

EAP Mental Health Practitioner

Job details

Job title:	EAP Mental Health Practitioner
Department:	Corporate - EAP
Location:	Remote
Reporting to: (job title only)	Helpline Service Manager
Direct reports: (job title only)	
Accountable to: (where applicable)	EAP Service Lead
Responsible to: (where applicable)	EAP Clinical Lead
Job purpose:	<p>To work as a member of the EAP clinical team offering telephone based emotional support to clients, mental health assessment, guidance, signposting and recommendations in relation to onward referral to specialist teams.</p> <p>To provide guidance and informal supervision to other members of the clinical team including counsellors and PWP's, particularly in relation to severe and enduring mental health presentations.</p>

<p>Role and Responsibilities:</p>	<ul style="list-style-type: none"> ✔ To act as a mental health resource to the EAP Helpline by offering advice and support for the assessment and management of clients with mental health difficulties. ✔ To provide overall liaison between VHG and specified NHS secondary care mental health services for clients known to secondary services. This may involve liaising with care co-ordinators and members mental health services, as well as with social services and other agencies. ✔ To participate in multi-disciplinary professional case discussion meetings. ✔ Establish and maintain working relationships with individuals and agencies working in the field of mental health. ✔ To bring to the immediate attention of the Team Manager/Service Manager and/or Clinical Lead, any situation which cannot be adequately supported, supervised or managed. ✔ To maintain accurate electronic patient notes in line with guidance and The Data Protection Act. ✔ To ensure that assessments and interventions are carried out in a safe environment for clients and staff and agreed policies and procedures are complied with. ✔ Assist in the induction of new staff. ✔ To ensure that Complaints Procedures are adhered to and assist in investigation and monitoring of complaints. ✔ To uphold the principles of the relevant Code of Professional Conduct. ✔ Improve information exchange between VHG Helpline and specified secondary care teams e.g. referral pathways, quality of referrals, speed and quality of discharge information. ✔ Develop and assist processes that will facilitate the development of call management plans, including working with specified secondary care mental health services. ✔ Facilitate communication between services including substance misuse services, social care and housing and voluntary services as appropriate. ✔ To facilitate teaching and mental health awareness to the Helpline staff through education, advice and support. ✔ Seek appropriate opportunities to contribute to mental health education within the service. ✔ To undertake relevant training and education courses to keep up-to-date with professional developments and practices. <p>Clinical Responsibilities:</p>
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	<ul style="list-style-type: none"> ✔ To be principally responsible for making clinical decisions based on the client's presenting issues and needs and ensure positive outcomes by encouraging the most suitable clinical intervention in accordance with NICE Guidance. ✔ Provide clinical duty support to helpline counsellors giving appropriate clinical advice where needed. ✔ Review cases assigned and action accordingly. ✔ Ensure that all clinical pathway placement is conducted in line with VHG ethical and operational guidelines. ✔ Ensure all clinical outcome measures, assessments, risk, notes and record keeping is audited within VHG's audit cycle and improvement actions are taken where required. ✔ Monitor 'Red Flag' risk cases in accordance with internal processes. ✔ Support helpline counsellors to comply with Risk and Safeguarding policies and procedures and ensure cases are escalated and reported on wherever required. <p>Other Responsibilities:</p> <ul style="list-style-type: none"> ✔ To carry out your duties and responsibilities at all times with adherence to VHG policies and procedures, in particular those relating to Equality and Diversity, Safeguarding, Data Protection, and Health and Safety ✔ Ensure effective communications between teams and service managers, and with colleagues across VHG to ensure service activity is effectively co-ordinated ✔ Support the Team Managers, Service Managers, Service and Clinical leads in development and implementation of service delivery plans ✔ Participate in individual performance review and respond to agreed objectives.
Clinical Governance: (where applicable)	<ul style="list-style-type: none"> ✔ Support the robust monitoring, review and evaluation of the EAP service, ensuring continuous improvement. ✔ Participate in audit and research as required. ✔ Exercise personal responsibility for the systematic clinical governance of professional practice in your own practice and of any supervisees
Training and supervision:	<ul style="list-style-type: none"> ✔ Receive regular individual and/or group Clinical Supervision from Team Managers, Helpline Service Manager/Appointed Clinical Supervisors. ✔ To undertake ongoing professional development in line with business requirements ✔ Apply learning from the relevant training updates and incorporate into day to day practice ✔ Maintain and develop clinical knowledge and clinical expertise. ✔ Fulfil your professional code of conduct and follow ethical guidelines in your professional work.



Additional information:	<ul style="list-style-type: none"> Some travel including occasional overnight stays may be required, so a full clean driving licence is desired. The role is to support a 24/7-hour helpline and as such this role will require on call duty support outside of normal office hours and will include evening, weekend and bank holiday as the normal working pattern.
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Person specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> RMN, Mental Health Social Worker, Mental Health Occupational Therapist Current registration with NMC or HCPC 	<ul style="list-style-type: none"> A certificate/diploma in Counselling or other psychotherapy equivalent Accredited Membership of BACP, UKCP, BCP or NCS. Qualification in people management or other management or leadership qualification
Experience	<ul style="list-style-type: none"> Demonstrable post qualification experience in mental health. Experience of working with people with acute and long term mental health problems in a community setting. Experience of managing junior staff/supervising and mentoring student nurses/OTs/Social workers Experience of working as part of a multi-disciplinary team Experience of making full psychosocial assessment. Experience of managing risk within an ethical, accountable and safe clinical governance structure. 	<ul style="list-style-type: none"> Experience of supervising counselling/therapy students, trainees and/or staff
Skills/knowledge	<ul style="list-style-type: none"> To engage with people with mental health problems, assess their needs, design and deliver appropriate interventions and evaluate the effectiveness care provided. Ability to assess and manage risk. 	<ul style="list-style-type: none"> Knowledge of the socio-economic factors in relation to mental health problems Knowledge of current pharmacological approaches to treatment in mental health Knowledge of current developments in mental health and social care



	<ul style="list-style-type: none"> To communicate effectively in English, both verbally and in writing. To work effectively as part of a team To ability to work and act independently. The ability to work effectively with a large number of organisations, managing communications and maintaining good relationships. Effective time management To use supervision positively and effectively Understanding of adult and child safeguarding 	
Specialist training		
Personal competencies and qualities	<ul style="list-style-type: none"> Excellent verbal and written communication skills High level of enthusiasm and motivation Ability to work under pressure Ability to participate in the evaluation, monitoring and development of the service operational policies Ability to utilise theory, evidence-based literature and research to support evidence-based practice in individual work and work with other team members. 	

Version Control

Owner:	Human Resources	Review:	Annually	Classification:	1 (Proprietary)
Author:	Human Resources	Version:	V1.1	Status:	PUBLISHED
Date Published:	03/12/2019	Code:	TBC		



Version:	Date:	Summary of Changes
V1.1	03.12.19	Document copied onto authorised VHG branded Policy Template (original had no coding)

