



Job description and specification



Qualified - Psychological Wellbeing Practitioner (Band 5)



JOB TITLE: Psychological Wellbeing Practitioner (Qualified)

SERVICE: Havering Talking Therapies (IAPT)

BAND: BAND 5

RESPONSIBLE TO: PWP TEAM LEAD & Clinical Lead

KEY RELATIONSHIPS:

Internal	External
Own Team PWP Team Lead Clinical lead IAPT Service manager	GPs and primary care teams Secondary care mental health services Voluntary sector mental health services

CONTROLS ASSURANCE STATEMENT:

The purpose of this job description is to outline the level of responsibility and accountability of this post. This will ensure that all work undertaken by our staff is clearly identified and carried out under clear lines of accountability.

Aim of the role:

The post holder will be expected to support their team, department and organisation to achieve the Trust's Values in their day to day work. These are the 5P's:

- Putting people first
- Prioritising quality
- Being progressive, innovative and continually improve
- Being professional and honest
- Promoting what is possible – independence, opportunity and choice

The post holder will achieve this by

Clinical



- 1.1. Accept referrals via agreed protocols within the service and develop programmes of care packages.
- 1.2. Assess and supports people with a common mental health problem in the self management of their recovery.
- 1.3. Undertakes patient-centred interviews which identifies areas where the person wishes to see change and or recovery and makes an accurate assessment of risk to self and others.
- 1.4. Make decisions on suitability of new referrals, adhering to the department's referral protocols, refers unsuitable clients on to the relevant service or back to the referral agent as necessary or steps-up the person's treatment to high intensity psychological therapy.
- 1.5. Provide a range of information and support for evidence based high-volume low-intensity psychological treatments. This may include guided self-help computerised CBT, information about pharmacological treatments. This work may be face to face, telephone or via other media.
- 1.6. Educate and involve family members and others in treatment as necessary.
- 1.7. Ensure the maintenance of standards of practice according to the employer and any regulating, and keep up to date on new recommendations/guidelines set by the department of health (e.g. NHS plan, National Service Framework, National Institute for Clinical Excellence).
- 1.8. Ensure that client confidentiality is protected at all times.
- 1.9. Be aware of, and keep up to date with advances in the spheres of treatment for common mental health problems.
- 1.10. Ensure clear objectives are identified, discussed and reviewed with senior therapists on a regular basis as part of continuing professional development.
- 1.11. Participate in individual performance review and respond to agreed objectives.
- 1.12. Keep up to date all records in relation to Continuing Professional Development and ensure personal development plan maintains up to date specialist knowledge of latest theoretical and service delivery models/developments.
- 1.13. Attend relevant conferences / workshops in line with identified professional objectives.
- 1.14. Adhere to an agreed activity contract relating to the overall number of client contacts offered, and clinical sessions carried out per week in order to minimise waiting times and ensure treatment delivery remains accessible and convenient.
- 1.15. Attend multi-disciplinary meetings relating to referrals or clients in treatment, where appropriate.
- 1.16. Complete all requirements relating to data collection within the service.
- 1.17. Keep coherent records of all clinical activity in line with service protocols and use these records and clinical outcome data in clinical decision making.

Professional

- 1.18. Work closely with other members of the team ensuring appropriate step-up and step-down arrangements are in place to maintain a stepped care approach.



- 1.19. Assess and integrate issues surrounding work and employment into the overall therapy process.
- 1.20. Operate at all times from an inclusive values base which promotes recovery and recognises and respects diversity.
- 1.21. Prepare and present clinical information for all patients on their caseload to clinical case management supervisors within the service on an agreed and scheduled basis, in order to ensure safe practice and the clinical governance obligations of the worker, supervisor and service are delivered.
- 1.22. Respond to and implement supervision suggestions by supervisors in clinical practice.
- 1.23. Engage in and respond to personal development supervision to improve competences and clinical practice.
- 1.24. Teamwork is essential in multi-disciplinary environments. Effective communication is essential, and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

Other:-

- Map and connect community activities/ resources at a locality level including supporting the development of a network of community health champions i.e., Health Coach, Social Prescriber, care coordinators etc.
- Support the delivery of community based public health initiatives such as physical activity, healthy eating, stop smoking and social connectedness.
- Along with the Social prescriber build and maintain strong links with the voluntary sector, supporting the voluntary and statutory sector to network and improve partnership working
- Support delivery of systematic self-care support plans for those with MH issues, supported by IAPT colleagues.
- Understand when it is appropriate or necessary to refer people to other health professionals/agencies; IAPT, and Community Mental Health Team(s).
- Understand the barriers for individuals/groups in accessing support in the community and use this insight in developing community-based support, working as part of the wider wellbeing & social prescribing model.
- Promote the service within the Primary Care Network, both for users and clinicians, building positive working relationships.
- Contribute to and work with others to organise awareness raising events for services that help support people to improve their mental health and wellbeing.
- Communicate effectively with colleagues, patients and carers so that information is shared in order to meet patients' needs.



- The post holder will have a key role in helping to raise the local population's awareness of the support, groups and opportunities available to assist them in achieving their mental health wellbeing goals.

General

- 1.25. Ensure the maintenance of standards of practice according to the employer and any regulating, and keep up to date on new recommendations/guidelines set by the department of health (e.g. NHS plan, National Service Framework, National Institute for Clinical Excellence).
- 1.26. Ensure that client confidentiality is protected at all times.
- 1.27. Be aware of, and keep up to date with advances in the spheres of treatment for common mental health problems.
- 1.28. Ensure clear objectives are identified, discussed and reviewed with PWP Team Lead on a regular basis as part of continuing professional development.
- 1.29. Participate in individual performance review and respond to agreed objectives.
- 1.30. Keep up to date all records in relation to Continuing Professional Development and ensure personal development plan maintains up to date specialist knowledge of latest theoretical and service delivery models/developments.
- 1.31. Attend relevant conferences / workshops in line with identified professional objectives.
- 1.32. Special working conditions:-
The post holder is required to travel independently between work sites and to attend meetings etc hosted by other agencies, if appropriate to their sphere of work/responsibilities.



Additional Information

Health & Safety

Employees must be aware of the responsibilities placed upon them under the Health & 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.

Infection Control

Each staff member has a duty to take personal responsibility for the prevention and control of infection, in accordance with Trust Infection Prevention and Control Policies, which reflect the statutory requirements of the Health Act 2006 – Code of Practice for the Prevention and Control of Healthcare Associated Infection. They must attend mandatory training in Infection Control and be compliant with all measures required by the Trust to reduce HCAIs.

Risk Management

You will be responsible for adopting the Risk Management Culture and ensuring that you identify and assess all risks to your systems, processes and environment and report such risks for inclusion within the Trust Risk Register. You will also attend mandatory and statutory training, report all incidents/accidents including near misses and report unsafe occurrences as laid down within the Trust Incidents

Safeguarding Children and vulnerable adults

NELFT is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. The Trust recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults and families in their care. Staff are required to comply with Trust policies on Safeguarding.

Standards of Business Conduct & Conflict of Interest

The NHS Code of Conduct and Standards of Business conduct for NHS Staff require all employees to declare all situations where you or a close relative or associate has a controlling interests in a business [such as a private company, public organisation or other NHS or voluntary organisation] or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. All such interests must be declared in the Trust's register of interests either on appointment or when such interests are gained.

As an employee you are required to make yourself aware of and adhere to the Trust's governance policies, such as Standing Orders and Standing Financial Instructions.

Sustainability

All staff has a responsibility for delivering high quality healthcare in a low carbon environment, where energy is used wisely and not wasted. It is the responsibility of all staff to minimise the Trust's environmental impact by recycling where possible, switching off lights, computers, monitors and equipment when not in use, minimising water usage and reporting faults promptly.



Smoking Policy

It is the Trust's policy to promote health. Smoking, therefore, is actively discouraged. It is illegal within the Trust buildings and vehicles.

Codes of Conduct

NELFT requires the highest standards of personal and professional conduct from all of its employees. All employees must comply with the Code of Professional Conduct appropriate to their professional governing body.

As an NHS employee, you are required to observe the following principles:

- Make the care and safety of patients my first concern and act to protect them from risk;
- Respect the public, patients, relatives, carers, NHS staff and partners in other agencies;
- Be honest and act with integrity;
- Accept responsibility for my own work and the proper performance of the people I manage;
- Show my commitment to working as a team member of working with all my colleagues in the NHS and the wider community;
- Take responsibility for my own and continuous learning and development

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. It is the responsibility of all staff whose jobs requires them to record information in Trust Computer systems (e. g RIO and ESR) to ensure that the data entered into these systems is of high data quality and that information is recorded correctly and in a timely manner. Failure to adhere to this requirement could be considered a disciplinary matter

Information Security and Confidentiality

All employees are required to observe the strictest confidence with regard to any patient/client information that they may have access to, or accidentally gain knowledge of, in the course of their duties.

All employees are required to observe the strictest confidence regarding any information relating to the work of the Trust and its employees.

You are required not to disclose any confidential information either during or after your employment with the Trust, other than in accordance with the relevant professional codes.

All person identifiable information must be held in the strictest confidence and should be disclosed only to authorised people in accordance with NHS Confidentiality Guidelines [Caldicott] and the Data Protection Act 1998 unless explicit written consent has been given by the person identified, or where information sharing protocols exist.

Failure to comply with these regulations whilst in the employment of the Trust could result in action being taken under the Trust Disciplinary Policy and Procedure.



Equality and Diversity

NELFT is committed to the implementation of the Equality and Diversity at Workplace policy which ensures equal opportunities for all. NELFT is also committed to embracing diversity and eliminating discrimination in both its role as an employer and as a provider of services. It aims to create a culture that respects and values each other's differences, promotes dignity, equality and diversity and encourages individuals to develop and maximise their potential. The Trust will ensure that it provides equal and fairness for all, and not to discriminate on the grounds of gender, marital status, race/ethnicity, disability, sexual orientation, religion, transgender or gender reassignment status, age, marriage or civil partnership/same sex marriage, and because of you being pregnant or being on maternity/paternity leave. All staff are required to observe this policy in their behaviour to employees and patients/service users.

Key Performance Indicators (KPI)

Each individual and service will be set KPIs and achievement against these will be regularly reviewed. Performance against individual and service KPI's will be routinely monitored by your manager.

Review of this Job Description

This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder.

Other Duties

There may be a requirement to undertake other duties as may reasonably be required to support the Trust. These may be based at other Trust managed locations.



Guidance

- Information already listed in the person specification should remain.
- All rows that are marked with a * and highlighted in yellow can have information added to them.

	Essential	Desirable	Measurement
Demonstration of Trust Values			
Putting people first	✓		Application Form Interview Assessment
Prioritising quality	✓		Application Form Interview Assessment
Being progressive, innovative and continually improve	✓		Application Form Interview Assessment
Being professional and honest	✓		Application Form Interview Assessment
Promoting what is possible, independence, opportunity and choice	✓		Application Form Interview Assessment
Qualifications			

Personal Specification

	Essential	Desirable	Assessment Method
Qualification	Qualification from PWP Training Course (Post Graduate Certificate or Level 3 undergraduate course) OR equivalent ,e.g. Experienced and Qualified Graduate Mental Health Worker with relevant Primary Care experiences and competences as required.	Training in nursing, social work, occupational therapy, counselling or within a psychological therapy. Psychology or other health related undergraduate degree. Psychology or other health related	Application Form Application Form Application Form Application Form



		postgraduate degree	
Experience	<p>Evidence of working with people who have experienced a mental health problem</p> <p>Demonstrates high standards in written communication</p> <p>Able to write clear reports and letters.</p>	<p>Experience of working in Primary Care Services</p> <p>Worked in a service where agreed targets in place demonstrating clinical outcomes</p> <p>Ability to manage own caseload and time</p> <p>Evidence of working in the local community</p>	<p>Application Form</p> <p>Interview Question</p> <p>Interview Question</p> <p>Interview</p> <p>Application form / test portfolio / test</p> <p>Application form/ interview</p>
Skills & Competencies	<p>Ability to evaluate and put in place the effect of training</p> <p>Computer literate</p> <p>Excellent verbal and written communication skills, including telephone skills</p> <p>Able to develop good therapeutic relationships with clients</p>	<p>Received training (either formal or through experience) and carried out risk assessments within scope of practice</p>	<p>Interview question</p> <p>Interview question /portfolio</p> <p>Interview / application/portfolio /Practical Test</p> <p>Practical Test</p> <p>Interview question</p> <p>? reference</p>



Knowledge	Demonstrates an understanding of anxiety and depression and how it may present in Primary Care	<p>Demonstrates a knowledge of the issues surrounding work and the impact it can have on mental health</p> <p>Knowledge of medication used in anxiety and depression and other common mental health problems</p> <p>Demonstrates an understanding for the need to use evidence based psychological therapies and how it relates to this post</p>	<p>Interview question / Practical Test</p> <p>Interview question / Practical Test</p> <p>Interview question</p> <p>Interview question</p>
Other Requirements	<p>High level of enthusiasm and motivation.</p> <p>Advanced communication skills</p> <p>Ability to work within a team and foster good working relationships</p> <p>Ability to use clinical supervision and personal development positively and effectively</p> <p>Ability to work under pressure</p> <p>Regard for others and respect for individual rights of autonomy and confidentiality</p> <p>Ability to be self-reflective, whilst working with service users, in own personal and professional development and in supervision</p>	<p>Car driver and/or ability and willingness to travel to locations throughout the organisation</p> <p>Fluent in languages other than English</p>	<p>Interview</p> <p>Interview</p> <p>? reference</p> <p>Application form/ interview</p> <p>Interview test</p> <p>Interview question</p> <p>Interview question</p> <p>Interview question</p> <p>Application / Interview</p>

