



JOB DESCRIPTION

Job Title:	Primary Care Mental Health Practitioner (2 part time roles)
Department /Faculty:	Student Advisory & Wellbeing; Academic Services
Grade:	RHUL 7 (pro rata) (equivalent to NHS Band 6)
Hours:	3 days per week (each role) (x 2 roles)
Reporting to:	Head of Student Advisory & Wellbeing
Responsible for:	The relationship between the Student Advisory & Wellbeing department and the onsite NHS GP surgery.

Department Background

The roles of Primary Care Mental Health Practitioner (2 x 3 days per week) are part of our [Student Advisory & Wellbeing Department](#). The Department sits within the Directorate of Academic Services and consists of Disability & Dyslexia Services, International Support & Inclusivity (including Financial Welfare & Multi-faith Chaplaincy), Student Counselling and Student Wellbeing. The Department also works closely with the onsite NHS GP surgery (a branch surgery of a local practice) and the surgery team will have a close working relationship with the PCMPS postholder.

Job Purpose

Royal Holloway University of London is excited to create the role of Primary Care Mental Health Practitioner (2 x 3 day per week roles) to work alongside the current university Student Advisory and Wellbeing Department, whilst also embedded with the onsite NHS GP team. This is a new post whose purpose is as follows:

- To provide mental healthcare to those RHUL students who require support in primary care but who do not require secondary care level input.
- To maintain a caseload as well as referring on to IAPT, GPs, specialist services and university support services, among others.
- To form, with the GP team, a single point of access for triage and assessment, and referral, if required, onto specialist mental health services.
- To support students transitioning out of secondary care, into primary care, which may include students moving from different geographical areas.

As a member of Student Advisory & Wellbeing – with a mental health qualification and significant experience (5 years or more) of working in a multi-disciplinary mental health setting – you will carry out mental health triage, assessment, brief and longer-term therapeutic support, internal and external referral and follow up.

The post holder will maintain effective relationships with external agencies across the NHS and voluntary sectors and act as a contact for the effective referral of individual students to and from these agencies. You will work as part of the multi-disciplinary Student Advisory & Wellbeing department and will contribute to the positive impact this department has on the student experience and student retention. The role holder will be located within the GP surgery to support close working with the teams there.

In addition to working with students you will also lead, if / as required, projects or training with Academic Departments & Schools and Professional Services at the university to foster greater mental wellbeing and resilience amongst the student community.

Key & clinical responsibilities and outcomes: (most frequent duties first)

1. Act, alongside the GP team, as the single point of access to specialist mental health support in secondary care or to onsite visiting clinicians. Students will choose whether to access mental health care via you (the newly created Primary Care Mental Health Practitioner role), or via the GPs. For this aspect of the role you will need to have excellent decision making and triaging skills, and be able to work autonomously as well as with the team.
2. Provide individual evidence based mental health support to students who are experiencing significant mental health issues, including mental health triage, assessment, therapeutic support, referral (internal and external), and follow up.
3. Outside of student appointments, deliver effective follow up work including proactive case management, liaison with NHS GP services and Community Mental Health services, and referrals to other internal and external services as required.
4. Respond to cases where a student needs to see a practitioner urgently and to urgent requests from colleagues who may be concerned about a student by making risk assessments, covering appointment slots reserved for urgent cases, and making effective referrals of urgent cases
5. Act as an expert point of contact for all staff across the College for discussing cases that are potentially high-risk, and following a risk assessment process, advise colleagues on how and when students should be referred into appropriate support. The expectation would be to conduct risk assessments in person within the department offices but there may be a necessity to do this by telephone or to visit a student in their Halls accommodation or another location on campus (accompanied).
6. Establish and maintain collaborative and proactive relationships with external agencies, across the NHS and voluntary sector and act as a point of contact for the inward and outward referral of students
7. Manage internal referrals to other Student Advisory & Wellbeing services or Professional Services to ensure the correct co-ordination of support for an individual student. This may involve the post holder participating in Fitness to Study or Inter-departmental meetings to provide specialist advice about students where there is a level of risk or concern about student safety.
8. Lead and deliver, as required, projects or training with Academic Schools and Professional Services at the university to foster greater mental wellbeing and resilience amongst the student community. The post holder will also work with relevant colleagues to promote an inclusive learning and teaching environment and work to

enhance our working with academics on curriculum development and research.

9. Where students have a mental health condition which is covered by the Equality Act definition of 'disability' you will support the Disability & Dyslexia Services team to register the student and assess their support needs providing specialist advice where required
10. Collaborate with the Mental Health Adviser to provide resources for students to empower self-help opportunities. This may include the development of educational groups or workshops for students to attend with appropriate guidance and supervision.
11. Maintain therapeutic boundaries and take proper account for discretion and confidentiality when working with students and when discussing cases with staff or external agencies (e.g. NHS).
12. Maintain accurate student records in line with current legal, College and department data requirements. The post holder will be expected to be largely self-sufficient in terms of general administration.

Other duties:

1. Manage, monitor and prioritise the day-to-day casework in a self-directed manner and contribute to the achievement of team objectives, professional standards with a student first approach.
2. Proactively review processes, practices and protocols to ensure the needs and expectations of all relevant stakeholders are met.
3. Contribute to the development of a collaborative, inclusive and understanding culture by sharing best practice with others.
4. Work co-operatively and maintain effective & supportive working relationships with others, internally and externally to the College, as appropriate to the area of responsibility.
5. Demonstrate a flexible approach to change which will support the department and university in meeting current and future needs.
6. Respond to enquiries from Academic School and Professional Services staff within the College to provide appropriate information and support to enable effective referrals, enhance the student experience and support academic performance and student retention.

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by their manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

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Department/Faculty:	Student Advisory & Wellbeing, Academic Services

	ESSENTIAL	DESIRABLE	TESTED BY
Knowledge, Education, Qualifications and Training			
Professional qualification in mental health relating to nursing, social services or a similar professional context and current professional accreditation / registration with an appropriate and recognised professional body.	x		App form
Educated to first degree level or relevant equivalent experience.	x		App form
Knowledge of legislation relating to Mental Health and Disability and an understanding of the issues that HE students face and the areas of support that are required for students beyond mental health support.	x		App form, Interview
Experience			
Excellent knowledge of the mental health issues and support needs of students and/or young people (16-25 years old).	x		App form, Interview
Experience and understanding of current mental health practice within the NHS and voluntary sectors organisations - including knowing how and when to make effective referrals into these services.	x		App form, Interview
Experience of working with individuals in crisis and advising them on an appropriate framework of support.	x		App form, Interview
Experience or knowledge of providing student-facing services within Higher Education, including direct engagement with students.		x	App form, Interview
Experience of managing a large, complex caseload within the mental health profession.	x		App form, Interview
Experience of referring cases into NHS or voluntary sector bodies and working with these services on complex or crisis cases.	x		App form, Interview
Experience of providing short-term focussed individual therapeutic interventions.	x		App form, Interview
Clear experience of how to assess and manage risk (including risk to self and others) in a clinical mental health setting, including undertaking risk assessments using a recognised assessment framework (e.g. CORE or PHQ9).	x		App form, Interview
Skills and/or Abilities			

Excellent clinical decision making and triaging skills.	x		App form, Interview
Ability to manage relationships sensitively with distressed students and tolerate and manage high levels of risk with strong personal resilience.	x		App form, Interview
Excellent IT and administrative skills, including administrative self-sufficiency (e.g. email & diary management, case load recording, letter-writing).	x		App form, test
Ability to deliver training, presentations, group work and psycho-educational content.	x		App form, test
Ability to balance the need to share information appropriately to ensure the effective management of risk with the need for confidentiality and compliance with data protection legislation.	x		App form
Other requirements			
Strong advocate of equality and diversity and of promoting access for students / young people with mental health conditions.	x		Interview, Test
Enhanced DBS check	x		Interview