**Mental Health Support Coordinator Lead Worker – Job Description, Person Specification & Competencies**  
Areas highlighted in yellow reflect the additional duties and requirements for the lead role at Grade 4

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| **Name of Employee** |  | |
| **Date of Issue** |  | |
| **Department/Location** | Rural North Chichester & Chanctonbury Pathfinder Mental Health Support Service | |
| **Reporting Line** | Pathfinder/EWS Service Manager | |
| **Grade** | Grade 4 | |
| **DBS – Level Required** | Enhanced | |
| **Location of job** | Primary based in GP surgeries across Rural North Chichester and the Chanctonbury area. | |
| **Competency level** | Level 4 – Core, skilled, supervisory, management (Grade 4) | |
| **Job Summary** | | |
| West Sussex Mind (WSX Mind) works within Pathfinder West Sussex which is an alliance of organisations working together to enable people with mental health support needs and their carers to improve their mental health and wellbeing. The Emotional Wellbeing Services and Pathfinder services are commissioned to meet the ongoing needs of people with mental health needs who do not require support from specialist NHS mental health services and therefore strong support to GPs and primary care practices is vital to ensure that patients can effectively access the Pathfinder support.  The role of the Pathfinder Mental Health Support Lead Worker is to support GP practices in the Rural North Chichester and Chanctonbury areas 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 to patients who contact the practice around their mental health and also by supporting patients with mental health problems to access and engage with community support particularly Pathfinder services.  To support the Midhurst & Chanctonbury Pathfinder & Communities in Mind Service Manager in the management, operations and development of the service. (Grade 4) | | |
| **Scope & Accountabilities** | | |
| Grade 4 role will have line management responsibility for Grade 3 Mental Health Support Coordinators  All staff in the team are required to work independently in community/practice settings without on-site management or supervision. | | |
| **Key Tasks** | | |
| 1. To develop, establish and maintain a regular and agreed presence at a number of specified primary care practices working in partnership with key practice staff to do this 2. To provide timely telephone, video call and face to face mental health support to patients identified by the practices as requiring this including: 3. Assessing needs and risks using the Pathfinder framework, paperwork and processes to do this 4. Supporting patients to identify their needs and goals and facilitating the development of personal support and recovery plans with patients 5. 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 6. Facilitating and supporting patients to access local community mental health resources and services particularly to engage with Pathfinder services 7. 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 also within Pathfinder services where common needs are identified 8. 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 9. To provide day-to-day management support to staff working for the Rural North Chichester & Chanctonbury Pathfinder Mental Health Support Service and on occasion deputise for the service manager (Grade 4) 10. To support the Service Manager to communicate key messages to the team relating to the service and organisation vision and objectives (Grade 4) 11. To line manage and supervise Grade 3 Workers and volunteers (Grade 4) 12. 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 WSX Mind team to support this and to maintain an agreed information resource within the practice around mental health 13. To maintain accurate and up to date records of work using agreed systems within practices and WSX Mind and to report on work activity as requested. 14. To ensure that practices, Pathfinder and WSX Mind’s policies around safeguarding adults and protecting children are effectively delivered within the service. 15. Where required to promote the service within practices and with primary care patients 16. Under the guidance of practice managers and WSX Mind manager to take responsibility for developing and overseeing the operation of administrative processes which support  the delivery and smooth running of the service including staff rotas, room bookings, collection and monitoring of activity and performance information. 17. To represent the service at local meetings with external partners and stakeholders, as well as within the practice and WSX Mind during organisational meetings. 18. To contribute to business plan development for the service. 19. To undertake any other tasks and duties as required in order to meet the requirements of the service. 20. Adhere to all policies and procedures of the practices, Pathfinder and WSX Mind. 21. To be aware of and follow all Health & Safety regulations within practices and WSX Mind premises. | | |

**Person Specification** - The specific skills, knowledge and abilities required of an individual to be able to effectively perform the role.

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| **Essential Qualifications** |
| * Strong evidence of previous training or learning (formal or informal) which relates to supporting adults who have mental health needs is essential for this role along with excellent literacy, IT and verbal communication skills. * Evidence of previous training or learning (formal or informal) which relates to supervising staff and volunteers. (Grade 4) |
| **Preferred Qualifications** |
| * Any formal qualification or training in relation to mental health, counselling or working with people with mental health problems, or management is highly desirable for the role. |
| **Essential Professional & Technical Knowledge, Skills and Abilities** |
| 1. Significant knowledge regarding working with people with mental health needs. 2. Broad knowledge, proven skills and/or training in working with service users on a one to one basis using appropriate theories, methods and skills in order to promote individual service users’ ability to better manage their problems and difficulties. 3. Able to work independently and without day-to-day supervision and support. (Grade 4) 4. Some experience of supervising, supporting and developing staff and volunteers. (Grade 4) 5. Able to work with service users to construct good assessments of needs for services/personal development. 6. A good knowledge and understanding of working in groups and group dynamics and leading groups. 7. Knowledge of and a commitment to user led services and able to promote independence and focus on strengths and recovery. 8. Ability to learn and effectively use Digital and IT systems to support patients and share information and record and report on activity 9. Skills and abilities around working in partnership with others/multi-agency working to provide support within a health and social care setting 10. Ability to travel to sites within the West Sussex when required – as we also have services based in Worthing, Arun and Adur. |

I have read and understood the Job Description, Person Specification and Competencies/Indicators required for my role and agree to fulfil the requirements of this role.

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| **Signed:**  **Staff member** |  | **Date:** |  |
| **Signed:**  **Line Manager** |  | **Date:** |  |