

# AVON & WILTSHIRE MENTAL HEALTH PARTNERSHIP NHS TRUST

## JOB DESCRIPTION

|                        |                                     |
|------------------------|-------------------------------------|
| <b>Job Title:</b>      | Primary Care Liaison Worker         |
| <b>Pay Band:</b>       | 6                                   |
| <b>Responsible to:</b> | Team Manager                        |
| <b>Base:</b>           |                                     |
| <b>Hours:</b>          | Full time 37.5 hours, or job share. |

### AWP Recovery Statement

We in AWP place recovery at the heart of our service. Therefore we all demonstrate the recovery principles of:-

- Hope
- Partnership
- Maximising opportunities every day, in all that we do.

### Job Purpose:

This role will afford rapid access to credible specialist mental health expertise for GPs, Primary Care staff and other referring agents who are requiring support and expert advice on meeting the mental health needs of the people within their case loads. This will ensure that patients in Primary Care have their mental health needs more clearly assessed, defined, cared for and treated by Primary Care Health Care Professionals and that the pathways to best meet someone's needs is optimised. For most people this will mean remaining within Primary Care supported by the Primary Care Liaison Service where needed, but for some, needs necessitating, there will be a smooth transfer into AWP treatment services.

The postholder will prioritise assessments based on clinical need and risk, making evidence-based recommendations for care and treatment within and across multiple care pathways.

A significant proportion of the role will involve working in conjunction with Primary Care colleagues to identify care and treatment options which enable service users to remain within their existing support/care pathways and maintain their community tenure.

The Primary Care Liaison team will provide an accessible specialist clinical consultation service for GPs and Primary Care colleagues, increasing awareness and providing education and training for this group to improve access to and understanding of the service.

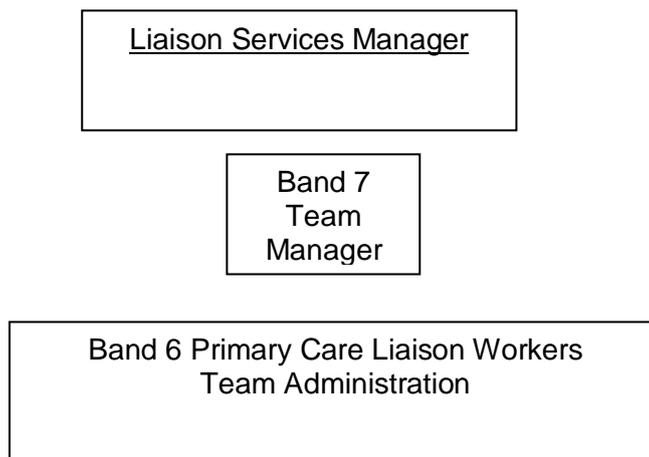
This role will necessitate working extended hours and some Saturday mornings.

The postholder will maintain close working relationships with Recovery and Intensive services, Community Mental Health Teams as well as the Acute Hospital Liaison Services.

Day to day leadership on service delivery and development will be provided by the Team Manager, as will caseload and management supervision. This will be supported by access to senior clinical advice from the multi-professional groups within the community services.

The provision of Primary Care Liaison in an ageless service is a new role and the postholder will need to both actively and continuously reflect and modify upon their own practice and assumptions, as well as being centrally involved in data collection, analysis, service evaluation and continued development.

## Organisational chart:



## Dimensions:

Budget Managed: £0  
Number of staff responsible for: 0  
Number of sites working across: Across local geography

## Key Result Areas

- To provide Primary Care Services with rapid access to specialist mental health advice and support and to enable them to deal more effectively with a range of mental health problems
- A high true positive pathway transfer rate into secondary mental health services (90%) where needs indicate the necessity of such care and treatment
- An increased detection of mental health problems/needs with improved care, treatment and management of this within Primary Care case loads
- The promotion of improved understanding of and confidence in the delivery of mental health care and collaboration with all agencies involved in the care of service users
- A reduction in the likelihood of premature transition to secondary mental health care on the grounds of lack of expertise to manage low to moderate mental health needs in context.
- The provision of targeted formal and informal learning opportunities for all staff within the primary care teams to develop their knowledge and capabilities within the mental health component of holistic care
- The provision of information sign posting and support for service users and their relatives/carers about functional and organic mental health disorders

## **Key Performance Areas**

1. To provide information, proportional assessment and sign posting to patients and their family and carers presenting with mental health problems/needs in community settings.
2. To foster strong collaborative and trusting working relationships with the referring agent/Primary Care Health Care Professionals underpinned by an educative and solutions focussed philosophy whilst providing them with credible clinical expertise..

This may include:

- The promotion and use of additional standardised assessment tools
  - Promoting the importance of working with, strengths and aspirations of the person referred
  - The provision of succinct formulations and recommendations (inclusive of risk management advice)
  - Assessment of or advice on the impact of culture and diversity
  - Consideration of the respective Primary Care HCP's confidence and capability in relation to The 10 Essential Shared Capabilities (best practice in Mental Health Care).
  - Best practice advice and support in a broad range of conditions for people with both functional or organic mental health needs
  - Promotion and recognition of the needs of family and carer/s, including various support networks and third sector agencies
  - Advice and support on evaluating risk from a positive risk taking perspective
  - Support and clarity on formulations within a bio-psycho-social model, including people with medically unexplained symptoms
  - Identifying and ensuring specialist involvement where required
  - Advice on interventions and treatments required to enable positive change
  - Support and advice within Safeguarding and public protection procedures where the issues are complicated by mental health problems
  - Second opinion on complex capacity assessments
  - To facilitate the development of safe and effective mental health care practice within the primary care setting.
3. To assist the primary care and secondary mental health teams in the delivery of safe and appropriate care planning processes.
  4. To provide a prompt response to all referrals following jointly agreed procedures and within agreed time frames.
  5. To provide concise and effective liaison and feedback to clinical staff within secondary mental health services and Primary Care teams including advice on effective and appropriate management strategies for those patients referred to the service
  6. To ensure where needed that people experience a seamless transfer into AWP provider/treatment services
  7. To make effective use of the standard liaison approach and structure for assessments according to the SBAR (Situation-Background-Assessment-Recommendation) format
  8. Following assessment, to provide short- term follow up of patients where appropriate.
  9. To contribute evidence based expertise to multi-disciplinary team care planning processes
  10. To provide effective communication with service users, relatives and carers, Primary Care and Secondary health services.
  11. To advise on medication management issues
  12. To ensure the active involvement of carers during all stages of the assessment process
  13. To provide a prompt response to requests for information and advice.
  14. To ensure appropriate communication, both verbal and written, at all stages of the consultation process.

15. To promote positive attitudes, mutual understanding and collaboration between non mental health staff and mental health services, users, carers, voluntary agencies, primary care and social services
16. To provide evidence-based specialist advice on how best to meet the mental health needs of the population for staff of other agencies, service users and carers.
17. To raise awareness of the effects of physical conditions on the mental health of service users.
18. To assist and participate in appropriate service development forums.
19. To provide mentoring/ training for others in relevant practice areas, according to professional requirements, taking a collaborative approach to practice development and evidence-based care.
20. Demonstrate responsibility for developing own practice in line with professional qualifications and for contributing to the development of others, by making use of and providing, effective feedback, supervision, coaching and appraisal.
21. To adhere to the NMC professional code of conduct ensuring required skills and competencies required are maintained.
22. Monitor and maintain health, safety and security of self and others, undertaking assessments and taking appropriate action where required.
23. Develop own knowledge and practice, and contribute to the development of others, making use of available feedback, supervision and appraisal to identify appropriate areas of development for this work role, taking responsibility for accessing identified learning and training opportunities.
24. Lead, maintain and participate in practices which enable team working
25. To maintain the single health and social care record, ensuring both paper and electronic records are kept up to date in accordance with professional and organisational standards.
26. To assist in the development and implementation of appropriate systems aimed at ensuring a consistent approach to assessment, communication and follow-up
27. To make appropriate use of time and resources
28. To participate in clinical audit and service evaluation programmes as required.
29. To participate in local arrangements where required to manage unexpected staff absences

## **Communications and Working Relationships**

Primary care staff  
 Services Users and Carers  
 Health and social care teams  
 Third sector/voluntary agencies  
 Community groups and local authority provision  
 Other statutory agencies

## **Most challenging part of this role**

The postholder will be an ambassador for AWP's services in a Primary Care setting, providing a professional and appropriate response to all referrals, regardless of complexity of need. Through the development of effective working relationships with Primary Care colleagues, the postholder will ensure that there will be a smooth transition for service users who need secondary mental health services. Where there are differences in expectations of the service, the postholder will be required to work with referrers to agree evidence based outcomes that best meet the needs of service users, making effective use of the resources available.

## **Policies and Procedures**

Trust employees are expected to follow Trust policies, procedures and guidance as well as professional standards and guidelines. Copies of Trust policies can be accessed via the staff intranet or from your manager.

## **Confidentiality**

Much of the work is of a confidential nature. This means that no discussion should take place about the care, needs, or activities of any service user, except in the clear interest of that service user or other members of staff. Staff are reminded that personal information concerning colleagues is also confidential

## **Equality and Diversity**

Avon and Wiltshire Mental Health Partnership NHS Trust is committed to the fair treatment of all people, regardless of their gender, race, colour, ethnicity, ethnic or national origin, citizenship, religion, disability, mental health needs, age, domestic circumstances, social class, sexuality, beliefs, political allegiance or trades union membership.

The Trust requires all of its employees to treat all of its stakeholders including colleagues, service users, carers and their visitors with dignity and respect.

## **Smoking**

Smoking by Trust Staff is not permitted whilst on duty whether that be on Trust premises or grounds or out in the community. Staff must also be mindful of public perception and must therefore not smoke whilst travelling in Trust identified vehicles or when in uniform or can otherwise be identified as Avon and Wiltshire Mental Health Partnership NHS Trust staff.

## **Review**

These duties are intended to be a guide to the post and should not be considered exhaustive. It is subject to review, depending on the needs of the department. The post holder will be encouraged to participate in any such review. The Trust is committed to regular performance appraisal (including setting objectives for review annually) and agreement of personal development plans for all staff to enhance their ability to fulfil the requirements of their post.

## **Person Specification**

### **Job Title**

### **Band 6**

#### **Essential knowledge, skills and experience**

- Professional qualification in mental health equivalent to RMN, Registered Social worker or OT
- Current registration with a professional body and commitment to CPD.
- Front line experience of using advanced assessment skills especially in determining the nature and severity of mental illness/health (functional and organic) and differentiation between physical and mental health symptoms and conditions.
- Extensive working knowledge of the make up of the wider health and social care community including statutory and non-statutory services and direct experience of multi inter-agency working and collaboration.
- Detailed working knowledge of how secondary specialist mental health services are organised and operate, where and how they fit into the health and social care community.
- Significant skills and experience in educating and training the mainstream workforce, particularly non-specialist mental health workers.
- Demonstrates substantial experience of assessing risk and developing risk management strategies
- Strong track record of an ability to act with high levels of diplomacy whilst maintaining the strength of relationship to challenge inaccurate assumptions and perceptions.
- Highly developed verbal communication skills, able to engage effectively with people at all levels even when a more assertive approach is needed.
- Conversant with policies and national drivers influencing the service development in question, plus a broader and detailed understanding of the respective legislation affecting the people using the service.
- Specialist knowledge of the needs, treatment approaches and rights of people with mental health problems and the needs of their carers and family.
- Able to articulate a detailed understanding of the relevant legal frameworks/legislation including CPA process, Mental Health Act, Mental Capacity Act, and Safeguarding.
- Significant and demonstrable levels of initiative utilised within practice and work delivery.
- Demonstrates an understanding of recovery principles and the role of secondary mental health services in the delivery of care
- Experience of undertaking carers' assessments
- Demonstrates substantial experience of, and relevant professional practice qualification in mentoring/assessing students and learners
- Highly developed active listening skills, which allow for reframing and testing of understanding
- Highly developed written communication skills, with experience of compiling and sorting notes and reports, establishing statistical data and analysing information
- Substantially developed IT skills with an understanding of Microsoft Office, and demonstrate a willingness to embrace new technology and processes
- Mobile with the facility to move quickly across a geographically dispersed area with limited access to public transport.

#### **Desirable knowledge, skills and experience**

- Relevant post-registration qualifications, such as Thorn, Non Medical Prescribing, CBT, AMHP, Brief Interventions etc

- Experience gained in a wide variety of settings