



JOB DESCRIPTION

**Psychological Well Being Practitioner
IAPT**

JOB TITLE:	Psychological Well-Being Practitioner
DIRECTORATE:	CPS
BAND/GRADE:	Band 4
REPORTS TO:	Senior PWP
ACCOUNTABLE TO:	IAPT TEAM MANAGER

Job Purpose:

The Psychological Well Being Practitioner will work within an Improving Access to Psychological Therapies Service (IAPT) providing high volume low intensity interventions which will include:

- cognitive behavioural theory and practice through the provision of 6 sessions of guided self-help both face-face and telephone
- mental health promotion and the prevention of mental distress
- self-help and management of common mental health conditions
- provision of information about statutory and voluntary agencies to primary care practitioners and clients
- presenting a positive perspective on mental health problem to the general population
- following IAPT and NELFT policies, procedures and protocols
- participation in audit and evaluation

The post holder will be expected to support their team, department and organisation to achieve the Trust's Mission of *'helping you live the life you want.'*

The post holder will achieve this by:

- Focusing support to allow individuals to have meaningful lifestyles.
- Supporting the Trust Mission and Trust Vision by incorporating the Trust's values and Staff Charter into their day to day role.

The Trusts Values are:

- Valuing and Respecting Individuals
- Listen to the views of others
- Individual Care
- Choice and socially inclusive
- Effective communication
- Service users at the heart of everything we do
- Embracing Diversity
- Empowerment and Choice

opportunities

Main Duties and Responsibilities

Clinical:

- To assist with the provision of information/self-help material and support for self-help groups, under the supervision of a qualified mental health practitioner.
- Assess and support people with common mental health problems in the self management of their recovery
- To make decisions on suitability of new referrals, adhering to IAPT's referral protocols, and refer unsuitable clients on to the relevant service or step the client up to high intensity or secondary care
- To provide a range of information and support for evidence based low intensity psychological treatments which will include guided self help, computerised CBT. This may be face-face, telephone or via other media
- To contribute to programmes and groups involving the self help and self management of common mental health conditions programmes
- To actively make use of clinical supervision for all client-related tasks in order to review and improve the effectiveness of interventions offered.
- Complete all requirements relating to data collection within the service

Mental health education & promotion:

- Involvement in mental health promotion and prevention, by presenting information (in a range of formats) about mental health issues to various sections of the local community.
- Informing primary care practitioners and users about local statutory and voluntary services to whom people can be "signposted".
- To participate in and support the delivery of relevant training to primary care practitioners.

Manage relationships with people:

- Develop constructive working relationships with clients and other professionals.
- Create and maintain effective communication, liaison and working relationships between professionals from statutory and non-statutory agencies
- Contribute to the on-going development of B&D IAPT, and take a role in supporting the work of the team.

Manage information:

- To keep and collate accurate records on all clients in accordance with IAPT and NELFT policies, guidance from professional supervisors and bodies and the Data Protection Act

Contribution to service delivery (research & audit):

- Involvement in clinical audit & evaluation of primary mental health
- Responsibility for data collection, entry, and analysis as part of audit & evaluation

Training:

- To fully participate in training relevant to the delivery of the services outlined above.
- To be willing to attend the Low Intensity training if available
- To actively seek supervision for all aspects of post, recognising personal and professional limitations and not overstretch own capacity.
- Ensure that own knowledge and skills are constantly updated.
- Actively participate in clinical supervision.
- Actively participate in management supervision.
- Be aware of the KSF outline for the post and develop and maintain a portfolio of evidence for KSF review meetings.
- Achieve and demonstrate agreed standards of personal and professional development within the agreed time scale.
- To attend staff meetings, agreed training and development sessions and supervision.

General requirements:

Confidentiality

During the course of your employment you may have access to, see or hear information of a confidential nature and you are required not to disclose such information, particularly that relating to patients and staff.

In order to comply with the Data Protection Act 1998 you must not at any time use personal data held by the Trust for any unauthorised purpose or disclosure such as data to a third party.

You must not make any disclosure to any unauthorised person or use any confidential information relating to the business affairs of the Trust, unless expressly authorised to do so by the Trust.

Health & Safety

Employees must be aware of the responsibilities placed upon them under the Health & Safety at Work Act (1974), to ensure that the agreed procedures are carried out to maintain a safe environment for patients, employees and visitors.

Equal opportunities

All duties and responsibilities should be undertaken, at all times, in compliance with the Trust's Equal Opportunities Policy.

Conflict of Interests

You are not precluded from accepting employment outside your normal working hours. However such other employment must not in any way hinder or conflict with the interest of the Trust.

Code of Conduct for Professional Group

All staff are required to work in accordance with their professional / regulatory bodies code of conduct.

Risk Management:

Risk management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Trusts Risk Management Policy

Data Protection

Personal data is protected under the Data Protection Act (1999) and the post holder will ensure that it is securely held and that the requirements of the Act are followed.

Smoking Policy

The Trust operates a No Smoking Policy.

- The post holder will be employed by North East London NHS Foundation Trust.
- Whilst carrying out all the duties of the post, the post holder will observe all the Trust's relevant policies and regulations including the Health and Safety at Work Act 1974, the requirements of the Data Protection Act, the CPA policy, the Team's operational policy, the Trust's Equal Opportunities Policy, its non-smoking policy for employees and no alcohol policy for employees.
- This job description may be reviewed in the light of changing circumstances as and when necessary, any changes will be discussed with the postholder.
- Some sections of this job description may be altered to reflect the skills, experience and qualifications of the successful applicant. The post holder may be asked to carry out reasonable duties as may be negotiated with the Service Manager.
- This is not an exhaustive list of duties and responsibilities, and the postholder may be required to undertake other duties which fall within the grade of the job, in discussion with the manager.

Staff Charter

The Staff Charter is designed to provide staff with clarity and shared understanding regarding what is expected at work in order to ensure that we deliver user focused care of the highest quality. The organisation will only achieve its objectives and vision when all staff are clear and working towards shared standards of practice and behaviour underpinned by strong values.

Staff who do not demonstrate NELFT desirable behaviours will be managed through Disciplinary Policy.

Value	Example Behaviour
1. Value and respect individuals	<ul style="list-style-type: none"> • Never be rude, shout or use bad or abusive language. Apologise if your comments do cause offence to others inadvertently. • Be prepared to be fair and transparent with comments made about colleagues. • Do not personalise comments or responses. • Responses to others should be non punitive and not of a derogatory nature. Sarcasm, gossip and expressions that pass negative non verbal messages.
2. Listen to the views of others	<ul style="list-style-type: none"> • Spend time listening to the views and concerns of others. • Engage in Patient Protected Time. • Attend team based meetings where you can listen to staff views. Respect others views
3. Individual care	<ul style="list-style-type: none"> • Basic courtesies/manners – person’s needs first • Meaningful and timely communication • Negotiation in forming care plan/recovery plan with service user • Responding to requests for assistance • Respond in a timely manner, eg: appointments, calls, concerns. • Ensure service users and carers are involved in ward rounds and all of their concerns are addressed. • Keep clients informed. • Adopt a good customer care work ethic. • Show empathy. • Confidentiality of service user’s information. • Consideration of needs and care. • Staff to be available to talk.
4. Hope inspiring environments	<ul style="list-style-type: none"> • Remaining cheerful and positive in presence of service users and carers • Maintain a cheerful demeanour at work. • Engage in therapeutic activities. • Leave conversations feeling positive. • Portray a positive and approachable body language
5. Effective Communications	<ul style="list-style-type: none"> • Being able to approach service users and carers • Clarify that your message has been understood • Demonstrate sensitivity and flexibility where there are language differences. • Ensure information is explained so others fully understand. • English to be spoken in clinical areas unless translating for a service user or carer.
6. Service Users at the heart of everything we do	<ul style="list-style-type: none"> • One to one time with named nurse everyday to discuss personal matters/ward matters. • Listen to what service users and carers are saying at all times. • Encourage service users to attend community meetings.
7. Embracing diversity	<ul style="list-style-type: none"> • Treating individuals equally, irrespective of age, race, sexuality, class, physical ability, religion or gender.

	<ul style="list-style-type: none">• Acknowledge differences and respond to them appropriately.• Recognise cultural differences and adapt your behaviour accordingly.• Allow others to express their spiritual beliefs and practices
8. Empowerment and choice	<ul style="list-style-type: none">• Complaints and issues taken seriously.• Service users and carers are made aware of their rights and all of the facilities available to them.

5	<p>Personal Circumstances</p> <p>a) Circumstances – personal current driving license and use of own car (or similar mode of transport) or can demonstrate an ability to get between community sites efficiently.</p> <p>b) Able to work flexibly to fulfil service requirements including evening work, if required</p>	E	
6	<p>Disposition and attitude</p> <p>a) Able to integrate and work within a team</p> <p>b) Able to work on own initiative, whilst recognising own limits</p> <p>c) Commitment to equal opportunities</p> <p>d) Positive approach and well motivated</p> <p>e) Reliable and trustworthy</p> <p>f) Adaptable</p> <p>g) Committed to the organization, its mission and values</p>	E E E E E E E	
7	<p>Practical and intellectual skills</p> <p>a) Able to assimilate new information and apply theory to practice</p> <p>b) Able to collect statistical data for service evaluation purposes</p> <p>c) Able to liaise with representatives of other disciplines or agencies</p>	E	

Key: E – Essential; D – Desirable,