

GP Mental Health Support Coordinator – Job Description, Person Specification & Competencies

Name of Employee	
Date of Issue	
Department/Location	Emotional Wellbeing Services – Worthing
Reporting Line	Mental Health Support Coordinator
Grade	Grade 3 (37.5 hours)
DBS – Level Required	Enhanced
Location of job	Primarily based in GP surgeries in Worthing
Competency level	Level 3 – Core, skilled

Job Summary

West Sussex Mind (WSX Mind) works within the Emotional Wellbeing Services (EWS) which is an alliance of organisations working together to enable people with mental health support needs and their carers to improve their mental health and wellbeing. The Emotional Wellbeing Services and Pathfinder services are commissioned to meet the ongoing needs of people with mental health needs who do not require support from specialist NHS mental health services, and therefore strong support to GPs and primary care practices is vital to ensure that patients can effectively access the Pathfinder support.

The role of the Mental Health Support Coordinator is to support GP practices across Worthing (mainly based in Cissbury Intergrated Care (CIC PCN) to effectively meet the needs of patients who have mental health problems. Through the provision of direct phone, video-call and face to face support, patients who contact the practice around their mental health are supported to access and engage with community support and particularly Pathfinder services.

Scope & Accountabilities

All staff in the team are required to work independently in community/practice settings without on-site management or supervision – a level of autonomous working will be in place for this role whilst representing WSX Mind in the surgeries and managing your own workload.

Key Tasks

Caseload Management Tasks

- To provide timely telephone, video call and face to face mental health support to patients identified by the practices as requiring this including:
 - Assessing needs and risks using the EWS framework, paperwork and processes to do this

- Supporting patients' mental health to identify their needs and goals and facilitating the development of personal support and recovery plans with patients; offering short term support with up to 6 one-to-one sessions
 - Liaising regularly with and referring any clinical needs or issues to the Mental Health Practitioner team, particularly ensuring any presenting risks are fully discussed and addressed.
 - Supporting patients to access local community mental health resources and services particularly to engage with Pathfinder services, with signposting information – including activities available through our social activities team.
 - Use a range of psychosocial tools and approaches to support patients with mental health needs to problem solve and self-manage their mental health in a time-limited way.
2. To maintain accurate and up-to-date records of work using agreed systems within practices and WSX Mind and to report on work activity as requested.

Operational Tasks

1. To develop, establish and maintain a regular and agreed presence at a number of specified primary care practices working in partnership with key practice staff to do this, whilst finding a balance of having a presence in the surgery but also a level of independence to manage your own workload.
2. To liaise with and feedback effectively to primary care staff about this work and using practice based/NHS data and information systems to record and share information.
3. To provide advice and information to staff working in primary care practices around mental health, services, and support, drawing on the resources of the wider Emotional Wellbeing Services and WSX Mind teams to support this, and to maintain an agreed information resource within the practice around mental health.
4. Where required, to promote the service within practices and with primary care patients.
5. Under the guidance of practice managers and WSX Mind manager to take responsibility for developing and overseeing the operation of administrative processes which support the delivery and smooth running of the service, including staff rotas, room bookings, collection and monitoring of activity, and performance information.
6. To regularly attend team meetings with the Worthing team and wider EWS team – including reflective practice.

Organisational tasks

1. To ensure that practices, Pathfinder and WSX Mind's policies around safeguarding adults and protecting children are effectively delivered within the service.
2. To represent the service at local meetings with external partners and stakeholders, as well as within the practice and WSX Mind during organisational meetings.
3. To contribute to business plan development for the service.
4. To undertake any other tasks and duties as required in order to meet the requirements of the service.
5. Adhere to all policies and procedures of the practices, Pathfinder and WSX Mind.

6. To contribute to creating a safer working environment for yourself, your colleagues and service users. To this effect, you should, as a minimum, follow safety rules, engage in safety training and report incidents or hazards.

Person Specification - The specific skills, knowledge and abilities required of an individual to be able to effectively perform the role.

Essential Qualifications

- Strong evidence of previous training or learning (formal or informal) which relates to supporting adults who have mental health needs is essential for this role along with excellent literacy, IT and verbal communication skills.

Preferred Qualifications

- Any formal qualification or training in relation to mental health, counselling or working with people with mental health problems is highly desirable for the role.

Essential Professional & Technical Knowledge, Skills and Abilities

1. Significant knowledge regarding working with people with mental health needs.
2. Broad knowledge, proven skills and/or training in working with service users on a one to one basis using appropriate theories, methods and skills in order to promote individual service users' ability to better manage their problems and difficulties.
3. Able to work with service users to construct good assessments of needs for services/personal development.
4. A good knowledge and understanding of working in groups and group dynamics and leading groups.
5. Knowledge of and a commitment to user led services and able to promote independence and focus on strengths and recovery.
6. Ability to learn and effectively use Digital and IT systems to support patients and share information and record and report on activity
7. Skills and abilities around working in partnership with others/multi-agency working to provide support within a health and social care setting
8. Ability to travel to sites within the West Sussex when required – as we also have services based in Worthing, Arun and Adur.

I have read and understood the Job Description, Person Specification and Competencies/Indicators required for my role and agree to fulfil the requirements of this role.

Signed:		Date:	
Staff member			

Signed: Line Manager		Date:	
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