



Mental Health Support Coordinator (Haywards Heath)

Emotional Wellbeing Service

Job Description

Ref: 1097B

Job Summary

The role of the Mental Health Support Coordinator is to support the GP practices in Haywards Heath or Mid-Sussex, to effectively meet the needs of their patients who have mental health problems through the provision of direct phone, video-call, and face to face support and by supporting these patients to access and engage with community support, particularly Pathfinder services.

Responsible To:

- a) BHT Sussex staff
- b) Deputy Manager of the Emotional Wellbeing Service

Responsible For:

- a) BHT Sussex staff
- b) Emotional Wellbeing Service Clients

Significant Working Relationships:

- a) BHT Sussex staff
- b) Pathfinder Organisations including Pathfinder Clinical Service
- c) Emotional Wellbeing Service Mental Health Practitioner
- d) Pathfinder Mid Sussex & Crawley Team
- e) Local GP Surgeries

Duties / Responsibilities:

- To develop, establish and maintain a regular and agreed presence at several specified GP surgeries working in partnership with key practice staff to do this
- To provide timely telephone, video call and face to face mental health support to patients identified by the practices as requiring this, including:
 - Assessing needs and risks using the Pathfinder framework, paperwork, and processes.
 - Supporting patients to identify their needs and goals and facilitating the development of personal support and recovery plans with patients.
 - Liaising regularly with and referring any clinical needs or issues to the Pathfinder Clinical team particularly ensuring any presenting risks are fully discussed and addressed.
 - Facilitating and supporting patients to access local community mental health resources and services particularly to engage with Pathfinder services.
 - Using a range of psychosocial tools and approaches to support patients with mental health needs to problem solve and self-manage their mental health including running group activities at the practice and within Pathfinder services where common needs are identified.
- To liaise with and feedback effectively to primary care staff about this work and using the practice based/NHS data and information systems to record and share information.

- To provide advice and information to staff working in primary care practices around mental health, services, and support drawing on the resources of the wider Pathfinder and the BHT Sussex Team to support this and to maintain an agreed information resource within the practice around mental health.
- To maintain accurate and up to date records of work using agreed systems within practices and BHT Sussex and to report on work activity as requested.
- Where required to promote the service within practices and with primary care patients.
- To represent the service at local meetings with external partners and stakeholders, as well as within the practice and BHT Sussex during organisational meetings.
- To contribute to business plan development for the service.
- To undertake any other tasks and duties as required to meet the requirements of the service.
- To ensure that practices, Pathfinder and BHT Sussex's policies around safeguarding adults and protecting children are always adhered to.
- To ensure that all aspects of H&S, Data protection and diversity and inclusion compliance are adhered to within the Service/location.

It is the duty and responsibility of each employee to familiarise and comply with, BHT Sussex's health and safety policies and procedures. You are responsible for taking care of yourself to avoid injury to yourself and other persons who may be affected by your acts or omissions at work. You will be required to co-operate with BHT Sussex and others in meeting statutory requirements.

For confidentiality and data security: whilst working for BHT Sussex you may gain knowledge of confidential matters which may include manual, electronic personal and medical information about our Board Members, Staff, clients, residents or third-party contacts. Such information must be considered strictly confidential and must only be used for the purpose for which it was obtained for. Failure to observe BHT Sussex's GDPR & Data Protection policies and procedures could lead to disciplinary action. In addition, you must comply and handle personal data securely in accordance with BHT policies and procedures, including the IT Security Policy and Computer Use Policy.

Adherence to and ensure compliance with BHT Sussex's Safeguarding Policy and Procedure at all times. If, in the course of carrying out the duties of your role, you become aware of any actual or potential risk(s) to the safety or welfare of clients, these concerns must be reported to your line manager in the first instance.

Actively promote and live out BHT Sussex values of 'Inspiring Change'; 'Delivering Excellence'; 'Empowering People'; 'Being Accountable' and 'Collaboration'.

To assist with identifying and reviewing strategic risk, and to be responsible for the management of specific risks delegated to you from time to time.

No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.