

Job Title:	Duty Practitioner	
Job Grade:	D	
Reports To:	Operations Manager	
Service Overview:		
<p>Mental Health Support Teams (MHSTs) are a prevention and early intervention service designed to promote good mental health and wellbeing, and to provide support to meet the mild to moderate mental health needs of children and young people (CYP) in education settings.</p> <p>MHSTs increase the CYPs mental health workforce and increase capacity to support pupils and students. Teams work alongside education staff to develop and embed a Whole School Approach (WSA) to mental health and wellbeing at all levels.</p> <p>MHSTs have three core functions:</p> <ul style="list-style-type: none">• Deliver evidence-based interventions for mild to moderate mental health issues• Support the senior mental health lead to introduce/develop the WSA• Provide timely advice to education staff, and liaise with specialist services to help CYP get the right support and stay in education <p>The service develops and delivers innovative methods to make a real difference to the lives of children, young people and families.</p>		
Job Purpose:		
<p>Working as an autonomous and accountable practitioner within a skill mix team, the Duty Practitioner is responsible for supporting the delivery and development of the duty system. Working alongside the Operations Manager, Clinical Operations Manager and Team Leads the Duty Practitioner will oversee the day-to-day operation of the duty system, coordinating and allocating referrals, liaising with parents/carers and external agencies, providing information, advice and signposting, and ensuring referrals are triaged promptly and directed to the most appropriate service pathway.</p>		
Key Duties and Responsibilities:		
1. Operational		
1.1 Continued development of the Duty system to meet need and demand.		

- 1.2** Co-ordinate and direct referrals to locality-based teams in accordance with established assessment and treatment pathways, ensuring timely and appropriate access to support.
- 1.3** Liaise with parents/carers and external partners to provide timely updates on referral progress and ensure clear, consistent communication throughout the referral process.
- 1.4** Develop an understanding of local offer and thresholds for signposting to alternative provision.
- 1.5** Work with the Data and Administration Team Lead to ensure clear process between the administration team and duty.
- 1.6** Maintain accurate records of all contacts ensuring timely input into the Client Information System.
- 1.7** Participate in audits as required Service Leadership Team.
- 1.8** Ensure all activity undertaken on behalf of Compass is carried out in a way that prioritises need to safeguard children and adults in line with role and competency level and Compass policy and procedure.
- 1.9** Contribute to the development of ideas and innovative practice within the service.

2. Developing and Maintaining Relationships

- 2.1** Be an active member of the team and reflect Compass' values.
- 2.2** Actively work towards developing and sustaining effective working relationships with partner agencies in accordance with Joint Working Agreements/Service Level Agreements.
- 2.3** Take ownership and actively contribute to the development of sustainable partnerships, care pathways and shared expertise to promote effective information sharing.

3. Managing Resources

- 3.1** Support the Operations Manager and the Team Leaders in the seamless delivery of a duty system to ensure all referrals are triaged in a timely and professional manner.
- 3.2** Support Operations Manager in implementing monthly Duty rota.
- 3.3** Oversee referrals, triage and assessment booking with support from the administration team.

4. Managing Self

- 4.1** Prioritise own workload within agreed objectives using your own initiative.
- 4.2** Take responsibility for own learning and professional development in line with Compass' Learning and Development framework.
- 4.3** Take responsibility for your own and others' health and safety in the working environment.
- 4.4** Promotes equal opportunity and diversity within Compass.
- 4.5** Ensure that confidentiality is upheld at all times in line with Compass policy.
- 4.6** Ensure safeguarding responsibilities are delivered in line with role and competency level.
- 4.7** Works in accordance with Caldicott principles and Data Protection principles and adheres to all relevant Compass policies, procedures and guidelines.
- 4.8** To act as a role model in applying good infection control prevention and control policy and practice within Compass.
- 4.9** Participate in the Compass performance review process and respond to agreed objectives.

5. Flexible Approach

- 5.1** To undertake such other duties or requirements, including evening or weekend working where required, as may be reasonably expected in accordance with the grade of the post and agreed with the line manager.

Financial Responsibilities: None

People Responsibilities: None

Qualifications, Experience and Knowledge:

ESSENTIAL

Qualifications

- Qualification in mental health or working with children & young people such as Diploma in Youth Work, Diploma in Social Work, Psychology degree, accredited counselling.
- Evidence of continued professional development.

Experience

- Experience of working within a CYP mental health service OR in a community and/or educational environment
- Experience of working in a high demand fast paced role.
- Experience of effective engagement with CYP and families
- Experience of Inter agency and multi-disciplinary working
- Experience of directing/delegating team duties

Knowledge

- Understanding of safeguarding and child protection procedures, including recognising indicators of abuse, neglect, exploitation, self-harm and other safeguarding concerns, and knowing when and how to escalate concerns
- Understanding of confidentiality, consent and information sharing, including parental responsibility, young people's rights to confidentiality, Gillick competence, safeguarding exceptions and data protection requirements

Personal

- The ability to delegate and co-ordinate referrals
- Recognition and escalation of risk, contributing to control measures
- Planning workload, time management
- Work under pressure and able to manage changing priorities
- Understand need for evidence and statistical data collection, and achieving targets
- IT skills
- Team player and a dynamic personality
- Multi-agency/disciplinary working
- Excellent communication skills and able to relate to CYPFs
- Innovative practice and ability to influence others

- Positive attitude; flexible and adaptable; solution focused; and tenacious.
- Has a strong degree of personal integrity.
- Access to own transport or evidence of ability to commute efficiently between community venues.

DESIRABLE

Qualifications

- Therapeutic post graduate qualification

Knowledge

- Knowledge of common mental health and emotional wellbeing difficulties experienced by CYP, including anxiety, low mood, emotional regulation difficulties, school related anxiety and behavioural presentations associated with underlying emotional needs
- Understanding of MHST service models and scope, including the role of Education Mental Health Practitioners (EMHPs), evidence-based interventions for mild to moderate mental health difficulties, and the boundaries of the MHST offer
- Working understanding of:
 - Children Act 1989
 - Children Act 2004
 - Working Together to Safeguard Children 2026

Personal

- Ability to analyse data support service improvement

Key Competencies/Personal Attributes:

The post holder must demonstrate strengths in the following competency areas:

- **Team Player** – able to work as part of a team, co-operate to work together and in conjunction with others and willing to help and assist whenever possible and appropriate.
- **Interpersonal skills** – able to develop, establish and maintain positive relationships with others both internal and external to the organisation.

- **Strategic Thinking** – able to identify and manage risk.
- **Confidence and Presentation Skills**– able to deliver messages in a confident manner, with excellent presentation skills and group work skills.
- **Communication skills** – excellent communication skills (both written and verbal) and ability to adjust communication style and content to the audience.
- **Resilience and Workload Management** – able to work under pressure, dealing with peaks and troughs in workload and see tasks through to completion when under pressure.
- **Flexible & Adaptable** – positive attitude to dealing with change; flexible and adaptable, and open to exploring new ideas.
- **Self-awareness** – ability to empathise with others, maturity to admit and rectify mistakes and strong degree of personal integrity to adhere to acceptable standards of behaviour.
- **Motivated** – highly motivated and reliable and organised to plan and meet deadlines and manage time effectively.

Compass Values:

The post holder must demonstrate exemplary behaviour in all Compass values, personifying the values and inspiring all colleagues to do the same:

We are Solution Focused

We believe in the art of the possible
We believe in being courageous and collaborative

We Act with Integrity

We believe our actions speak louder than words
We believe in asking for and offering help

We are Consistent & Reliable

We believe tenacity leads to success
We believe that no effort goes to waste

We Value Each Other

We believe in treating others as we expect to be treated
We believe everyone has something to contribute regardless of role

Safeguarding:

The post holder must demonstrate and share our commitment to Safeguarding:

- Work proactively to safeguard and promote the welfare of children, young people and vulnerable adults.

Equality, Diversity & Inclusion:

The post holder must demonstrate and share our commitment to EDI:

- Actively support a safe, inclusive team culture where colleagues and service users of all backgrounds feel respected and empowered.

Compass is committed to promoting the welfare of all those we serve, as well as complying with best practice in the application of safeguarding and we expect all staff and volunteers to share our commitment. As part of our safer recruitment process, an enhanced DBS check will be undertaken before appointment as part of our pre-employment checking process and will be rechecked as and when determined by Compass. For further information about what is required in this process please go to www.gov.uk/disclosure-barring-service-check.

Compass is also committed to equal opportunities and expects all those employed or who volunteer to share our commitment.