

Post Details		Last Updated: 3/5/22	
Faculty/Administrative/Service Department	Chief Student Officer Wellbeing and Welfare		
Job Title	Mental Health Practitioner		
Job Family	Professional Services	Job Level	4
Responsible to	Clinical Lead		
Responsible for (Staff)	n/a		

Job Purpose Statement

This is a role for a highly skilled, flexible and dynamic Mental Health Practitioner with skills in triage, risk assessment, crisis management and mental health support for those with emerging or enduring mental health conditions and/or those experiencing emotional distress.

The post holder will support the University to respond to current wellbeing challenges in the higher education sector and work collaboratively with services on and off campus to ensure students have access to appropriate resources and services that support them to achieve their academic and personal goals.

The post holder will work within a multi-disciplinary team to develop and deliver a range of crisis and proactive support. This will include face to face, online and phone interventions and, where appropriate, psychoeducational workshops and activities. These will assist students to develop skills to manage and maintain their mental health and wellbeing.

The post holder will have substantial experience in holistic assessment of need and experience of assessing and managing risk within a mental health service. Under the direction and support of the Clinical Lead, the post holder will triage, respond to crises and provide case working support to clients with mental health difficulties and those in emotional distress. The post holder will work closely and proactively with the wider team internally and externally and act as a point of contact within the university offering support and advice on mental health related situations with associated concerns.

By delivering mental health related educational programmes and projects and work with wider teams, the post holder will promote a sense of community within the University to ensure that students can fully participate in university life, developing resilience and good physical and mental health.

Responsibilities will also include working to embed innovative and inclusive practices across the University through networking and contributing to training.

Key Responsibilities This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum)

1. Act as the first point of contact for individuals and referring parties presenting in crisis in person, by email and phone, offering specialist support and advice and referring to clinically appropriate services internally and externally.
2. Run a triage, duty and rapid response service under the supervision of the Clinical Lead and in partnership with key stakeholders such as Security, HIVES teams and OSCAR, to provide proactive, expert care and support to clients in distress and experiencing mental health difficulties
3. Work in collaboration with students to develop comprehensive intervention and support plans, carrying out thorough assessment of need, development of safety plans and making referrals to other health professionals as appropriate
4. Support the development of self-management skills with students requiring mental health and psychological support, using evidence-based therapeutic approaches
5. Support the University wellbeing agenda by developing, coordinating and delivering projects, consultations and training in mental health and wellbeing. Work flexibly and positively to changing demand in mental health advice and health promotion
6. Maintain accurate documentation of client consultations, referrals and decision-making using client documentation system and in accordance with GDPR, ensure all communications, actions and referrals are documented and auditable.
7. Develop and strengthen existing mental health-related service protocols and guidance and assist in the development of mental health related strategies under the direction of the Clinical Lead and Head of Wellbeing and Welfare

8. Develop and maintain positive working relationships with the NHS and other relevant services and charities to bring improvements to the University mental health support system, work with key stakeholders and the Clinical Lead to identify gaps and make positive changes.
9. Work with the Designated safeguarding lead and officers to provide an expert approach to safeguarding children and adults at risk

N.B. The above list is not exhaustive.

All staff are expected to:

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your Manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

Elements of the Role

This section outlines some of the key elements of the role, which allow this role to be evaluated within the University's structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role.

Planning and Organising

The post holder will be the first point of contact for clients and their referring parties in crisis, distress and for ongoing mental health and wellbeing support. They will be expected to work independently and as part of team.

There is scope for applying judgement and initiative when managing their workload and to respond to any conflicting demands, within relevant service framework and procedures.

The post-holder will be expected to make plans for support in collaboration with clients and balancing their capacity with the needs of the individual and the wider service.

The post-holder will be expected to contribute to the overall smooth running of the service, by supporting the Clinical Lead to implement business continuity plans where needed and prioritise their workload effectively.

Problem Solving and Decision Making

The post holder is expected to exercise initiative and professional judgement to effectively manage risk and enhance safety within a range of new and established frameworks and guidance.

The post-holder will provide pro-active reach out and ongoing case management to students, and is expected to take decisions on making timely, accurate and appropriate referrals to a wide range of services including GP, specialist mental health services and internal University support networks and processes. They will coordinate the care for these students and provide liaison between departments and provide a seamless, supportive framework for the benefit of the student and the institution.

The post holder will manage a case load of students and will, where appropriate, escalate cases to the University's Clinical Lead and Case Review Management Group. The post holder will be expected to join the Case Review Management Group in an advisory capacity and will also be required to provide opinion and evidence in relation to cases recommended for escalation to the University's formal Support to Study or disciplinary Panel procedures.

For the most complex problems and issues, advice and guidance can be sought from the Clinical Lead, the Case Review Management Group, or other professionals and professional networks.

In the absence of the Clinical Lead and/or the Head of Wellbeing & Welfare, the post holder will be expected to make independent decisions on the provision of support and care, based on extensive knowledge of University regulations and statutory service involvement.

Continuous Improvement

The post holder is responsible for ensuring they maintain professional and technical skills and continuing professional development by attending CPD activities, engaging professional supervision and maintaining their professional registration.

The post holder is expected to contribute to the development of the Centre for Wellbeing's services, under the guidance of the Clinical Lead.

The post holder must co-ordinate client care in all clinical areas, across University departments and relevant NHS, private and volunteer services; operating flexibly and reacting positively to complex and rapidly changing circumstances and requirements.

The post holder is expected to contribute to the delivery of health promotion campaigns, training and workshops on and off campus in areas of mental health, and general wellbeing. The post holder is expected to take a creative approach to their work to develop ideas for health promotion campaigns and initiatives in conjunction with the Students Union, Marketing & Communications and Centre for Wellbeing colleagues.

All Mental Health Practitioners will be expected to engage with regular clinical supervision and peer supervision. The post holder will be expected to access continuous training that is relevant to the service.

Accountability

Under the supervision of the Clinical Lead, they will be responsible for the assessment and ongoing provision of care to students with mental health difficulties, ensuring that they are managed appropriately, and processes are followed, in a confidential and compassionate manner

The post holder will work within new and existing departmental processes and procedures, as well as professional standards and will always work within their scope of practice. They will be expected to act as an autonomous, registered practitioner who is accountable for any unsupervised actions as guided by your professional code of conduct, guidelines, and protocols.

The post holder is frequently required to draw from their nursing, social working or specialist practitioner knowledge and understanding of health conditions which affect student life. They will support the Clinical Lead in providing support and advice to the University in appropriate methods of managing mental health, including assessment of risk and referral to NHS statutory services.

Dimensions of the role

The post holder will have access to highly confidential information regarding patient's medical histories and therefore it is expected that they maintain high levels of confidentiality. All patient care and decision making must be recorded appropriately and accurately to ensure the smooth operation of the service provided.

Supplementary Information

This post does not have any budgetary or supervisory responsibility.

Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

Qualifications and Professional Memberships

Registered mental health nurse, social worker or occupational therapist with current membership of the NMC/Social Work England/HPCPC	E
Membership of a recognised medical defence organisation for indemnity purposes	E

Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).	Essential/ Desirable	Level 1-3
Significant experience of crisis/urgent mental health support including risk assessment, safety planning and referral	E	3
Thorough knowledge of mental health issues, services, practices, provision and legislation within the UK	E	3
Substantial post-qualification experience of working with young adults with severe and enduring mental health conditions	E	3
Experience of providing short-term focused interventions focused on issues common to the client groups of students (e.g. transition, anxiety, self-esteem, self-harm, procrastination, exam panic)	E	3
Ability to demonstrate awareness of the needs of patients and clients from a wide range of social and cultural backgrounds	E	2
A commitment to following professional and ethical principles and guidance, combined with the ability to work flexibly, learn new skills and take on new areas of work, as required by the changing needs of students, the service and the University.	E	3
Experience of working within a Higher Education setting	D	n/a
Understanding and experience of working with at adults at risk and/or children and advising on safeguarding matters	D	n/a
Experience of delivering therapeutic and/or psychoeducational workshops, groups and training courses	D	n/a
Experience of presenting cases through participation in internal and/or multiagency case conferences	D	n/a
Competent IT skills including Microsoft Office, Email, internet and client documentation databases such as EMIS and CORE	D	n/a
Special Requirements:	Essential/ Desirable	
<p>Extended hours through shift work to cover core opening hours</p> <p>Due to the nature of the role there is an expectation that the post-holder will stay outside usual hours when required to ensure that appropriate support is arranged for individuals, particularly when there is a significant risk of harm to self-others.</p> <p>Ability to work across campus locations as demand requires</p> <p>Ability and willingness to work occasional weekends for open days and welcome weekend (list not exhaustive)</p>		
Current professional indemnity insurance through a recognised provider	E	
Enhanced Disclosure and Barring Service Clearance	E	
Ability to demonstrate self-care and psychological resilience	E	
Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.	Level 1-3	
Communication		3
Adaptability / Flexibility		3
Customer/Client service and support		3
Planning and Organising		2
Continuous Improvement		3
Problem Solving and Decision Making Skills		3

Managing and Developing Performance	1
Creative and Analytical Thinking	1
Influencing, Persuasion and Negotiation Skills	2
Strategic Thinking & Leadership	1

This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.

Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.

Organisational/Departmental Information & Key Relationships

Background Information

The Wellbeing and Welfare department supports the University of Surrey with its wellbeing agenda, the Centre for Wellbeing offers counselling and mental health advice and support to around 15,500 students and 2000 staff.

The department comprises of mental health and counselling services, disability and neurodiversity teams, faith and belief and peer support. Through its work and relationships, the department aims to provide a holistic, professional and expert approach to all aspects of wellbeing. In addition to the work with individuals in crisis and on an ongoing basis, the department works with colleagues to improve awareness on all wellbeing and welfare topics, provide training, challenge attitudes and improve the overall wellbeing to the University community.

The Centre for Wellbeing plays an integral part of the wellbeing agenda, seen as the central point for all mental health and wellbeing activities, from crisis care, counselling and support to training, awareness raising and health promotion. The Mental Health Practitioner plays a key role to the crisis and ongoing care and support to the University community by providing a single point of access to those in distress, expert risk assessment and referral to appropriate primary or secondary care services. Ongoing work with individuals providing mental health advice, coordination and liaison provides a proactive approach to mental health and wellbeing especially in collaboration with internal and external services to ensure individuals can succeed at University .

Department Structure Chart



Relationships

The post holder will work as a key part of the Wellbeing and Welfare team and will liaise frequently and closely with other members of the University notably with Student Experience, security and OSCAR. The Student's Union, academic colleagues and Human Resources will be key relationships to foster to ensure a whole University approach to wellbeing and critical to the development of the wellbeing agenda. Development of strong and positive relationships with-local NHS services and tertiary services will be crucial in providing high standards of care and clinical oversight to the students and staff. Any internal or external referring parties will be treated with equal respect and professionalism.