# ROYAL COLLEGE OF PSYCHIATRISTS

**PSYCHIATRISTS’ SUPPORT SERVICE MEMBER OF THE COMMITTEE**

**JOB TITLE:** Member of the Psychiatrists’ Support Service Committee/Peer Support Psychiatrist

**TERM OF OFFICE:** 5 years

**RESPONSIBLE TO:** Registrar and Specialist Advisor of Psychiatrists’ Support Service

**WORKING WITH:** Committee Members/Peer Support Psychiatrists

**Governance** Registrar and Specialist Advisor of the Psychiatrists’ Support Service

**Management** Head of Training & Workforce, Psychiatrists’ Support Service Manager

**ELECTED/APPOINTED:** Member of the Committee will be selected following a recruitment and selection process consisting of submission of a CV and interview

**TIME COMMITMENT:** Dependent on caseload

# JOB PURPOSE

The Psychiatrists' Support Service (PSS) provides free, rapid, high quality peer support by telephone to psychiatrists of all grades who may be experiencing personal or work-related difficulties.

Members of the Psychiatrists’ Support Service (PSS) Committee will be members of the College who have the necessary skills and expertise in providing support to their colleagues in professional difficulty.

# KEY RESPONSIBILITIES

1. Attend Psychiatrists’ Support Service Committee meetings (approximately three times a year) as necessary.
2. Contribute to reflective case discussion at PSS meetings.
3. In liaison with the Registrar, Head of Training & Workforce and Psychiatrists’ Support Service Manager, assist in supporting colleagues in difficulty.
4. Maintain individual doctor’s confidentiality, ensuring that cases are not discussed, and that confidential and sensitive material is not sent via email.
5. Ensure that any record-keeping associated with cases is timely and accurate and handed over to the Psychiatrists’ Support Service Manager within a 24-hour period.
6. Guarantee to destroy any paper records held about individual doctors once cases have been closed. When records are held in their own home, guarantee to store these securely (lock away).
7. Ensure communication is made with colleagues on days/times as promised.
8. Attend annual training/update days at the College and undertake continuing professional development in other areas relevant to the role.
9. Liaise with the Psychiatrists’ Support Service Manager if personal circumstances or details change, or if availability to provide support to colleagues changes.
10. Alert the Registrar/Psychiatrists’ Support Service Manager immediately if there are any serious concerns about any cases under their management.
11. Help to promote the Psychiatrists’ Support Service, e.g. through outreach activity, social media etc.
12. Assist in writing/updating information leaflets to advise members as necessary.
13. Deliver workshops and presentations at external events and conferences.

# PERSON SPECIFICATION

# ESSENTIAL

* + A good knowledge of NHS employment procedures
  + An empathetic approach whilst maintaining professional distance
  + The ability to quickly analyse complex situations
  + A constructive and thoughtful approach to problem solving and seeking solutions
  + Excellent communication skills
  + Good time management and organisational skills
  + The ability to maintain confidentiality
  + The ability to focus on detail and the ‘bigger picture’

# DESIRABLE

* + Helpline knowledge and/or experience of working in an environment providing support, help and advice to colleagues, and/or coaching/mentoring colleagues, and/or some experience of supporting colleagues in difficulty would be an advantage

**THE COLLEGE VALUES**

**Courage**

* + Champion the specialty of psychiatry and its benefits to patients
  + Take every opportunity to promote and influence the mental health agenda
  + Take pride in our organisation and demonstrate self‐belief
  + Promote parity of esteem
  + Uphold the dignity of those affected by mental illness, intellectual disabilities and developmental disorders.

**Innovation**

* + Embrace innovation and improve ways to deliver services
  + Challenge ourselves and be open to new ideas
  + Seek out and lead on new, evidence‐based, ways of working
  + Have the confidence to take considered risks
  + Embrace the methodology of Quality Improvement to improve mental health services and the work of the College.

**Respect**

* + Promote diversity and challenge inequalities
  + Behave respectfully – and with courtesy – towards everyone
  + Challenge bullying and inappropriate behaviour
  + Value everyone’s input and ideas equally
  + Consider how own behaviour might affect others
  + Respect the environment and promote sustainability.

**Collaboration**

* + Work together as One College – incorporating all members, employees, patients and carers
  + Work professionally and constructively with partner organisations
  + Consult all relevant audiences to achieve effective outcomes for the College
  + Work together with patients and carers as equal partners
  + Be transparent, wherever possible and appropriate.

**Learning**

* + Learn from all experiences
  + Share our learning and empower others to do the same
  + Value and encourage personal feedback
  + Use feedback to make continuous improvements
  + Create an enabling environment where everyone is listened to, regardless of seniority
  + Positively embrace new ways of working.

**Excellence**

* + Deliver outstanding service to members, patients, carers and other stakeholders
  + Promote excellent membership and employee experience
  + Always seek to improve on own performance
  + Promote professionalism by acting with integrity and behaving responsibly
  + Demonstrate accountability in all that we do
  + Uphold the College’s ‘Core Values for Psychiatrists’.

April 2022