



JOB DESCRIPTION

Job Title:	Mental Health Practitioner
Department / Unit:	Counselling & Mental Health, Directorate of Student Life
Job type:	Part-Time, Permanent, Professional Services
Grade:	RHUL 7
Accountable to:	Head of Counselling & Mental Health
Accountable for:	
Purpose of the Post	
<p>The team of Mental Health Practitioners work within our Counselling & Mental Health team within the Directorate of Student Life. The Directorate covers a range of wellbeing and experience teams supporting the student journey and work in a collaborative and multi-disciplinary setting.</p> <p>The team also works with the on-site NHS GP surgery (a branch surgery of a local practice) and the surgery team are expected to have a working relationship with the MHP post holders.</p>	
Key Tasks	
<p>The Mental Health Practitioners act as a main point of access to students with emerging or existing mental health conditions and assist with identifying the most appropriate support for students both internally and with signposting and referral to external NHS or other clinical services.</p> <p>The role purpose is to:</p> <ul style="list-style-type: none"> • Discuss and review mental health presentations by Royal Holloway students, in a support and advisory capacity and enable them to access mental healthcare in primary or secondary care settings. • Signpost and refer students to specialist services where appropriate including Talking Therapies, CMHRS, GP Surgeries, as well as University mental health and wellbeing support teams. • Be an internal point of access for mental health triage, assessment of support and referral, if required, onto specialist mental health services, and maintenance of a small caseload of students where short term therapeutic intervention may be required. • Support students transitioning out of secondary care, into primary care, which may include students moving from different geographical areas. <p>As a member of the Counselling & Mental Health team role holders will have 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 therapeutic support, internal and external referral and follow up.</p>	

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 teams and contribute to the positive impact the Directorate 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 responsibilities and outcomes: (most frequent duties first)

1. Act as an 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 risk 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, short term 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 University 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 wherever possible but there may be a necessity to do this by Teams / Phone 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 & Neurodiversity team to register the student and assess their support needs providing specialist advice where required and ensuring an effective case handover to the team Mental Health Advisers.
10. Collaborate with the Directorate to provide resources for students to empower self-help opportunities. This will 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).

Maintain accurate student records in line with current legal, University and Directorate 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 University 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 University to provide appropriate information and support to enable effective referrals, enhance the student experience and support academic performance and student retention.
7. Work supportively and collaboratively with all other Student Life teams to enhance the wellbeing and experiences of our student community.
8. Contribute to the co-ordination and/ or delivery of wellbeing related events, campaigns, and projects, (e.g., Induction events, information drop-ins etc.) and be available to (if required) participate in university events such as Welcome Week, Graduation, Clearing & Confirmation and Recruitment events.

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

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.

Job title:	Mental Health Practitioner
Department/Faculty:	Counselling & Mental Health, Directorate of Student Life

	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
Demonstrable commitment to equality, diversity, and inclusion	x		App form, Interview
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