

Community Connections Surrey



JOB DESCRIPTION

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| Service | Community Connections |
| Job Title | Community Connections - Primary Care Link Worker |
| Closing Date | 1 st February 2019 Potential Interview dates 6 th , 7 th , 8 th February 2019 |
| Reports to | Senior Operations Manager |
| Base | Banstead Area |
| Salary | £25,000 per annum |
| Hours | 37 hours per week – with occasional out-of-hour and or/weekend work. TOIL will be given Initial 12 Month Contract. |
| Organisation | Mary Frances Trust |
| Project | <p>The overall aim of this new project is to co-develop and embed a new transformational model of integrated primary mental health care in Primary Care Network (PCN) to reduce unmet need, improve access to existing services, better integrate physical and mental health, and reduce systems cost. For the purposes of this project we will be focusing on the following patient needs:</p> <ol style="list-style-type: none"> 1. People who have mental health needs but who do not meet the access criteria for IAPT or secondary care 2. People who are in recovery and stable in secondary care mental health services who would be cared for within Primary Care 3. People who have been diagnosed with Dementia and require community and carer support 4. People with Severe Mental Illness who require physical health checks and medication reviews. |
| Purpose of Job | <p>Providing a primary care mental health service within this context refers to:</p> <ul style="list-style-type: none"> ▪ First level of intervention ▪ Ease of access ▪ A multidisciplinary approach working closely with GP's and Practice nurses, Mental Health Practitioners and Clinical Psychologist. |

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| | <ul style="list-style-type: none">▪ Coordinating and supporting patients to access to a wide range of community services and resources including social care, housing, family, debt and employment counselling that support maintaining good health and wellbeing <p>Overall The primary care mental health service will:</p> <ul style="list-style-type: none">▪ Be the first port of call for GPs in seeking support for managing their patients with mental health presentations that do not meet criteria for existing IAPT and secondary care mental health services▪ Provide screening, triage, assessment and formulation of need and care plans for patients identified by GPs and for those opting to self-refer via the GP-practice front desk▪ Provide brief therapeutic interventions▪ Provide support to patients by coordinating and facilitating access to appropriate community based services. |
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Key Responsibilities:

Working as part of a multi-disciplinary team located in primary care:

- To carry out a comprehensive assessments, including risk assessment, and to work with clients to support them in identifying their social care needs and goals and facilitate the development of personal action plan with clients.
- To complete the Recovery Star with clients and to undertake regular reviews.
- To provide a range of motivational and structured psycho-social interventions.
- To promote independence through an enabling asset-based approach, that draws on individuals' strengths, preferences and 'natural' support networks.
- To liaise with, develop and maintain good relations with GPs, practice managers and other health practitioners across mental health pathways and wider support networks.
- To engage with the client group and signpost where appropriate.
- To provide continuity throughout recovery, for example engaging with a person from a point of crisis, engaging the client with Safe Haven, accessing CMHRS, providing support for those engaged with and leaving CMHRS as well as linking into local wellbeing services and activities.
- To work to Surrey's Safeguarding policy and practice.
- To assist with community resource mapping exercises and maintain a database of community resources. To map where there are gaps in provision across the county and work with other VCS organisations to develop resources where most needed. To assist with patient needs mapping to

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inform service development in relation to localised needs. To work closely with volunteers, supporting them to deliver associated services, assisting with issues/troubleshooting, and referring on to volunteers where clients require further support upon discharge.

- To work with a number of individuals as well as agencies to identify opportunities to expand provision particularly in communities where there is a lack of service provision identified.
- To work closely and establish effective working relationships with a range of agencies to facilitate a 'joined up' approach to action plans.
- To broker and establish new partnerships between public and voluntary sector agencies to enhance service delivery and access to services.
- To develop and sustain professional relationships with service users, partner agencies and appropriate external agencies.
- Ensure records are maintained both electronically and on paper where appropriate.
- To accept responsibility for their own personal safety and to encourage the clients to adopt safe practices both for themselves and others with whom they associate.
- To attend staff meetings, appraisal, supervision and training events as required.
- To work within MFT's policies and procedures at all times, paying particular attention to Information Governance, confidentiality and health and safety.
- To work within the policies and procedures of the GP practices the worker will be based in.
- To carry out any other duties those are reasonably required by MFT.

General terms of reference:

In carrying out the above duties the post holder will:

- Work flexibly across operational sites as required which may include evening and weekend work. The post is full time for 37 hours a week - some weekend or evening work may be required.
- Seek to improve personal performance, outcomes, contribution, knowledge and skills.
- Participate in team meetings, appraisal, workforce development and supervision processes.
- Keep abreast of developments in services, legislation and practice where appropriate.
- Contribute to maintaining safe systems of work and a safe environment.
- Represent MFT at external agencies and support the values, workings and ethics of the MFT approach to client work.

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- A full UK driving license is required with regular access to a vehicle. Business insurance a necessity.
- Undertake other duties appropriate to the grade of the post.
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Equal Opportunities Statement

We acknowledge the unique contribution that all MFT employees and clients can bring to our organisation in terms of their culture, race, gender, sexual orientation, gender reassignment, marital status, nationality, age, religion or belief and any physical disability or history of mental health or additional problems.

All appointments and promotions are based on merit and no job applicant or employee will be treated unfairly or discriminated against. All staff have equal access to staff development.

Any member of staff who breaches this policy may be subject of grievance and/or disciplinary procedures.

This post is subject to the Disclosure and Barring Service (DBS) check at an enhanced level. Please note past drug and/or alcohol or criminality history will not necessarily discount you from undertaking this role.

Amendments: This job description accurately reflects the present position; it may be amended and reviewed. Any change will be made following a period of consultation.

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Person Specification

| | Essential | Desired |
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| Qualifications and experience | | |
| A diploma or degree in appropriate subject i.e. counselling, psychology, social work, probation, mental health, Health and Social Care (level 3) NVQ's level 3+ or DANOS level 3 and/or a minimum of 2 years community experience of drug, alcohol, mental health work | ✓ | |
| Registration | | |
| If holding a professional qualification to maintain up-to-date professional registration i.e. BACP, HCP, BPS (or recognised equivalent) | | ✓ |
| General | | |
| A full driving license and insurance for business use. | ✓ | |
| Ability to work flexibly across operational hours and evenings and weekends, where required | ✓ | |
| To work co-operatively as part of a multidisciplinary team (statutory and voluntary) from a service hub in one of 3 locations and to travel to and from a number of different locations on a daily basis. | ✓ | |
| Knowledge and skills | | |
| An understanding and ability to work to the confidentiality, consent, information sharing and safeguarding policies of the integrated service. | ✓ | |
| Good communication and written skills and a commitment to accurate and confidential record keeping | ✓ | |
| Ability to interact effectively with the client group, colleagues and other professionals whilst retaining clear boundaries. | ✓ | |
| Able to break down stigma and barriers associated with working with the client group. | ✓ | |
| Demonstrate an understanding of the issues and needs of the client group. | ✓ | |
| Knowledge and understanding of community working, lone working, and ability to maintain safety whilst working in the community. | ✓ | |

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Person Specification

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| Ability to work to all the policies, procedures and standards of the Service and joint working arrangements with key partners. | ✓ | |
| A good understanding of personal limitations, ability to identify when to seek advice and support, and deal with issues which may provoke strong emotions in an objective and professional manner i.e. child protection. | ✓ | |
| Ability to manage any challenging behaviour, anger and verbal aggression from clients. | ✓ | |
| Information Technology | | |
| Manual dexterity to use computer keyboard and mouse. | ✓ | |
| Proficient in Microsoft Word, use of email, Outlook, and basic excel skills. | ✓ | |
| Ability to enter data onto a database as required by the Service. | ✓ | |

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