#### Form JE 5



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| 1. JOB IDENTIFICATION | |
| |  |  | | --- | --- | |  |  | | Job Title: Primary Care Mental Health & Wellbeing Nurse |  | | Responsible to: Team Leader |  | | Department(s): Mental Health Services |  | | Directorate: Perth and Kinross Health and Social Care Partnership |  | | Operating Division: |  | | Job Reference: **SC06-5977(2025)** |  | | No of Job Holders: 6 |  | | |
| 2. JOB PURPOSE | |
| To act as a mentor for nurses in training.  Positive mental health and wellbeing at a population level can reduce health inequalities and improve wider outcomes in relation to physical health, social cohesion and economic productivity.  The post holder’s role contributes to this key agenda by:   * Providing mental health and wellbeing triage assessments within the Primary Care arena for individuals experiencing mental health and wellbeing issues. * Signposting individuals and making referrals, where required, to a wide range of self-management, community resources, third Sector and Health and Social Care Services. * Demonstrating knowledge, skills and understanding of mental health issues and treatment options to provide guidance to Primary Care staff on matters relating to mental health and wellbeing. * Working within the Primary Care arena, contributing to early intervention and prevention of mental ill health, parity of esteem for individuals with mental health and wellbeing issues, reducing stigma associated with mental ill health, improving social inclusion, and raising patient/carer/staff understanding of mental health and wellbeing issues and intervention options. | |
| 3. ORGANISATIONAL POSITION | |
| Clinical and Professional Team Manager  Senior Charge Nurse    Community Mental Health Nurse (Band 6)/Charge Nurse    **Primary Care Mental Health & Wellbeing Nurse (This Post)**    Community Support Worker | |
| 4. ROLE OF DEPARTMENT | |
| The Primary Care Mental Health & Wellbeing Nurses are aligned to the locality Integrated Care Teams and provide mental health and wellbeing triage assessments within their locality GP Practices. Triage assessments will be provided to individuals aged 16 years and above experiencing a range of mental health and wellbeing issues such as low mood, stress or distress, non-fatal self-harm, and mild to moderate anxiety and depression.  Triage assessment appointments will be of 30 minutes duration to identify immediate presenting issues. People are then signposted or referred onto a range of psycho-educational interventions, guided self-help, community resources, Third Sector and Health and Social Care Services as required.  Crucial to the role is:   * + The supporting of individual choice for people and their carers, through the provision of information and advice, regarding interventions and care. This will include information on the options available to them, as well as signposting to other sources of support, such as support provided by third sector organisations, emotional health and well-being, physical health self-help, parenting and carer support, housing and education services and, where relevant, other services designed to support sustained employment.   + The enhancement of skills within primary care in identifying symptoms of depression, anxiety, lifestyle problems, emotional and behavioural difficulties, suicide risk etc.   + The development and maintenance of constructive relationships with a range of agencies and services in the local community, including Third Sector organisations, and with mental health, physical health and public health promotion services. | |
| 5. KEY RESULT AREAS (MAIN DUTIES) | |
| **Clinical**   * To develop, deliver and evaluate specialist psychological and psycho-social interventions, for example, using cognitive behavioural approach, anxiety management, problem-solving skills, social skills training, stress management, and assertiveness training. * To monitor and/or assess service users’ compliances with prescribed medications and to undertake the administration of those medications as necessary, understand complex drug regimes and common side effects and follows UK Nursing and Midwifery Council (UK NMC) Drug Administration guidelines. * Individually develop and maintain good relationships with service users, carers, relatives and fellow health, social, voluntary agency, advocacy and welfare professionals who are involved in care delivery to effect the highest attainable good mental health care and to meet the specific needs of the individuals being cared for. * Provide confidential, professional and possibly legally binding written reports to outside agencies (for example Solicitors, Housing Department, Insurance Companies). * Provide confidential and professional written communication with General Practitioners. * In the absence of more senior nursing staff attend to any emergency or urgent clinical situations or referrals in collaboration with other community mental health team staff and in consultation with higher nursing line management as necessary. * To undertake mental health and wellbeing triage assessments within the Primary Care arena for individuals experiencing mental health and wellbeing issues. * To identify with the individual, their immediate presenting issues and areas they would wish to see changed, and to signpost or refer onto a range of psycho-educational interventions, guided self-help, community resources, Third Sector and Health and Social Care Services as required. * Sound knowledge of opportunities and interventions most appropriate to an individual’s needs and how to refer to these. For example: self-management, guided self-help, psycho-educational interventions, Third Sector Services, Counselling Services, Health & Social Care Services. * Make accurate assessment and formulation of risk and know when to escalate any concerns to key stakeholders/appropriate treatment services. * Develop and maintain constructive relationships with a range of people, agencies and services in the local community, including Third Sector organisations, and with mental health, physical health and public health promotion services.   **Management**   * Provide effective formal management supervision for Community Support Workers. * Provide effective informal guidance and supervision for Community Support Workers and pre-registration nurses in training. * Participate in appraisal of designated staff and ensure development of appropriate personal development plans. * In the absence of more senior nursing staff attend to the day-to-day running of the service in the defined geographical area in consultation with higher line management.   **Professional**   * Review and reflect on own practice and performance through effective use of professional and clinical supervision and appraisal. * Participate in regular management supervision of work with a more senior nurse. * Agree with the senior nurse a personal learning plan on a yearly basis and participate in formal annual appraisal of performance. * Ensure that up-to-date written and electronic records are maintained in accordance with UK NMC, NHS Tayside and local standards supervising support workers and students’ record-keeping as appropriate. * Ensure documentation reflects an accurate record of patient information whilst maintaining confidentiality and dignity. Comply with relevant national legislation, e.g. Freedom of Information Act, Data Protection Act. * Be aware of any responsibilities in relation to current Mental Health Act legislation ensuring legal requirements are met and the rights of service users are upheld. * Practice within the legal and ethical framework as established by the UK Nursing and Midwifery Council, national legislation, including mental health, community care and child protection legislation to ensure patients’ interests and wellbeing are met. * Report any non-compliance with UK NMC Code of Professional Conduct and all local and national policies and procedures. * Respect the individuality, values, cultural and religious diversity of patients and staff and contribute to the provision of a service sensitive to those needs. * Participate in the setting and monitoring of standards for the service in accord with the Clinical governance Agenda * Adhere to NHS Tayside policies and procedures.   **Educational**   * Act as a mentor for nursing students and provide fair and objective student assessment. * Participate in any programme of induction for new staff and students into the department * Be able to utilise research-based knowledge so as to maintain an evidence based up-to-date clinical practice. * Act as a mentor for Newly Qualified Nursing Practitioners participating in the Flying Start Programme.   *To support NHS Tayside values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviors and attitudes.*  **Responsibility for Records Management**  All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment. | |
| 6. SYSTEM, EQUIPMENT AND MACHINERY | |
| * Mobile phones * Personal computer * Equipment to administer I.M. medication * Equipment to take bloods * E.C.G. equipment * E-Mail system communications * Input into computerised activity systems * Computerised Risk Management Systems * Personally generated patient notes * Medical records * Sphygmometer and cuff * Thermometer * Weighing scales * Face mask for CPR * Urinalysis equipment * IT skills including the ability to use Word, Excel, PowerPoint. * Recording regular on-going statistics and data, analysing this material and submission of these on designated templates and reports within allocated timescales. * Lone Worker policy, risk management alarm systems and local protocols. * Health & Social Care Records. | |
| 7. ASSIGNMENT AND REVIEW OF WORK | |
| * To provide specialist community mental health nursing interventions to patients experiencing a wide range of mental health problems. * Support and Supervision of Community Support Workers * To act as a mentor for nurses in training * The Primary Care Mental Health & Wellbeing Nurses are aligned to the locality Integrated Care Teams and provide mental health and wellbeing triage assessments within their locality GP Practices. Triage assessments will be provided to individuals aged 16 years and above experiencing a range of mental health and wellbeing issues such as low mood, stress or distress, non-fatal self-harm, and mild to moderate anxiety and depression. * Triage assessment appointments will be of 30 minutes duration to identify immediate presenting issues. People are then signposted or referred onto a range of psycho-educational interventions, guided self-help, community resources, Third Sector and Health and Social Care Services as required.   Crucial to the role is:   * + The supporting of individual choice for people and their carers, through the provision of information and advice, regarding interventions and care. This will include information on the options available to them, as well as signposting to other sources of support, such as support provided by third sector organisations, emotional health and well-being, physical health self-help, parenting and carer support, housing and education services and, where relevant, other services designed to support sustained employment.   + The enhancement of skills within primary care in identifying symptoms of depression, anxiety, lifestyle problems, emotional and behavioural difficulties, suicide risk etc.   + The development and maintenance of constructive relationships with a range of agencies and services in the local community, including Third Sector organisations, and with mental health, physical health and public health promotion services. | |
| **8. DECISIONS AND JUDGEMENTS** | |
| The post holder will   * On a day-to-day basis be able to plan, manage and prioritise their own caseload, deciding on the frequency of contact with patients, their relatives and carers using their own judgement to adapt to any changed circumstances encountered (e.g. increased suicide risk). * Work autonomously, usually on a one-to-one basis, with a delegated caseload of patients, their relatives and carers, undertaking assessments, formulating, implementing and evaluating treatment plans in discussion with senior nurses and the multi-disciplinary team. * Undertake initial and ongoing risk assessments in relation to patients, their relatives and carers, and any associated environmental factors so as to decide on the location and context of nursing interventions offered. * Make a judgement as to when confidentiality may need not to be maintained in a patient’s or others best interests * In the absence of more senior nursing staff attend to the day-to-day running of the service in consultation with higher line management as necessary. * In the absence of more senior nursing staff attend to any emergency or urgent clinical situations or referrals, additional to own caseload, in consultation with higher line management as necessary. * Make judgements regarding nursing students and more junior staff’s performance and report to the senior charge nurse when staff performance is not meeting the required standard and assist in any remedial action plan if appropriate. * Work autonomously, on a one-to-one basis, with a people, their relatives and carers, undertaking triage assessments and formulating next steps in the individual’s mental health and wellbeing pathway. | |
| 9. MOST CHALLENGING / DIFFICULT PARTS OF THE JOB | |
| * To manage own caseload within a specified geographical area including involvement in the screening process of new referrals * Challenging beliefs and behaviours which are chronic and enduring (e.g. persistent self-harm) * In the absence of more senior nursing staff to deal with any urgent clinical situations or referrals, additional to own caseload, in consultation with higher line management as necessary. * Achieving a balance between clinical and any other work (e.g. data collection for clinical governance * standards) to maintain timely written documentation relating to patient’s progress/condition. * To be responsible for responding to Lone worker emergency alerts when rostered lone-worker co-ordinator for the multi-disciplinary team. * To undertake triage mental health and wellbeing assessments including initial clinical risk assessment with people and to work in conjunction with the person to implement next steps in their mental health and wellbeing pathway. * Having to employ specialist skills to manage a succession of triage assessments with people experiencing mental health and wellbeing issues. * Developing and maintaining constructive relationships with a range of agencies and services in the local community. * Developing and maintaining a robust knowledge base of the wide range of options available to people with mental health and wellbeing issues. * Working within the Primary Care arena where knowledge of mental health and wellbeing issues and opportunities to improve these will be variable. | |
| **10. COMMUNICATIONS AND RELATIONSHIPS** | |
| The post holder will –   * Encounter and deal effectively with unforeseen situations arising out of the process of community mental health nursing where patients may become aggressive and/or develop severely challenging behaviour. * Be required to receive and process information on a frequent and one-to-one basis that is highly sensitive and highly complex, for example, information regarding childhood sexual abuse, child abuse or domestic violence and/or other criminal activity. * Be required to engage in frequent one-to-one contact with patients whose diagnosis and treatment plan may be contentious and to deal with any challenging behaviours arising out of these situations. * Be required to communicate with and develop therapeutic relationships with patients/relatives/carers who may be suffering loss of contact with everyday reality (psychosis) or be highly anxious, hostile or aggressive such that a high degree of persuasive, motivational and empathic skills are needed. * Provide confidential, professional and possibly legally binding written reports to outside agencies (for example, solicitors, housing department, insurance companies). * Develop and maintain good communications and working relationships with patient, carers, relatives and other health, welfare and social agencies as well as with care provision in order that an effective service can be provided for mental health service users and their families. | |
| **11. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** | |
| **Physical**:   * Keyboard skills on a daily basis * Travel all the year round including in adverse weather conditions * De-escalating and breakaway skills to deal with difficult behaviour, maintained by yearly update. * Cardio-pulmonary resuscitation skills * Hand-eye co-ordination required for phlebotomy and clinical observations (B.P., temperature). * Travel for long periods in all weather conditions. * Visiting several patients in one day at different locations, carrying equipment or casenotes. * Accompanying patients in social and recreational activities as part of treatment programmes (e.g. walking, shopping, sports). * Moderate physical effort to manoeuvre equipment for clinical contacts, meetings and presentations. * Prevention and Management of Violence & Aggression.   **Mental**:   * Frequent concentration required to listen and comprehend highly complex and sensitive issues in one-to-one sessions with patients often several times per day. * Concentrating at computer for lengthy periods with frequent interruptions.   **Emotional**:   * Discussing highly sensitive issues such as sexual abuse, relationship problems, family conflict, domestic violence, substance misuse, as part of treatment programmes. * Exposure to a wide range of emotional problems and behavioural difficulties requiring a wide repertoire of responses, skills and judgement. * Lone working for much of the day. * Often first point of contact or sole contact with psychiatric services for patients, their relatives and carers, with severe and highly complex mental health problems and/or mild to moderate mental health problems.   **Environmental**:   * Exposure to verbal aggression * Exposure to physically aggressive behaviour owing to the nature of the client group * Exposure to all weather conditions on a frequent basis | |
| 12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB | |
| * Registered Mental Nurse on Sub-Part 1: RN3 or RNMH of the UK NMC Register. * Experience of working with patients suffering from a wide range of mental health problems. * Be able to develop competencies in the development, delivery and evaluation of psychological and psycho-social interventions, for example, using a cognitive behavioural approach, anxiety management, problem-solving skills, social skills training, stress management and assertiveness training. * A comprehensive induction period (minimum 6 weeks). * Mandatory basic and yearly update training in Fire Risk Awareness, Cardio-pulmonary Resuscitation, load handling, infection control and de-escalation and breakaway. * Knowledge of relevant local and national standards (e.g. Clinical Standards for Schizophrenia). * Evidence of continuing professional development. * Awareness and knowledge of the roles and responsibilities of all members of the multi-disciplinary team (including those who are not required to participate in the duty worker system e.g. Consultant, Mental Health Officer) in order to make safe and professional clinical judgements in the event of psychiatric emergencies. * Knowledge of the NHS Tayside Psychiatric Emergency Plan * Experience of mental health assessment including risk assessment. * Experience of recovery orientated approaches. | |
| **13. JOB DESCRIPTION AGREEMENT** | |
| A separate job description will need to be signed off by each job holder to whom the job description applies.  Job Holder’s Signature:  Head of Department Signature:  **(I confirm this Job Description accurately reflects the duties and**  **responsibilities of the postholder and does not impact upon any other**  **postholders role)** | Date:  Date: |