

JOB DESCRIPTION

Section One

Job Title: Community Support Worker or Support, Time and Recovery Worker

AFC Band: 3

Service: Crisis and Home Treatment Service

Accountable to: Locality Manager

Responsible to: Crisis Team Manager or Community Team Manager

Organisation Chart:



2.0 Job Summary

- 2.1 To improve the lives of people with mental ill health by minimising the impact of their condition through the delivery of excellent services to promote recovery and well being.
- 2.2 To be compassionate in meeting the needs of patients and their carers.
- 2.3 To promote social inclusion, community access and participation through the provision of patient care.
- 2.4 To assist in the immediate management of patients presenting in crisis and in the delivery of on-going patient care as directed by the crisis clinician / clinical lead or crisis nurse, undertaking duties and activities with limited or indirect supervision in patients' homes, other community settings or hospital, covering a 7day service.
- 2.5 Depending on work area, may be the first point of contact for all TEWV on-call referrals during the night.
- 2.6 To show commitment to and participate in quality improvement activities.
- 2.7 To promote at all times a positive image of people with mental ill health.
- 2.8 To promote at all times a positive image of the Crisis and Home Treatment Service and the wider Trust.

3.0 Main Duties and Responsibilities

3.1 Clinical Responsibilities, Patient Contact

- 3.1.1 Maintains safety, privacy and dignity of all patients in the delivery of patient centred care, recognising and respecting differences including spiritual and cultural beliefs.
- 3.1.2 Responsible for recognising the signs of patient harm, abuse or neglect, including poor clinical practice, identifying issues regarding the safeguarding of children who may be at risk and reporting all such concerns in accordance with Trust safeguarding procedures.
- 3.1.3 Attends immediate crisis situations and assists the crisis clinician / clinical lead or crisis nurse in initial management of the patient.
- 3.1.4 Undertakes delegated activities in relation to on-going, short term care / home treatment, within level of own competency and with due regard to risk assessment, to assist with the implementation of intervention plans as part of the multidisciplinary team. Patients have a range of mental health conditions, may demonstrate behaviours that challenge and may have difficult family situations of relevance.
- 3.1.5 Completes patient assessment tools and accurately summarises within patient care records.

- 3.1.6 Identifies changes in patients' presentation and acts, reports and records appropriately.
- 3.1.7 On occasions, accompanies and provides support to patients in a variety of community settings, as delegated and dependent on current risk assessment. This includes visits to outpatient appointments, other hospital departments, local pharmacy, Citizen's Advice Bureau etc.
- 3.1.8 May be required to take and accurately record and report physiological observations (e.g. weight, temperature, blood pressure, pulse).
- 3.1.9 Carries out venepuncture as required, if trained.
- 3.1.10 May be responsible for the safe transportation and administration of medicines in accordance with Trust policy, legal requirements and NMC guidance, where applicable.
- 3.1.11 Assists in the provision of health education and advice on health promotion to patients and their carers.
- 3.1.12 Demonstrates safe breakaway techniques in the management of violence and aggression as required.
- 3.1.13 Where appropriate and with authorisation, acts as an advocate for patients/carers.

3.2 Administrative Responsibilities

- 3.2.1 Undertakes administrative tasks in relation to own work.
- 3.2.2 Uses Microsoft Office applications.

3.3 Responsibility for Information Systems

- 3.3.1 Responsible for maintaining accurate and comprehensive patient records using PARIS in accordance with the Trust and professional record keeping standards.

3.4 Responsibility for Planning/Organising & Strategic/Business Development

- 3.4.1 Plans and organises own delegated workload, prioritising appropriately in accordance with safety and patient need.

3.5 Policy Development

- 3.5.1 Contributes to the development of policies and procedures in own area as part of the community team or special interest group.

3.6 Service Development, Project Management

- 3.6.1 Contributes to continual safety and quality improvement activities as part of the community team or special interest group.

3.7 Financial Responsibilities

- 3.7.1 Personal duty of care to complete time sheets, mileage forms, expense claim sheets etc., accurately and in a timely manner, providing receipts as required.

3.8 Responsibility for Physical Resources, Estates, Hotel Services

- 3.8.1 Has a personal duty of care to ensure all equipment is used safely and effectively, following manufacturer's instructions, immediately reporting any defects in accordance with local procedures.
- 3.8.2 Uses available resources efficiently and effectively.
- 3.8.3 Where applicable, responsible for the safe custody and storage of drugs in accordance with Trust policies.

3.9 Research and Audit

- 3.9.1 Demonstrates an awareness of the audit process within the clinical governance framework and the relevant standards that are required and monitored within the team.
- 3.9.2 Participates in Trust audits and surveys.
- 3.9.3 Participates in information collection for clinical audits specific to own work area.
- 3.9.4 Participates in the implementation of agreed action plans.
- 3.9.5 Participates in practice development initiatives as part of the team.

3.10 Staff Management, Training and Development, HR

- 3.10.1 Participates in the induction of new staff to the clinical area.
- 3.10.2 Provides guidance, advice and support as appropriate to student nurses and other learners who may be shadowing the post holder.
- 3.10.3 Assists in providing training in relation to own work to GPs, statutory, private and voluntary providers of care and other primary care agencies as appropriate.

4.0 Communication

- 4.1 Communicates in a way which recognises difference and ensures that people feel included and their individual communication needs are met.
- 4.2 Communications with patients must at all times be safe (appropriate) in content, effective and respectful and made compassionately and positively to minimise anxiety and distress related to their health and well-being.
- 4.3 Communicates effectively with patients with mental health conditions, their carers and families, overcoming barriers to understanding by empathetic listening and observation.
- 4.4 Communicates effectively in a supportive and positive manner with patients, carers and families in order to facilitate the implementation of programmes of care.
- 4.5 Works in partnership and communicates effectively with all members of the multi-disciplinary team, and external agencies as appropriate e.g. GP, Social Worker, Housing, private sector providers and voluntary agencies providing structured, objective clinical information as required.
- 4.6 Provides sensitive information to other healthcare professionals and records in written/electronic form as per guidelines, policies and legislation. Attends multidisciplinary team meetings.
- 4.7 Depending on work area, may be the first point of contact for all TEWV on-call referrals during the night, directing callers to the most appropriate source of help and advice, according to agreed protocols.
- 4.8 May participate in special interest groups.
- 4.9 Ensures that communication with members of the public is professional and courteous at all times.

5.0 Analysis and Judgement

- 5.1 Recognises own limitations and makes judgements within level of own competency when undertaking assessment of patient well-being, physiological measurements and therapeutic interventions, without close supervision.
- 5.2 Recognises unpredictable or non-routine situations e.g. increasing risk of self-harm or risk to others in patients receiving on-going care, and escalates to more senior staff.
- 5.3 Responds appropriately to unexpected crisis situations, where necessary seeking advice and guidance from other senior professionals. Implements prescribed strategies/interventions to manage the crisis effectively and informs relevant staff in a timely manner.
- 5.4 Responsible for maintaining appropriate boundaries with patients.

6.0 Freedom to Act

- 6.1 Day to day supervision provided by crisis clinician / clinical lead or crisis nurse.
- 6.2 Carries out delegated duties in accordance with agreed intervention plans, policies and procedures with limited supervision.
- 6.3 Works within range of own competency and scope of practice.
- 6.4 Visits patients in their own homes and other community settings with advice available by telephone.

7.0 Personal Responsibilities

The post holder must:

- 7.1 Comply with the terms of the contract of employment, the Staff Compact and the Trust's Statement of Values and Behaviours.
- 7.2 Be aware of, comply with and keep up to date with all Trust Policies and Procedures and other communications relevant to the role.
- 7.3 Maintain registration with the appropriate professional body where applicable and comply with the relevant code of conduct and standards of professional practice.
- 7.4 Fully participate in management, clinical and professional supervision sessions relevant to the role, as required by the Trust.
- 7.5 Fully participate in annual appraisal and appraisal reviews.
- 7.6 Maintain up to date knowledge and competency in the skills required to perform safely and effectively in the role. Undertake relevant training (including statutory and mandatory training) and be responsible for personal development agreed with the line manager and in line with the requirements of the AFC Knowledge and Skills Framework.

8.0 General

The post holder must:

- 8.1 Comply with the Trust's Information Governance Policies and maintain confidentiality of information at all times in line with the requirements of the Data Protection Act.
- 8.2 Comply with the Trust's Health and Safety Policy and risk management procedures and report as necessary any untoward incident or hazardous event in accordance with local procedure.
- 8.3 Carry out the duties of the post with due regard to the Equality and Diversity Policy.
- 8.4 Comply with the Trust's Infection Control Policies as appropriate to the role.

8.5 Comply with the Safeguarding of Children and Adults policies and protocols as appropriate to the role.

8.6 Comply with the Behaviours that Challenge Policy as appropriate to the role.

9.0 Other requirements

9.1 The post holder may be required to undertake duties not specified in the job description, but which are commensurate with the role and/or band as required by service need.

9.2 The post holder may be required to work in locations other than those specified in the job description as required by service need.

9.3 The post holder may be required to work flexible hours as required by service need.

9.4 There may be a requirement to change the job description in light of developing service needs.

10.0 Person Specification

	Essential	Desirable
Qualifications	<p>Qualified Post:</p> <ul style="list-style-type: none"> • Diploma in Health and Social Care level 3 or equivalent • Care Certificate • Key skills in Literacy and Numeracy level 2 • Successful completion of Trust's full HCA Framework within 6-month probationary period <p>Trainee Post:</p> <ul style="list-style-type: none"> • Diploma in Health and Social Care level 3 must be achieved within 2 years of commencement in post • Care Certificate must be achieved within 12 weeks of commencement in post • Successful completion of the Trust's full HCA Framework, including key skills in Literacy and Numeracy level 2, within 2 years of commencement in post 	
Experience	<ul style="list-style-type: none"> • Previous experience as a Band 2/3 HCA or equivalent in a care environment. <p>(Trainee post: no essential experience required).</p>	<ul style="list-style-type: none"> • Previous experience of working with people with mental/social health needs or learning disabilities.

Knowledge	<ul style="list-style-type: none"> • Person centred care • Awareness of legal frameworks including Mental Health legislation (within agreed timescale) • Understanding of safeguarding procedures. 	
Skills	<ul style="list-style-type: none"> • Effective verbal and written communication skills • Time management and ability to prioritise effectively • Competency in record keeping (within agreed timescales) • Breakaway techniques (within agreed timescale) 	<ul style="list-style-type: none"> • Competency in venepuncture
Personal Attributes	<ul style="list-style-type: none"> • Able to work in accordance with the Staff Compact and Trust Values and Behaviours. • Compassionate in meeting the needs of vulnerable people and their families and carers. • Able to work flexibly and co-operatively as part of a team. • Committed to continual quality and service improvement • Self awareness and committed to continual personal development. 	
Other Requirements	<ul style="list-style-type: none"> • Ability to travel independently in accordance with Trust policies and service need. • This post is subject to a satisfactory Disclosure and Barring Service check. 	

JOB DESCRIPTION AGREEMENT SNM071: v6: 19 September 2019

Post Holder

Sign..... Date.....

Print Name.....

Line Manager

Sign..... Date.....

Print Name.....

Print Job Title.....



Our Journey To Change key messages

It's really important that as we continue to raise awareness and embed Our Journey To Change we use key messages. They will help us to use a shared language to communicate consistently with everyone and to make sure that what we say is simple and human. The key messages below are for use in the communications we share and conversations we have about Our Journey To Change.

Key messages:

- Our Journey To Change sets out why we do what we do, the kind of organisation we want to become and the way we will get there by living our values, all of the time. To help us achieve this we have also committed to three big goals over the next five years.
- Our Journey To Change was created with more than 2,500 colleagues, service users, families, carers, partners and our local communities who all took part in Our Big Conversation. We listened to every piece of feedback – and we will continue to listen.
- Through our conversations it was clear that the experience we provide to our service users, carers and colleagues was not consistently good and partners told us we weren't always easy to work with. We are committed to ensuring that we improve this experience for everyone.
- Change won't happen overnight but Our Journey To Change will be placed at the centre of everything we do and will inspire all actions and decision making at all levels, all of the time.
- This is our journey with you – it's important that everyone continues to be part of this.

Our values - key messages

- We are committed to co-creating safe and personalised care that improves the lives of people by involving them as equal partners. The most important way we will get there is by living our values, all of the time.
- Our values are respect, compassion and responsibility. They were created with more than 2,500 colleagues, service users, families, carers, partners and our local communities who all took part in Our Big Conversation.
- Our values are:
 - respect – we listen, we are inclusive and we work in partnership
 - compassion – we are kind, we are supportive and we recognise and celebrate achievement
 - Responsibility – we are honest, we are always learning and we are ambitious.
- Our values are at the heart of everything we do.

Further information

Further information is available at www.tewv.nhs.uk/about-us/our-journey-to-change

There is also further information for colleagues on our internal staff intranet
<https://intranet.tewv.nhs.uk/our-journey-to-change>