

HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST

JOB DESCRIPTION

Job Title:	Primary Care Mental Health Liaison Practitioner
Grade/Band:	Band 6
Department:	E&N Strategic Business Unit
Responsible to:	Service Manager
Accountable to:	Service Line Lead/Professional Lead
Base:	Various sites within primary and secondary care across ESE Hertfordshire. Travel in own vehicle required within the area to which appointed.

Hertfordshire Partnerships University Foundation Trust



- Hertfordshire Partnership University NHS Foundation Trust (HPFT) is an exceptional organisation with big ambitions, our aim is to be the leading provider of mental health and specialist learning disability services in the country.
- With a workforce of c. 3,000 and an annual income of c. £200m, the Trust is organised across three Strategic Business Units and provides integrated health and social care services through a large network of community and inpatient settings, serving diverse communities across Hertfordshire, Norfolk, North Essex and Buckinghamshire. As a university trust, HPFT continues to develop strong links with the University of Hertfordshire providing excellent learning and development opportunities, as well as strengthening our clinical research capability.
- Whilst it is a challenging period for the NHS, there has never been a more exciting time to join HPFT. Building on the CQC Outstanding, we are on our “Good to Great” journey as we continue to innovate, improve, transform and ultimately deliver the very highest standards of care to the service users and

communities that we serve. To support us on this journey we are looking for an energetic, dynamic and ambitious individual to join our award-winning board and to play a vital leadership role throughout the next phase of our development, further cementing our position as a leading integrated healthcare provider.

Our Services

We provide mental health and social care services - including Adults of Working Age, Older Adults, Children and Adolescents and Specialist Learning Disabilities services.

The Trust works in close partnership with Hertfordshire County Council and also with other NHS organisations to promote and support mental health in the community. We also provide specialist learning disability services in Norfolk and North Essex.

The Trust provides:

- Community Services including local teams for mental health
- Acute and Rehabilitation Services including inpatient services and crisis team
- Specialist Services such as mental health services for older people, eating disorders, and our mother and baby unit
- Learning Disability and Forensic Services

Our Mission

We help people of all ages live their lives to their full potential by supporting them to keep mentally and physically well.

Everything we do is aimed at providing consistently high quality, joined up care, support and treatment that:

- Empowers individuals to manage their mental and physical wellbeing
- Keeps people safe from avoidable harm
- Is effective and ensures the very best clinical and individual recovery outcomes
- Provides the best possible experience

Our Vision

Our conversations with service users, carers, staff, commissioners and the wider communities we serve have informed a simple but ambitious vision:

“Delivering great care, achieving great outcomes - together”

We will achieve our vision by:

- Putting the people who need our care, support and treatment at the heart of everything we do - always

- Consistently achieving the outcomes that matter to the individuals who use our services, and their families and carers, by working in partnership with them and others who support them
- Providing the very best experience of joined-up care in line with what service users and carers have told us makes 'Great Care'

Values and Behaviours

Our values and behaviours have been developed by over 800 service users, carers and members of staff. They describe how we aim to be with service users, carers and each other. By living our values we will deliver our ambition to be a leading provider for everyone we work with.

	<i>we are...</i>	<i>you feel...</i>
Our Values	Welcoming	✔ Valued as an individual
	Kind	✔ Cared for
	Positive	✔ Supported and included
	Respectful	✔ Listened to and heard
	Professional	✔ Safe and confident

Our values set the tone for:

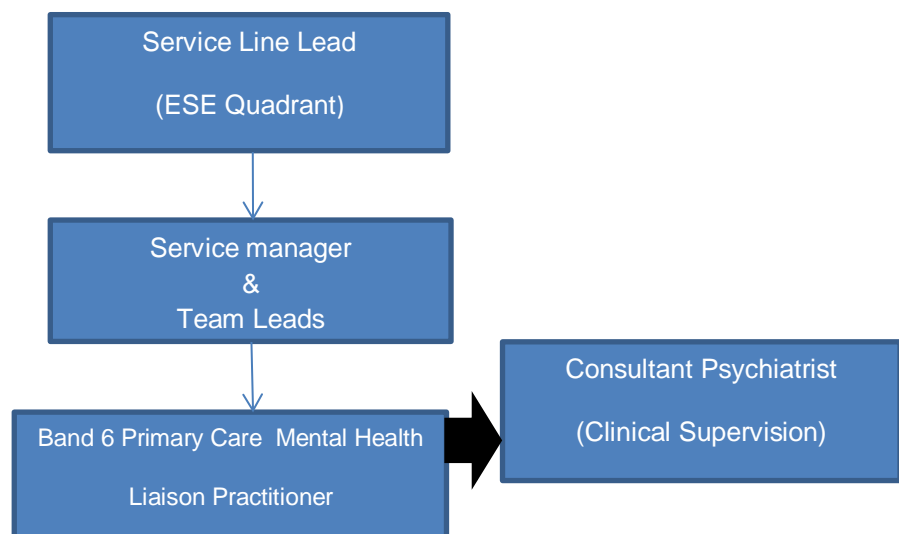
- The way we plan and make decisions.
- The way we behave with service users and each other.
- The kind of colleagues we recruit.
- The way we induct, appraise and develop our staff

Key responsibilities:

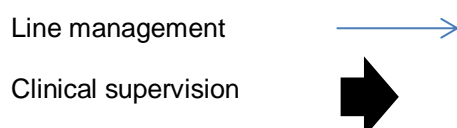
- The role of the Primary Care Mental Health Liaison Practitioner will be to work across the interface between Primary Care and Mental Health Services to work alongside the service manager/s to facilitate mental health assessment in primary care and support GP's about decision making in relation to secondary care referrals, support transition of service users from the care of secondary mental health services back to Primary Care and to facilitate re-access where appropriate.
- The post holder will do this by providing consultation, support, education and problem solving approaches to the Local Primary Care Teams particularly in the area of assessment and management of mental health problems in Adults of working age.
- This will include "signposting" to other services and occasionally undertake very short term interventions for clients with mild to moderate mental health difficulties.
- The role is to strengthen access and to provide community triage for people who may need mental health services. The post holder will ensure systems are in place to promote smooth pathways between primary care and secondary mental health services.
- Work in partnership with service users in the designated care group with complex health presentations, developing their care plans and recovery plans to enable them to lead fulfilling lives.

- Work in partnership with Health and social care professionals from other agencies and organisations including Community Navigators
- They will demonstrate an understanding of clinical interventions relevant to the Pathway/Protocols to include psycho-education, relevant aspects of social inclusion, Recovery, care plans and discharge planning, working closely with carers, families and partner agencies to facilitate this.
- The post holder will work at all times to promote the safety and the well being of service users and their families/carers.
- The post holder will be an autonomous practitioner who will support Primary Care surgeries to manage transition of mental health service users from secondary care to primary care
- The postholder will operate a team caseload rather than an individual caseload in partnership with primary care
- To provide leadership, management and supervision for junior staff identified to support the Primary Care Mental Health Liaison services.
- To provide clinical supervision to staff and students.
- To act within the appropriate professional code of conduct at all times.
- All staff should comply with the Trust's Anti-Discriminatory Statement, Employee Charter, Trust Policies and Procedures, Code of Conduct and Equality and Diversity.

Organisational Chart



Supervision arrangements:



Key Relationships:

- Service Manager/Team Leader
- Service users and their carers
- Lead Consultant for the designated area
- General Practitioners and primary care staff
- MDT members

Clinical Responsibility

- To undertake assessments of individuals and their families within primary care including the assessment of risk in order to consider access or re-access to secondary mental health services
- To be a core member of primary care teams within an defined area, using specialist mental health knowledge.
- To develop links and foster a culture of partnership between Primary Care Teams and HPFT Adult Mental Health Services.
- To promote the use of treatment protocols and care pathways leading to increased integration of service users within Primary Care setting.
- To enable practitioners in Primary Care to develop their skills and confidence in assessment and treatment of particular mental health problems.
- Facilitate joint work between Primary Care and Secondary Care interface and Primary Care/Voluntary Sector to increase range of services/interventions available.
- To develop a close relationship with Primary Care practices, attending practice meetings and having regular informal contact.
- Interventions will be delivered under Primary care governance and policies whilst also maintaining adherence to HPFT Trust policy.
- To work in partnership with the individual service user and their families and carers as appropriate to ensure the delivery of the primary care plan, and to enable the development of a plan to facilitate their safety, promote their well being and support their independence and inclusion in the community, by using recognised age appropriate self management tools where applicable. This may include signposting to partner agencies such as voluntary sector agencies, schools and colleges which may be able to more appropriately help the service user complete these tools.
- To carry out comprehensive assessments of clients needs to ensure a whole person approach, involving others in assessment as necessary
- To discuss with the service user and when appropriate, with their carers, their health problems and how they see and understand them, facilitating a process of developing their understanding and maintaining their hope for the future.
- To promote the empowerment of individual service users to manage their health as much as possible and signpost use of Self Directed Support / direct payments as indicated.
- To work with carers and family members. Signposting to third sector agencies to ensure they receive appropriate advice, support and assessment. Advising them about the triggers around risk factors relating to the service user, within the boundaries of confidentiality.
- To assertively engage with service users, striving at all times to develop good therapeutic relationships. Using the primary care registers for people with an SMI or on medication for mental health e.g. depot, lithium

- To monitor; risk, progress and where necessary compliance including the service users views to their care and treatment and when appropriate to work in partnership with the service users family and carers. To explain and discuss medication with the service user, including side effects they may experience and the role that the medication may have in their recovery or on going care.
- To work closely and in partnership with colleagues within primary care and the Trust in a collaborative way, ensuring that decisions are made that ensure the best care for service users and that there is a seamless pathway.
- To develop professional networks and keep abreast of local resources; third sector partners, primary care, housing, education, social care and other statutory organisations in order to ensure that the service user is able to navigate the full health and social care system.
- To establish robust communication networks with other health workers and agencies.
- To promote awareness of the professional role within primary care and across the service.
- To demonstrate effective communication skills with people in an age appropriate way and those whose understanding may be impaired.
- Communicate effectively with junior staff on a timely basis ensuring systems exist so that staff, are informed.
- To apply highly specialist skills and knowledge in order to establish professional competence and fitness to practice.
- To demonstrate on going personal development through participation in internal and external development opportunities, recording learning outcomes in a portfolio.
- To support service users with transitioning from secondary care into primary care
- To ensure that clinical practice is evidence based and consistent with relevant NICE guidelines, primary care and Trust policies and procedures.

Leadership and Staff Management Responsibility

- To provide effective professional supervision and mentorship of junior staff and students assessing proficiencies of practice as required.
- To support the Team Leader by undertaking recruitment and selection, Personal Development Review, attendance management, and rostering, as required.
- To be a sign-off mentor for students and provide a conducive learning environment.
- To identify the training needs of junior staff, and to plan, develop and deliver training, as required.
- To maintain own Professional Registration and development.
- To participate actively in and seek clinical and professional supervision and appraisal in line with organisational policy.

Financial Responsibility

- To ensure the effective and economic use of resources available.

- To comply with the relevant Trust and service financial policies and procedures.

Service Development and Improvement

- To be involved in the development and use of quality assurance systems contributing to and participating in audits/outcomes, evaluation and lesson learning.
- To remain up to date concerning relevant clinical, social and legal issues, in order to maintain and improve the quality of the service.
- To be aware of relevant research findings and assist the Team Leader in the development of the team, incorporating evidence based practice.
- To adhere to quality initiatives compatible with national targets and local standards applicable to practice.

Communications

- To promote awareness of the professional role within primary care and across the service
- To support the Service Leads in primary care and secondary mental health services to establish and maintain effective inter-team and inter agency communication, including with local social care agencies
- To provide service users and their carers and others with effective liaison and communication throughout the care pathway, responding sensitively to all needs especially in highly emotive settings.
- To maintain effective joint working with others, developing positive working relationships and clear communications with MDT and other professionals.
- To ensure that all relevant information regarding service users' care, in particular issues of concern about practice and workload, are communicated as necessary to the line manager.
- To liaise with other professionals in relation to service user care, actively participating in care planning and review meetings and attending case conferences required

Other

- To support the Service Leads with the effective and timely management of complaints and serious untoward incidents, as required.
- To gather and record statistical data relevant to service provision and development and to input data as required. This is carried out in order to provide statistical data for research and audit for the service.
- To provide relevant data on treatment provision required by HPFT, whilst complying with the Data Protection Act 1984.
- To maintain effective service user records primarily within the Trust and Primary Care Electronic Patient Record Tool in line with Trust, primary care and professional registering body policies and procedures, to include electronic diary entries and computerised data base system to facilitate collection of statistical information

Additional Information:

Health and Safety

The post holder has a duty of care to themselves and to others with whom they come into contact in the course of their work as laid down in the Health and Safety at Work Act 1974 and any subsequent amendment or legislation.

Infection Control

All Trust staff will:

Act as a role model and champion for the highest standard of all aspects of infection prevention and control and implementation of all Infection Prevention and Control Trust policies and guidelines.

Demonstrate respect for the roles and endeavours of others, in implementing good standards of hand hygiene.

Value and recognise the ideas and contributions of colleagues in their endeavours to reduce the incidence of healthcare associated infection.

Equality and Diversity

Hertfordshire Partnership University NHS Foundation Trust is committed to providing an environment where all staff, service users and carers enjoy equality of access, provision, opportunity and outcomes.

The Trust works to eliminate all forms of discrimination and recognise that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

Providing equality of opportunity means understanding and appreciating the diversity of our staff, service users & carers and ensuring a supportive environment free from harassment. As a result Hertfordshire Partnership University NHS Foundation Trust actively encourages its staff to challenge discrimination and promote equality of opportunity for all.

Confidentiality

All staff must be aware of the Data Protection Act 1984, and its subsequent amendments, which is now in force. This means that protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, the Trust and the individual may be prosecuted.

Standards of Business Conduct and Conflicts of Interest

The Trust has adopted a Standards of Conduct Policy, which reflects NHS Management Executive Guidelines. It is the responsibility of all staff to ensure that they act as a role model, by upholding the principle of a leading mental Trust. Staff should be informing their line manager if they are working for any other organisation to ensure that this Trust complies with the Working Time Regulations.

Information and Records Management

The post holder must be competent in using IT and have the relevant skills to carry out the activities required for the post.

To comply with the Data Protection Act 1998, Freedom of Information Act 2000 and Department of Health Code of Confidentiality in line with Trust procedures.

To adhere to the Trust's and primary care policies on records management including creation, use, storing and retention and disposal of records.

Adhere to the Trust's Corporate Identity (using the standard templates – available on Trustspace).

Safeguarding Adults and Children

The Trust is committed to ensuring adults and children are protected and come to no harm from abuse. All employees have a responsibility to be aware of national and local policies, their individual responsibilities with regards to the protection and safeguarding of both adults and children, and must adhere to them at all times.

Organisational Change

As services develop and change, the post holder may be required to undertake other responsibilities within the Trust.

Flexible Working

The Trust believes that its staff members are its most valuable asset and is committed to attracting and retaining the very best, and utilising all the talent and experience available. The Trust recognises the importance of helping its employees balance their work and home life by offering flexible working arrangements that enable them to balance their working life with other priorities, including parental and other caring responsibilities, life-long learning, charity work, leisure activities and other interests.

Health and Safety

All post holders have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Trust's health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees.

Review:

This job description is an outline, which reflects the present requirements of the post and is not intended to be an inflexible or finite list of duties and responsibilities. As these duties and responsibilities change and develop the job description will be amended from time to time in consultation with the post holder.



PERSON SPECIFICATION

Job Title: Primary Care Liaison Mental Health Practitioner

Department: ESE Quadrant Adult Community Mental Health Services

Date last reviewed: 2 August 2018

CRITERIA	ESSENTIAL	DESIRABLE
QUALIFICATIONS/EDUCATION/TRAINING <ul style="list-style-type: none"> Registered mental health professional appropriate to the job role (nursing, OT, SW) Completion of Mentorship/preceptorship Course/ENB equivalent, or intention to complete Evidence of continuous professional development Non medical prescriber 	<p>A</p> <p>A</p>	<p>A</p> <p>A</p>
PREVIOUS EXPERIENCE <ul style="list-style-type: none"> Minimum of one year post-registration experience Previous experience of working in the community/primary care setting Experience of working alongside people with complex mental health problems Experience of supervising staff Experience of providing a range of clinical interventions to people in the designated care group with a variety of health problems Experience of working consultatively with professionals Experience of conducting clinical assessments including risk assessments Experience of partnership working within and across various statutory and non statutory teams and agencies Experience of working within the CPA process Experience of delivery teaching sessions to colleagues and professionals 	<p>A</p> <p>A</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A</p> <p>A/I</p> <p>A/I</p> <p>A</p> <p>A/I</p>	<p>A/I</p>
SKILLS/KNOWLEDGE/ABILITY <ul style="list-style-type: none"> Excellent written and oral communication skills Ability to communicate in a clear and 	<p>A/I</p> <p>A/I</p>	

unambiguous way		
• Excellent negotiation and conflict resolution skills	A/I	
• Ability to develop effective professional relationships with others	A/I	
• Ability to develop good therapeutic relationships	A/I	
• Establish and maintain communication with individuals, families, carers and groups about difficult or complex matters overcoming any differences in communication	A/I	
• Develop own skills and knowledge and provide information to others to help their development	I	
• Participate in partnership working with individuals, groups, communities and agencies	A/I	
• Ability to formulate community care plans, based on relevant models	A/I	
• Ability to maintain high standards of record-keeping, including accurate data entry and recording.		
ANALYTICAL SKILLS		
• Able to work autonomously, setting appropriate goals in accordance with professional, ethical guidelines and Trust policies.	A/I	
• Work within the spheres of own professional responsibilities and escalate clinical and operational concerns to senior clinical and operational management in a timely way as and when required	A/I	
PHYSICAL SKILLS		
• Computer literacy	A/I	
• Car driver (unless you have a disability as defined by Equality Act 2010 which prevents you from driving)	A/I	
PHYSICAL EFFORT		
Car travel between clinics, work base and relevant meetings	A	
Moderate /light moving and handling	A	
MENTAL EFFORT		
Regular requirement to concentration, frequency and consequences of interruptions.	A	

EMOTIONAL EFFORT Regular requirement to deal with distressing or emotionally charged situations.	A	
ADDITIONAL INFORMATION Values/Motivational/Personal Qualities/Diversity <ul style="list-style-type: none"> • Welcoming • Kind • Positive • Respectful 	A/I	

A- Application Form

I – Interview

T – Test

