropriate action through a comparison of a range of options.

Planning and organisational skills
- Plan and organise own caseload as determined by the Primary Care Network.
- To manage and prioritise workload on a daily basis and deal with competing demands of the integrated care team
- Requirement to plan and organise patient care while co-coordinating activities with other professionals and agencies.

Physical skills
- Standard keyboard skills

7. Responsibilities of the Post Holder

Responsibilities for direct/indirect patient care

- Assists patients/clients by completing initial triage assessment E.g. Gaining consent, completing relevant clinical tools, advising patients about next steps, referring other issues as appropriate and answering routine enquiries.
- Case management/own case load. Plans, implements & evaluates care plans

- To function effectively and safely in circumstances requiring sound judgment, personal responsibility and initiative in complex and unpredictable clinical environments

Responsibilities for policy and service development implementation

- Follows policies and may be required to comment on policies, procedures and possible changes in working practices for own area.

Responsibilities for financial and physical resources

- Observes personal duty of care in relation to equipment and resources used in course of work.

Responsibilities for human resources (including training)

- Regularly responsible for professional/clinical supervision of a small number of qualified staff or students.
- May be responsible for undertaking basic workplace assessments.

Responsibilities for information resources

- Records personally generated information

Responsibilities for research and development

- Undertakes surveys or audits, as necessary to own work; may occasionally participate in R&D, clinical trials or equipment testing.

8. Freedom to Act

- The post holder has to use own initiative to make decisions independently.

- The post holder manages their own workload and has to prioritise work on a daily basis.

- The post holder must recognize their own limitations and escalate any issues that he/she is unable to respond to adequately.

- The post holder works within departmental procedures and works autonomously within own area.

- The Line Manager is available to advise on more complex matters.

- Is guided by principles and broad occupational policies or regulations, works within codes of practise and professional guidelines.

9. Effort & Environment

Physical effort
- Combination of sitting, standing, walking

Mental effort
- Frequent concentration, work pattern unpredictable.
- Concentration required for data analysis, tracking patients and meetings, frequent interruptions requiring urgent attention and re-prioritisation of work.

Emotional effort
- Frequent exposure to distressing circumstances.
- Dealing with people with various mental disorders, sometimes challenging in presentation.
- Ability to deal with sometimes stressful and challenging interactions with service users.

Working conditions
- Working in a team based location, the post holder will be exposed to environmental risk associated with carrying out clinic based interactions and working with IT equipment and any medical devices deemed appropriate to carrying out the functional aspect of the post.
- Occasional exposure to unpleasant working conditions, i.e. verbal aggression

10. Equality and Diversity

All staff through their behaviours and actions will ensure that our services and employment practices are respectful of individual needs and differences including those characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex and Sexual Orientation).

11. General

You must uphold the Trust's Purpose, Vision and Values:

Our Vision- To support people to live well in their communities.

Values	Behaviours
Compassion- Acting with kindness	Treating people with respect, showing empathy and a desire to be helpful. Paying attention to others and listening to them. Responding appropriately, being mindful of the language we use to do this.
Pride- Being passionate about what we do	Challenging poor practise. Being a patient and carer advocate. Recognising and praising good care.
Integrity- Leading by example	Doing what I say I am going to do. Being honest. Taking responsibility for my actions.
Valuing everybody- Using an inclusive approach	Supporting every person however different to me to achieve their best. Challenging discrimination and supporting others to understand why it is everybody's business to do this.

	Recognising and challenging my own assumptions.
Innovation- Aspiring for excellence in all we do	Using service improvement methodology. Learning with people who use our services, research, best practise and evidence. Sharing the learning internally and contributing to research where relevant.
Collaboration- Listening to each other and working together	Working in partnership to promote recovery, supporting and encouraging independence. Working as one team. Valuing lived experience as an equal partnership.

In addition you must:

- Highlight concerns in accordance with the Trust's Whistleblowing Policy where it is felt poor practice or general wrong doing has not been dealt with appropriately. Staff may make such disclosures without fear of criticism or retribution.
- Maintain an awareness of information governance and information security related issues and ensure compliance with LPFT Records and Information Policies.
- Participate in performance review, supervision and undertake mandatory training and personal development as required of the post
- Take personal responsibility for your own Health and Safety at work in accordance with Trust Policies and Procedures, in particular Security, Health and Safety and Risk Management
- Be committed to safeguarding and promoting the welfare of children, young people, vulnerable adults and people experiencing domestic abuse, both as service users and visitors to Trust premises. All staff have an absolute responsibility to safeguard and promote the welfare of children and adults. The post holder, in conjunction with their line manager, will be responsible for ensuring they undertake the appropriate level of training relevant to their individual role and responsibilities. They must be aware of their obligation to work within and do nothing to prejudice the safeguarding policies of the Trust.
- This job description is not exhaustive and as a term of employment you may be required to undertake such other duties as may reasonably be required.

PERSON SPECIFICATION

	ESSENTIAL	JOB REQUIREMENTS	HOW ASSESSED (eg Application Form, Interview Test, Reference etc)
		DESIRABLE	
Qualifications	• Degree in mental health and social care or equivalent: • Recognised Professional Qualification in Registered Nursing (RMN,RLDN), Social Worker (CQSW, DipSW), Occupational Therapy • Registered with a professional body e.g. NMC, UKCP, HCPC, BACP • Evidence of continuous professional development	• Leadership qualification • Evidence of specialised continued professional training (degree level) in clinical practice.	Application/Interview
Experience	• Post- Registration experience of working with adults with mental health needs. • Experience of working autonomously • Experience of working across organisations • Sound knowledge of the national agenda for mental health. • Sound knowledge of clinical/ risk assessment and understanding of confidentiality. • Sound knowledge of community care issues, local health and social structures, functions and boundaries. • Sound knowledge of the Mental Health Act.	• Experience of leading service change/development/ • transformation. • Experience of leading training sessions • Experience of neighbourhood working	Application/Interview
Skills & Competences	• Highly developed clinical reasoning skills. • Prioritisation and resource allocation, planning and organisational skills. • Able to communicate complex and at times highly sensitive information to a variety of stake holders. • Good negotiation skills for conflict resolution. • IT skills- email, word processing, excel, systems use.		

	• Analyse and interpret data and/ or information. • Statistics.		
Special Requirements	• Ability to travel independently throughout the county without the use of public transport		