

SPECIALIST COMMUNITY MENTAL HEALTH

JOB DESCRIPTION

Job Title:	Support Worker
Grade:	Band 4
Responsible to:	Operations Manager
Accountable to:	Service Manager

Job Summary:

The post holder will work as part of a specialist Community Mental Health team and support clinical staff and patients. The post holder will undertake Physical Health Checks to include ECGs, phlebotomy and any other tests required.

The post of Support Worker will apply a strength based approach to work collaboratively with service users and their care co-ordinators to facilitate the following:

- Support achievement of a personally acceptable quality of life
- To help guide the process of recovery
- To help to restore what has been lost through illness
- To enable access to community resources

Duties and Responsibilities

1. To provide an assessment/intervention to ensure individuals are appropriately supported and facilitate links with specialist services as required.
2. To be actively involved with service users, carers and care coordinators in the planning and delivery of services via the care programme approach to facilitate the individual's journey of recovery.
3. To support in partnership with clinical staff and service users in the planning and implementation of care.
4. Bridge individuals to community based activities, to include facilitating and supporting group work when required.
5. Help the service user gain access to resources to include benefits and welfare rights.
6. Provide information on health promotion.
7. Help to identify early signs of relapse by monitoring the service user's progress, level of functioning and mental state and alert the appropriate staff involved in the service user's care.
8. Provide support to service users and carers on the management of their medication including side effects.

9. Provide support with the wider team to service users in crisis.
10. Supporting individuals throughout their personal journey through providing structured interventions to support behavioural change using motivational interviewing communication style.
11. To liaise closely with the full range of services within the local community; statutory and non-statutory services.
12. To facilitate access for family members, partners and carers with information and support to ensure a coordinated and enhanced approach to working with individuals.
13. Promote choice during all interactions.
14. Use of IT including Microsoft Word/Excel/PowerPoint and Internet.
15. To be open to learning and creatively finding solutions.
16. To actively promote individuals and colleagues rights and responsibilities, and diversity in line with NHFT policies and procedures.
17. To take personal responsibility to keep knowledge up to date.
18. To maintain records, collect statistical data and store information in accordance with the requirements of the post, NHFT and protocols and the Data Protection Act.
19. Productive working relationships with team, clinician, senior practitioners, managers and other NHFT Departments.
20. To prepare for and participate in regular supervision/peer support meetings with senior practitioners.

Confidentiality

All staff are required to respect the confidentiality of all Trust business and the business of the Trust's staff, residents, patients and general public which they may learn in the execution of their duties.

Data Protection

All staff are expected to adhere to the regulations regarding the Data Protection Act 1984 as laid down by Northamptonshire Healthcare NHS Foundation Trust.

Infection Control

The prevention and control of healthcare associated infections in service users, staff and visitors is taken seriously by the Trust. All staff employed by Northamptonshire Healthcare NHS Foundation Trust are required to adhere to the Trust infection control policies and procedures.

Employees must be aware of the importance of protecting themselves, service users and visitors and of maintaining a clean safe environment. Any breach in infection control practice, which places service users, other staff or visitor at risk, may result in disciplinary actions.

Each staff member is responsible for ensuring they identify together with their manager, their infection control training needs in their PDP.

Health and Safety

To carry out the duties placed on employees by the Health and Safety at Work Act 1974 i.e.

- i. To take reasonable care for the Health and Safety of themselves and of other persons who may be affected by their acts or omissions at work.
- ii. To co-operate with their employer as far as is necessary to meet the requirements of the legislation.
- iii. Not to intentionally or recklessly interfere with or misuse anything provided in the interest of health, safety or welfare in the pursuance of any relevant statutory provision.

No Smoking

In order to protect the health of employees, patients and visitors, Northamptonshire Healthcare NHS Foundation Trust operates a No Smoking Policy. Therefore smoking is prohibited in all of the Trust's buildings, grounds and all Trust-owned or leased vehicles.

Equality and Diversity

To ensure that all duties are carried out to the highest possible standard, and in accordance with current quality initiatives within the area of work and the Trust Managing Diversity and Equal Opportunities in Employment Policy.

Risk Management

To have a commitment to identifying and minimising risk, report all incidents and report to manager any risks, which need to be assessed.

Professional Registration

All qualified / professional staff are required to adhere to the relevant Code of Practice (and other guidance issued by them). It is the responsibility of the individual concerned to keep professionally registered and updated in accordance with the requirements of the relevant Code of Practice and to follow guidance issues by the professional body.

Policies and Procedures

The post holder is expected to comply with all relevant Trust policies, procedures and guidelines. Any contravention of the Trust Policies or managerial instruction may result in disciplinary action being initiated.

This post is subject to the terms and conditions of employment of Northamptonshire Healthcare NHS Foundation Trust

Review of Job Description/Person Specification

This is not an exhaustive list of duties and responsibilities, but indicates the key responsibilities of the post. The potholder may be required to undertake other duties as may reasonably be required of you commensurate with your grade and/or hours of work at your initial place of work or at any other of the Trust's establishments.

NOTE: This is a description of the job as it is at present constituted. It is the practice of this Trust regularly to examine employee's job descriptions and to up-date them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. Each manager and those working directly to him or her will jointly conduct this procedure. You will, therefore, be expected to participate fully in such discussions and, in connection to them, to re-write your job description to bring it up-to-date if this is considered necessary or desirable. It is the Trust's aim to reach agreement on reasonable changes, but if agreement is not possible the Trust reserves the right to effect changes to your job description after consultation with you. Appropriate notice of such changes will be given.

Working Conditions

We are a countywide service delivering services in localities to local populations. This post will be countywide and as part of this evening and weekend working may be required to facilitate the development of flexible service.

The post holder will be required to deal with potential verbal aggression from clients and have daily contact with clients who may be unkempt, intoxicated or present with challenging behaviour.

PERSON SPECIFICATION

	ESSENTIAL ATTRIBUTES	DESIRABLE ATTRIBUTES	CONTRA-INDICATION
QUALIFICATIONS TRAINING AND EXPERIENCE	<p>Level 3 NVQ or equivalent experiences</p> <p>Behaviour Change awareness</p> <p>Some experience of working with people with complex mental health needs</p> <p>Some of experience of working with people who are in crisis</p> <p>Some experience of liaising with a variety of people/organisations</p> <p>Experience of working effectively and constructively as part of a team and willing to undertake additional training</p>	Motivational Interviewing	
COMMUNICATION AND RELATIONSHIP SKILLS	<p>Relationship building skills, can autonomously pro-actively network with Mental Health and Well-Being Services across the County and effectively communicate with medical professionals</p> <p>Flexible to meet needs of service users</p> <p>Open to team development</p> <p>Compassionate facilitator, kind, hopeful, pro-active, autonomous, opportunistic, enthusiastic, empathetic, inspiring, integrity, people-centred, passionate about making a difference and non-judgemental</p>	<p>Reflective</p> <p>Confidence in beliefs</p> <p>Personal self-efficacy</p> <p>Creative</p> <p>Directive</p>	
KNOWLEDGE/ EXPERIENCE	<p>Holistic Well-being, understanding of physical, mental, social influences</p> <p>Wider determinants of Health</p> <p>Personal Health and Well-Being experience</p> <p>Knowledge of NHS</p> <p>Awareness of Public Health and Preventative Agenda</p> <p>Local knowledge of needs</p> <p>Voluntary sector awareness</p>	Links with voluntary sector	

SKILLS	<p>Active listening skills</p> <p>Excellent speaking skills</p> <p>Good writing skills</p> <p>Solution Focused Problem solving</p> <p>Effective Planning</p> <p>Efficient organisation</p> <p>Good knowledge of Microsoft Word, Excel, PowerPoint and internet</p> <p>Driver with full licence and ability to travel between locations</p> <p>Research skills</p> <p>Willingness to work flexibly in response to changing organisational requirements</p>	Other languages	
RESPONSIBILITY	<p>Autonomy – working alone to managing own workload of individual interventions</p> <p>Person development – responsible for facilitating behaviour change and bridging to community/medical support as required.</p> <p>Service development – comment on proposed changes to policies, supporting clinical interventions, supporting collaboration with voluntary & community sector</p> <p>Information resources – record generation and reports for Senior Practitioners, Clinical Team Leaders, management of patient records.</p> <p>Research and development – potential engagement in research and development.</p> <p>Receive supervision – from Community practitioners</p> <p>Physical effort – may involve activities when setting up group events</p> <p>Mental effort – contribution to a new service requires high level of solution focused problem solving – plus intense facilitation sessions, supporting individuals with mental health needs.</p> <p>Emotional effort – potential complex behaviour change and emotional individuals during clinical interventions</p> <p>Working conditions – working alone with individuals in community</p>		