



Your **Community** Your **Trust**

Primary Care Liaison Worker (Band 6)

Full-Time

12-month fixed term contract

Salary: £32,306.00 - £39,027.00 per year

Job Description

As an urgent care Practitioner in our STEAM hub, your priority will be to ensure the safety of service users in crisis. You will complete the assessment of the individuals needs and risks, accurately recording and communicating this information, liaising with our Primary Care colleagues.

You will promote excellent working relationships with Primary Care Networks, local GP practices and community mental health teams across the network and help develop excellent working relationships with the emergency services who will refer people to us.

Our STEAM Hubs are at the heart of our communities, operating a safe and friendly environment with limited evidence of an association with statutory services - in line with Psychologically Informed Environment (PIE) principles.

Day time support for a range of mental health problems and for episodes of mental distress, providing advice and information, delivering a social navigation and enabling approach, to empower people to stay well in their community and at home, rather than employing a more traditional 'problem-solving' approach.

We have a Café function for hub attendees to support social and therapeutic aims, support those who feel socially isolated and help de-stigmatise mental health and mental distress. Open to the public, aimed at the whole population.

We offer a sanctuary for people experiencing mental ill-health and mental distress. A calm and safe space, providing practical and emotional support, which can be used as an alternative to admission if appropriate.

The evening crisis hub service operates until midnight, 365 days a year.

This post has been designed to:

- Facilitate links to lower level and crisis support and diverting Mental Health flow from Primary care and Acute provision
- Promote access to support around wider determinants of Mental Health
- Foster peer support
- Magnify impact of existing Hub deliverables as awareness is expanded and links across primary care expanded through dedicated Liaison Worker activity.

Job responsibilities

- To provide information, proportional assessment and sign posting to patients and their family and carers presenting with mental health problems/needs in community settings.
- To foster strong collaborative and trusting working relationships with the referring agent/Primary Care Health Care Professionals underpinned by an educative and solutions focussed philosophy whilst providing them with credible clinical expertise.
- This may include:
 - The promotion and use of additional standardised assessment tools
 - Promoting the importance of working with, strengths and aspirations of the person referred
 - The provision of succinct formulations and recommendations (inclusive of risk management advice)
 - Assessment of or advice on the impact of culture and diversity
 - Best practice advice and support in a broad range of conditions for people with both functional or organic mental health needs
 - Promotion and recognition of the needs of family and carer/s, including various support networks and third sector agencies
 - Advice and support on evaluating risk from a positive risk taking perspective
 - Support and clarity on formulations within a bio-psycho-social model, including people with medically unexplained symptoms
 - Identifying and ensuring specialist involvement where required
 - Advice on interventions and treatments required to enable positive change
 - Support and advice within Safeguarding and public protection procedures where the issues are complicated by mental health problems
- To facilitate the development of safe and effective mental health care practice within the primary care setting.
- To assist the primary care and secondary mental health teams in the delivery of safe and appropriate care planning processes.
- To provide a prompt response to all referrals following jointly agreed procedures and within agreed time frames.
- To provide concise and effective liaison and feedback to clinical staff within secondary mental health services and Primary Care teams including advice on effective and appropriate management strategies for those patients referred to the service
- To contribute evidence based expertise to multi-disciplinary team care planning processes
- To provide effective communication with service users, relatives and carers, Primary Care and Secondary health services.
- To ensure the active involvement of carers during all stages of the assessment process
- To provide a prompt response to requests for information and advice.
- To ensure appropriate communication, both verbal and written, at all stages of the consultation process.

- To promote positive attitudes, mutual understanding and collaboration between non mental health staff and mental health services, users, carers, voluntary agencies, primary care and social services
- To provide evidence-based specialist advice on how best to meet the mental health needs of the population for staff of other agencies, service users and carers.
- To raise awareness of the effects of physical conditions on the mental health of service users.
- To assist and participate in appropriate service development forums.
- To provide mentoring/ training for others in relevant practice areas, according to professional requirements, taking a collaborative approach to practice development and evidence-based care.
- Demonstrate responsibility for developing own practice in line with professional qualifications and for contributing to the development of others, by making use of and providing, effective feedback, supervision, coaching and appraisal.
- Monitor and maintain health, safety and security of self and others, undertaking assessments and taking appropriate action where required.
- Develop own knowledge and practice, and contribute to the development of others, making use of available feedback, supervision and appraisal to identify appropriate areas of development for this work role, taking responsibility for accessing identified learning and training opportunities.
- Lead, maintain and participate in practices which enable team working
- To maintain the single health and social care record, ensuring both paper and electronic records are kept up to date in accordance with professional and organisational standards.

Person Specification

Qualifications – Essential

- A degree in mental health nursing/social work/occupational therapy
- Relevant professional registration

All data requested is required by us and is outlined within a Lawful Basis Statement which is available upon request.

Access Community Trust is committed to safeguarding and promoting the welfare of all its young people and vulnerable adults using our services and expect all staff and volunteers to share this commitment.

Please note: As this role involves working with vulnerable people; a satisfactory enhanced disclosure from the Disclosure and Barring Service is required. This is to be paid for initially by the successful candidate and will be reimbursed fully upon the successful completion of a six-month probationary period.

Please be aware if we have not responded to you within 28 days, that your application has been unsuccessful.