**4 y7**



Primary Mental Health Worker

JE Code: JE0165

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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes City Council** | |
| **Service:** | Children’s and Families |
| **Reports To:** | Team Manager / Deputy Team Manager |
| **Job Family:** | Care and Welfare |
| **Grade:** | H |
| **Political Restricted:** | Y |
| **Date:** | September 2022 |

**Key Deliverables**

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| **1.** | To assess the emotional/mental health needs of identified children/young people and ensure that a clear intervention plan if required is devised. |
| **2.** | To implement specific interventions using relevant theoretical frameworks to meet the identified needs of the child/family. |
| **3.** | To ensure that safeguarding principles are at the centre of any ongoing mental health support plan, and that information is shared with the relevant case responsible person. |
| **4.** | To maintain appropriate statistical collations of referrals, interventions and outcomes, and providing the deputy/ team manager with regular statistical returns evidencing the efficacy of ongoing practice approaches. |
| **5.** | To maintain accurate case records and reports and liaise on a regular basis with the case holder and shared in supervision. |
| **6.** | To establish effective liaison with adult mental health and child and adolescent mental health services, ensuring family members, children and young people are signposted to appropriate services when required. |
| **7.** | To provide wellbeing support if required to adult carers/ parents of children/young people open to Children’s Social Care where emotional/ mental health needs are impacting significantly on parenting capacity and where adults are not able to access Mental Health Support through other agencies. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **1.** | Relevant professional qualification / accreditation in either a psychological or therapeutic field, e.g., RMN/OT/MH practitioner or additional qualifications or training in child and adolescent mental health or educated to degree level or minimum Level 3 qualifications in DBT/ CBT/ Counselling. |
| **2.** | Ability to assess, and deliver appropriate intervention plans which address the needs of vulnerable families, working co-operatively with other professionals and agencies to meet the needs of children. |
| **3.** | Excellent communication and interpersonal skills, and motivated to manage and prioritise own workload and be confident and competent to respond to unexpected crises. |
| **4.** | Highly developed active listening skills, with ability to observe and carry out thorough assessments of children and adults, using appropriate mental health knowledge to inform assessments. |
| **5.** | Ability to maintain accurate and timely case records in accordance with organisational recording protocols and to compile succinct reports /referrals/letters for other agencies/departments as required. |
| **6.** | Experience and knowledge of safeguarding processes relating to children and/or adults. |
| **7.** | Flexibility and creativity in delivering intervention/wellbeing support to enable this to be meaningfully accessed by families/ individuals who may have been deemed hard to reach. |





Job Family

Care & Welfare

Grade H

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| **Colleagues expectations**   * Be professional at all times * Work together for the good of the team, council and local people * Promote a supportive culture * Challenge assumptions * Take ownership * Be willing to change and do things differently * Always work in a safe manner | **Managers expectations**   * Be a role model by displaying positive behaviours at all times * Make well-considered decisions * Support, coach and communicate with my team * Be accountable for my team’s performance |

# Care and Welfare family jobs have as their primary responsibility, the vulnerable members of our community who depend upon the Council for direct advice, guidance and practical assistance. They may personally carry out caring related tasks, or manage those that do, but it is personal interactions with those in our care that are at the centre of these roles.

### Role characteristics

At this level social work practitioners with advanced theoretical knowledge of social work and associated disciplines. Jobs at this level will be required to regularly deal with the most challenging service users in the Council’s care and will have very high demands of concentration, communication skill and emotional resilience.

### The knowledge and skills required

At this level, the expertise that underpins job holders’ decisions and authoritative recommendations is grounded in either an advanced level of theoretical understanding of a very wide range of social work issues and/or associated disciplines, or an equivalent level of very lengthy practitioner level experience.

Job holders may require specific qualifications in order to comply with the legislative and regulatory requirements of their job.

Roles at this level will engage with others in assisting with physical tasks requiring some modest manual dexterity. Computer use is also a day-to-day feature of these roles.

### Thinking, planning and communication

Job holders will regularly deal with highly charged, contentious situations and individuals whose behaviour ranges from merely challenging to aggressive and threatening. Job holders will have developed their essential communication skills through a combination of formal training and lengthy experience. Delivering the desired outcomes of interventions with families and individuals will depend upon effective advisory and persuasive skills in the context of exchanges with a range of audiences, some of whom will have inherent comprehension or language difficulties.

Whether resulting from their own case work or from issues escalated from other areas, the problems and situations dealt with will inevitably be complex, involving multiple information streams such as individual needs assessment, consideration of resource allocation and prioritisation of conflicting demands. Although still working on a day-to-day basis with groups and individuals, there will also be a need to take a longer view and maybe up to a year ahead in some cases.

**Decision making and innovation**

The procedures, approaches and techniques required to fulfil the duties of these roles may be professionally based and/or defined by internal recognised protocols, but job holders will organise their own workload in accordance with changing demands and priorities.

Job holders will independently respond to problems, some of they may not have been encountered previously. They will have access to advice and assistance from team managers or supervisors when serious issues arise.

### Areas of responsibility

Job holders will not only implement important and far-reaching care programmes to the direct benefit of families and individuals, but they will also contribute to the development of corporate policies and procedures in their working sector.

Job holders will generally have some responsibility for the supervision or co-ordination of other employees, but this will not extend to formal management responsibility. Where roles at this level have formal line management responsibility, they are unlikely to need the level of specialist knowledge credited above.

These roles are unlikely to have any financial responsibilities beyond the occasional handling of modest amounts of cash, sometimes on behalf of others.

Job holders will create and maintain work records, both written and electronic. There will, in addition, be sole or shared responsibility for the safe use and basic maintenance of a range of equipment, premises and/or vehicles.

### Impacts and demands

The requirement for greater than normal physical effort is modest, although there will always be a need for limited standing, walking and the lifting/carrying of equipment and other items. Awareness of the actions of children, vulnerable adults and others will call for long periods of sensory attention. Job holders will also be required to have moderate periods of concentrated mental attention, for example when report writing or attending case meetings. Given the range of case work involved, job holders will also experience high level pressures of deadlines and conflicting demands.

Job holders are required to develop and maintain client relationships which may need them to exert greater than normal emotional resilience, with particularly challenging service users.

Working directly with vulnerable service users will result in some exposure to disagreeable, unpleasant or hazardous environmental working conditions. This may extend to dealing with odours, intimate care and bodily fluids, and will also see job holders exposed to unpleasant or even threatening people related behaviour from time to time.