

AFC Reference:	31009
Job Title:	PCN Mental Health Practitioner
Band:	6
Division/Service:	Mid-Mersey
Accountable to:	Head of Operations PCN Clinical Director
Responsible to:	Recovery Team Manager

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:

This new position is an exciting innovative post that will provide mental health support to PCNs in Warrington, St Helens and Knowsley.

The role will primarily work in primary care but also work across the interface between Primary Care and Mental Health Services to provide advice, support and assessment to the Local Primary Care Teams, Service Users and Carers.

As more posts become available with additional funding then the posts will also include the provision of treatment, education and problem-solving approaches. The post holder will be an effective member of a multi-disciplinary team, a main component being liaison with statutory and non-statutory organisations.

The role aims to improve the experience for our patients with mental health needs who would otherwise have seen a GP and the post holder will see new presentations of primary care mental health problems and manage a caseload. The focus will be providing continuous assessment and treatment to people with mental health difficulties. Future ambition is this will include recovery co-ordination and care management functions

Non-medical prescribing will be an aspect of the role and this will be supported to undertake this programme and provided with the relevant supervision. Experience in providing evidence-based therapeutic psychological interventions will be advantageous.

DUTIES AND RESPONSIBILITIES

1. Clinical

- To provide a safe and effective day to day operation of the service, including the handling of clinical enquiries. The role holder may be required to undertake telephone triage screening assessments in order to assess the level of risk/priority with that patient, so they can be treated, signposted, or referred on to agencies as appropriate.
- To undertake assessments of individual client's difficulties, establishing risk and determining the appropriate course of action taking into consideration all possible options. The relationship should adopt a 'partnership approach', engaging service users in the positive management of their health and wellbeing.
- Work with patients in order to support adherence to prescribed treatments, monitoring mental health medication, taking into consideration interactions with physical needs.
- To maintain an individual case load providing short term interventions and support, under the guidance of the GP and ensure that the caseload is well managed, and care and treatment is provided in line with practice standards.
- Provide and receive information, some of which may be contentious, sensitive, and complex to and from individuals and their families/carers and actively support as appropriate.

- To collate and organise contemporaneous information about opportunities and resources in the local area which may be of benefit to clients referred to the service (e.g. voluntary and community organisations, educational and recreational opportunities). Facilitate 'sign posting' to other appropriate services and occasionally undertake very short-term interventions for clients with mild to moderate mental health difficulties
- To evaluate outcomes and maintain accurate clinical data.
- Have an awareness of your own clinical competencies, knowledge base and experience and ensure that you practice within this and seek support as required.
- 1.10 To understand and process Quality Outcome Framework data.
- 1.11 Undertake joint assessment work (as required) with PCN colleagues.
- 1.12 Offer advice to or obtain advice for the Primary Care Team on appropriate interventions and on-going Service User care management.
- 1.13 Ensure systems/ pathways are in place to enable smooth transition between primary care and secondary mental health services.
- 1.14 Regularly be involved in quality improvement activity/audit/significant event review and clinical meetings.

1.1 Clinical Partnership:

- Support the establishment of partnerships and networks with key stakeholders across the PCN/ secondary mental health care system.
- Develop links and foster a culture of 'partnership' between Primary Care Teams and Mental Health Services.
- Facilitate joint work with PCN, Secondary Care providers and Voluntary Sector (VCSO) to increase range of services / interventions available to the communities.
- Attend PCN meetings and work with PCN members to develop and implement joint governance and clinical forums.

2. MANAGERIAL

2.3 Effective Planning:

- Effective personal planning and organisation of daily workload.
- Flexible working and self-management of working time effectively and accordingly to service demands.

2.4 Communication:

- Demonstrate sensitive communication styles to ensure patients are fully informed and consent to treatment and ensure the patients /carers have a voice about the services they will receive and how these are developed. This may include engagement of advocacy services. Recognise the need for alternative methods of communication to overcome

different levels of understanding, cultural background, and preferred ways of communicating. Anticipate barriers to communication and take action to improve communication.

- Provide high standards of written, verbal and non- verbal communication skills to impart sensitive information to patients that is clear to patients and in line with professional documentation standards.
- Estimate and maintain effective communication with individuals and groups within the practice environment and with external stakeholders.
- Adopt a 'coaching style' of communication to empower patients to take responsibility.
- Facilitate fair access to social care services and promote social inclusion regardless of age, ethnicity, gender, sexual orientation, or disability.

2.6 Delivering a quality service:

- Every employee is personally responsible for the quality of the work, and standard of care, which they individually provide. It is their duty to seek to attain the highest standards achievable both individually and collectively within their knowledge, skills, and resources available to them in furtherance of the Practices' philosophy of pursuing quality in all of its services.
- Produce timely, accurate, contemporaneous, and complete records of patient consultation, consistent with legislation, policies, and procedures.
- Prioritise, organise, and manage own workload in a manner that maintains and promotes quality.
- Deliver care according to NSF, NICE guidelines, and evidence-based care.
- Assess effectiveness of care delivery through self and peer review, benchmarking, and formal evaluation.
- Participate in the maintenance of quality governance systems and processes across the practice.
- Collaborate on improving the quality of health care in partnership with other clinical teams, responding to local and national policies and initiatives as appropriate.
- Participate in the performance monitoring review of the team as appropriate, providing feedback.

2.7 Management of risk:

- Manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients.
- Monitor work areas and practices to ensure they are safe and free from hazards and conform to health, safety and security legislation, policies, procedures, and guidelines.

- Apply policies that reduce environmental health risks, are culturally sensitive and increase access to health care for all.
- Participate in the local implementation strategies that are aligned to the values and culture of general practice.

3. EDUCATION AND DEVELOPMENT

- Support and participate in shared learning across the practice and wider organisation.
- Undertake mandatory and statutory training requirements.
- To provide support, education and guidance of common mental health problems and their management to colleagues across the multi-disciplinary team(s), so they develop their skills and confidence in assessment and treatment of mental health needs.
- Utilise the audit cycle as a means of evaluating the quality of the work of self and the team, implementing improvements where required.
- Recognise and work within own competence and professional code of conduct as per the regulatory body and comply with any revalidation criteria. Maintain an active status on the professional register and a professional portfolio for revalidation.

4. RESEARCH AND AUDIT

- Support elements of service evaluation and audit systems.
- Provide required reports, statistical and qualitative information as part of wider PCN system.
- Monitor care quality and compliance with agreed standards.

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 post holder.

	ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> QUALIFICATIONS: 	<ul style="list-style-type: none"> Registered on the appropriate part of the NMC register and hold a current NMC registration or holds a relevant professional qualification (to be maintained) Assessor/Mentorship Training* 	<ul style="list-style-type: none"> Post registration training in relevant field Leadership/Management training Qualification in non-medical prescribing
<ul style="list-style-type: none"> EXPERIENCE/KNOWLEDGE: 	<ul style="list-style-type: none"> Experience of mentorship, supervision and co-ordination of staff. Experience of Care Planning process working in a multi-agency framework. Demonstrate a contribution to change management process Demonstrate experience of problem solving approaches Recovery model Mental Health Act (1983) Effective Care Co-ordination Relevant national policies and guidance 	<ul style="list-style-type: none"> Community experience Experience of working as a Nurse in Charge/ Shift Coordinator Experience in positive leadership of a team An overview of the Trust's objectives

	<ul style="list-style-type: none"> • Evidence based and reflective practice • Mental Capacity Act • Vulnerable Adults Procedure and Child Protection • Safety, Privacy and Dignity Guidelines 	
<ul style="list-style-type: none"> • VALUES: 	<ul style="list-style-type: none"> • Continuous Improvement • Accountability • Respectfulness • Enthusiasm • Support • High professional standards • Responsive to service users • Engaging leadership style • Strong customer service belief • Transparency and honesty • Discreet • Change oriented 	
<ul style="list-style-type: none"> • SKILLS: 	<ul style="list-style-type: none"> • Demonstrate sound leadership qualities and an understanding of management styles • Understanding of quality and change in the clinical setting • Ability to delegate and co-ordinate • Ability to work to deadlines • Ability to utilise 	<ul style="list-style-type: none"> • Project Management • Formulation of reports • Presentation skills • Resource and budget management

	<p>assessment skills and tools effectively</p> <ul style="list-style-type: none"> • Ability to communicate in a variety of settings • IT skills • Able to present factual information and refer questions to others where appropriate • Able to deal with sensitive issues with tact and diplomacy • Ability to develop effective interpersonal relationships with colleagues • Effective time and workload management • Mentorship skills and record keeping • Ability to identify and minimise risk effectively • Ability to travel in the course of performing duties. • Flexible approach to working • Commitment to effective teamwork • Commitment to service development • Good time management • Demonstrate 	
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Mersey Care
NHS Foundation Trust

Community and Mental Health Services

	continuous professional development	
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