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Job Description

**Title**: Mental Health Practitioner/Triage Manager

**Reporting to**: Senior Clinical Psychologist

**Accountable to**: Lead for Clinical Services/Clinical Director

**Salary:** Up to £32,000 per annum (£19,200 pro-rata for 3 days per week)

**Hours:** 3 days, 22.5 hours per week

**JOB PURPOSE**:

The post holder will be responsible for administering a triage service in conjunction with Bedfordshire CAMHS Front Door team for all referrals into the Bedfordshire Mental Health & Emotional Wellbeing Service for Children and Young People (CYP). You will be responsible for ensuring all those referred into the service are contacted and offered appropriate support and advice, using the iThrive Principles, within 3 working days of referral. This will include speaking to young people up to the age of 18 and parent/carers and assessing and managing risk. The post holder will also support clinical interventions including group or 1:1 work in Bedfordshire.

**DUTIES AND RESPONSIBILITIES**

**Communication and Relationships**

* All referrals to CHUMS are processed through the CHUMS/CAMHS Front Door team, which the candidate would be a part of. Referrals will be allocated to the clinician to triage and discussed in regular meetings with CAMHS and other agencies to provide a robust decision-making process.
* The triages consist of providing children, young people, parent/carers and referring professionals with a triage service for all referrals, offering appropriate guidance and advice, signposting to other agencies where appropriate and appropriately offering group interventions, drop in information or taking forward for individual or other support in line with the iThrive Principles.
* To assess for clinical and safeguarding risk and offer appropriate advice/take appropriate action.
* To provide telephone advice and support to professionals in schools and other environments.
* Have knowledge of the services CHUMS offers and actively promote the work of the service.
* Assist in the organisation and delivery of various workshop/group programmes for CYPs and their parents/carers.
* Deliver small 1:1 caseload.
* Liaise with our partner agencies including CAMHS, across Luton, and Bedfordshire.
* Produce/contribute to a comprehensive directory of other services, appropriate for signposting, across Bedfordshire and Luton.
* Engage in clinical supervision

**Key Relationships**

* Senior Clinical Psychologist
* Head of Service
* Lead for Clinical Services
* CEO
* CHUMS staff
* CHUMS volunteer team
* School staff and other professionals
* CAMHS teams and other agencies
* Families

**Clinical Skills**

* Required to understand complex facts of situations with children/young people and their families which require a comparison of a range of options.
* Undertake risk assessment of children’s and family’s needs which may include multiple and complex issues.
* To provide appropriate information to families and professionals about the needs of children and young people with a variety of mild to moderate mental health difficulties.
* To be aware of referral on to other appropriate agencies.
* To be able to provide psychological formulation and understanding CYP’s mental health needs in an accessible way.
* Able to use standardised routine outcome measures, in particular RCADS, SDQ, ORS and GBOs.
* Utilises supervision to appropriately manage any clinical concerns.
* Able to liaise with their supervisor and management to identify any service level concerns and problem solve.
* May be required to offer supervision to other practitioners, dependent upon experience.

**Planning and Organisation**

* To ensure the service responds to all referrers or parent/carers within 3 working days of referral.
* To ensure all children and young people or parent/carers are given appropriate guidance and advice using the iThrive Principles.
* To ensure all children and young people are offered an appropriate intervention in accordance with their presenting issue.
* Undertake clinical work with children, young people and their families.
* To assist with the formulation of plans for service development in conjunction with other team members.

**Physical**

* Combination of sitting, standing, walking, frequently in a restricted position.
* Some travel across Bedfordshire.
* Frequent lifting of resources.
* Keyboard skills.
* Assessment tools.

**Patient and Client Care**

* Provide specialist advice to families and other professionals on a range of mild to moderate mental health issues affecting children and young people.

**Policy and Service**

* Follows CHUMS policies as they apply within their own role.
* Implements policies and proposes changes to practice and procedures for own area of working and works in conjunction with the CHUMS team to develop practice for the wider service.

Financial and Physical Resources

* Personal duty of care in relation to equipment and resources.
* Careful use of all facilities used by CHUMS.

Human Resources

* Develop working relationships with partner agencies.

Information Resources

* Records information in PCMIS client database for every referral.
* Records information with regards clinical risk/safeguarding.
* Records information in relation to advice and guidance offered and support offered to children and young people.

Research and Development

* Contributes to regular reporting/ evaluation and analysis of clinical activity in relation to own work and CHUMS.
* Undertakes occasional research projects in own specialist area as required.
* Future development of service and training of other clinical staff to ensure continuity of service during periods of annual leave/training etc.

Freedom to Act

* Works independently within CHUMS policies and codes of conduct.

additional information

Mental Effort

* Frequent intense concentration.
* In-depth proactive mental attention for risk assessment.
* Intense concentration for facilitating groups for children, young people and parent/carers.

Emotional Effort

* Frequent highly distressing or emotional circumstances in supporting children/young people and their families who may be suffering as a result of a variety of mild to moderate mental health difficulties.
* Frequent dealing with multiple complex issues.

Working Conditions

* Occasional/frequent unpleasant conditions.
* Occasional/ frequent risk of physical/verbal aggression.

# GENERAL TERMS AND CONDITIONS

# Variation

This job profile is not intended to be a complete list of duties and responsibilities but as a guide for information to the job and may be reviewed in the light of changed needs and as part of an individual’s personal development plan. Any changes will be made following discussion with the post holder.

The post holder will be expected to undertake ongoing personal, professional and management development in line with the responsibilities of the post.

# Equal Opportunity

All employees must comply with CHUMS Social Enterprise Equal Opportunity Policy and must not discriminate on the grounds of age, class, race, colour, nationality, ethnic or national grounds, disability, family responsibilities, gender, marital status, religion or sexual orientation or any other grounds which cannot be shown to be justifiable.

# Health and Safety

All employees are subject to the requirements of the Health and Safety at Work Act. The post holder is required to ensure that his/her work methods do not endanger themselves or others.

# Data Protection/Confidentiality

All employees are subject to the requirements of the Data Protection Act 1998 and must maintain strict confidentiality in respect of patient and staff records and information.

##### Continuing Professional Development

The post holder will be expected to undertake ongoing personal, professional and management development in line with the responsibilities of the post.

**CHUMS Social Enterprise CIC**

#### PERSON SPECIFICATION

#### Mental Health Practitioner/Triage Manager

| **Requirements** | **Essential** | **Desirable** | **Assessed** |
| --- | --- | --- | --- |
| Education and Training | * Professional qualification in mental health e.g., mental health nurse, mental health social worker or post qualification training to MSc in psychological therapy. * Certification of an associated governing body e.g., HCPC, BABCP. | * Post qualification training in psychological therapy. * Child and adolescent qualification. * Bereavement training. | Certificate    Interview |
| **Knowledge and Experience** | * Experience of delivering evidence-based interventions to children and young people with mild to moderate mental health difficulties. * Experience of assessing for clinical and safeguarding risk. * Experience of offering a range of advice and guidance to children/young people, parent/carers and professionals. * Experience of developing care packages. * Ability to record and report on data relating to own clinical and non-clinical activity. | * Experience of working in a multi-disciplinary setting. * Experience of facilitating groups. * Experience of working with bereaved families. * Knowledge of the principles of CYP IAPT. * Experience of using PCMIS database or similar. | Application  Interview |
| **Skills and Abilities** | * Excellent communication skills in supporting both children/young people and adults, as well as professionals. * Good IT skills. |  | Interview |
| **Personal Qualities** | * Warm facilitating style with children, families and professionals and the ability to work co-operatively for the benefit of service users. * Ability to cope with high workload and multiple demands. * Ability to manage time effectively and prioritise workload. * Ability to deal with highly distressing and emotive situations. * A demonstrated commitment to service development through evaluation and audit. |  | Interview |
| **Other Requirements**  **(e.g., UK driving licence, shift/weekend working, travel away from home)** | * Car owner. * Will be able to work from home but will be required to travel to the office and other associated community sites. * Ability to work flexible hours to meet the needs of the service, |  | Interview |

Candidates will only be invited for interview if they meet the essential criteria for this post. The desirable criteria will be used to shortlist where the application of the essential criteria only, produces a large number of applicants.