JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Mental Health Practitioner (Primary Care)</th>
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<tbody>
<tr>
<td>Department /Faculty:</td>
<td>Wellbeing Department</td>
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<tr>
<td>Grade:</td>
<td>RHUL 7</td>
</tr>
<tr>
<td>Hours:</td>
<td>Full time</td>
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<td>Reporting to:</td>
<td>Head of Counselling &amp; Mental Health</td>
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Department Background

The team of Mental Health Practitioners work within our Wellbeing Department. The Department has a range of wellbeing teams: Conduct, Counselling & Mental Health, Disability & Neurodiversity, Financial, International, Multifaith Chaplaincy and Support & Guidance. The Department also works with the on-site NHS GP surgery (a branch surgery of a local practice) and the surgery team will have a working relationship with the MHP post holders.

Job Purpose

The Mental Health Practitioners work alongside the current university Wellbeing Department, work collaboratively with the Community Mental Health & Recovery Service and liaise with the onsite NHS GP Surgery.

The role purpose is as follows:

- To assess and provide mental healthcare to those Royal Holloway students who require support in primary care, need referred or are waiting for secondary care or specialist service support.
- To maintain a caseload as well as referring on to IAPT, CMHRS, GPs, specialist services and university support services, among others.
- To be an internal point of access for mental health 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 the Wellbeing Department – with a mental health qualification and experience of working in a multi-disciplinary team mental health setting – you will carry out mental health triage, assessment, case management, 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 (including CMHRS) and voluntary sectors and act as a contact for the effective referral of individual students to and from these agencies. They will work as part of the multi-
disciplinary Wellbeing department and contribute to the positive impact this department has on the student experience and journey and in supporting student retention.

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 as the main internal point of access to specialist mental health support in secondary care, specialist services or to onsite GPs. Students can choose whether to access mental health care via self-referral, internal teams or the GP Surgery. For this aspect of the role you will need to have excellent triaging and assessment skills, and be able to work autonomously as well as within a 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 & Recovery 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 and formulating safety plans, covering appointment slots reserved for urgent cases, and making appropriate 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, advising 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 make an accompanied visit a student in their Halls accommodation or another location on campus.

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 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 Support to Study or School meetings to provide specialist advice about students where there is a level of risk or concern about student mental health & wellbeing.

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 team to register the student and assess their support needs providing specialist advice where required.

10. Collaborate with the department to provide resources for students to empower self-help opportunities. This may include the development and running of online or in-person psycho-educational groups and Wellbeing on Weekdays events for students to attend.

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 and 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 and Head of Department.

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