

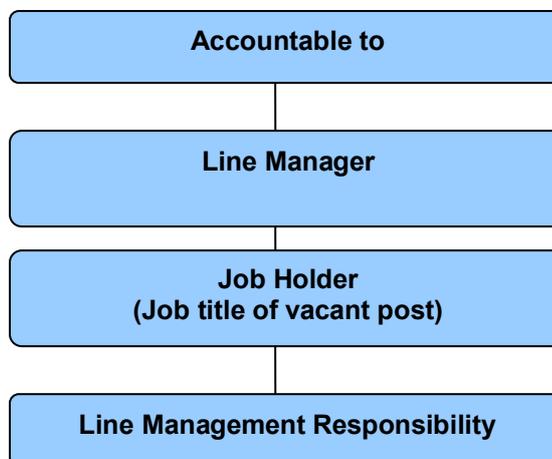
Job Description

Job Title	Community Support Worker
Post ref no.	
Band	3
Service area	Adult Mental Health
Location/Base	Meridian House
Accountable to	Line Manager

1. Job Purpose:

As a member of multi-agency team, under direct and indirect supervision, to assist qualified Health and Social Care staff. Will assist with assessment, provision and evaluation of care and treatment to difficult to engage patients suffering from severe mental health problems in a community setting. To undertake a range of delegated duties including: assisting in offering practical advice, support and guidance to clients, carers and their families, as appropriate to their situation, as part of an agreed care plan under the direction of one or more team members.

2. Organisational Chart



3. Main duties:

- To assist in the delivery and evaluation of care and treatment prescribed by team members within the level of own authority and personal capabilities. To support and work directly with carer and clients where appropriate, by providing information, advice and practical assistance as part of a specific care plan in their own homes or other settings.
- When necessary, assist clients including those who are subject to the Court of Protection, Mental Health Act, Guardianship or Appointeeship, in managing finances under the direction of the Care Co-ordinator

- Monitoring of patients' compliance with medication, facilitating, collecting and delivering repeat prescriptions when necessary.
- Observing for untoward effects of medication and treatment and reporting concerns to the appropriate professionals.
- Recognise, report and record observations where necessary of any significant change in patients' behaviour, mood, or activities of daily living. □ Provide timely appropriate, accurate and concise information both written and verbal to other team members. □ Relationship-building: Instigate, develop and maintain therapeutic relationships with clients and their carers in order to facilitate the provision of care. Utilise listening and questioning skills. Behave in an open and honest manner toward clients, relatives and carers, and other members of the team.
- Talking to patients: Instigate, where appropriate, conversation with patients, using skills and aids as required in order to overcome speech and communication difficulties. Use appropriate skills and techniques required in order to communicate effectively and therapeutically with patients who have disorders of mood, thought and perception resulting from mental illness

4. Working as part of a Team

- Attendance at meetings and ward rounds as required. □ Maintain a working knowledge of complimentary service provisions.

5. Managing Self

- Participate in regular supervision.
- Attend all mandatory training.
- Participate annually identifying, developing and agreeing your own development plan with your line manager using the Trust Appraisal process.
- Comply with all Trust policies, procedures and protocols. □ Pay regard to materials and equipment.
- Carry out duties with due regard to the Trust's Equal Opportunity Policy.
- Seek advice and support from your line manager whenever necessary.

6. Staff Supervision and Support

- Provide support to your direct reports and team members around their personal health and wellbeing.

7. Financial Responsibility

- Some financial responsibility

8. Safeguarding

All staff members have a duty to report any concerns they have about the safety or well being of adult service users, members of their families, including children. Employees should be aware of their roles & responsibilities to both prevent and respond appropriately to abuse. They should undertake the safeguarding training required for their particular role.

9. Core Values:

Below is the Trust's Vision, Aims and Corporate Priorities. The Corporate Priorities are what the Board has identified as specific priorities. The Trust's vision statement is: Everything we do over the next five years will contribute to one or more of these four goals to achieve our vision of connecting people to the best quality care, when and where they need it, and be the best place to work.

Our Purpose

To create connected communities and help people to feel as healthy as they can be at every point in their lives

Our Vision

To connect people to the best quality care, when and where they need it and be a national role model as an employer

Our Values

We Care - We act with respect and empathy, and always value difference

We Listen - We understand people's views and respond to their individual needs

We Deliver - We develop and provide excellent services and support our partners

Our Goals

Our services

- To provide seamless access to the best care
- To provide excellent quality services

Our community

- To provide our staff with the best places to work
- To support people to live to their fullest potential, to be as healthy as possible

Core Statements:

1. Infection Control - All clinical and non-clinical staff groups

Responsible for, in respect to your area of work, for ensuring so far as is reasonably practicable and in accordance with Trust policies that you are aware of your individual responsibilities in regard to infection prevention and control this requires you to:

- Maintain safe infection prevention and control environment for yourself and others.
- Be familiar with and comply with current infection prevention and control, guidelines, policies and procedures.
- Raise matters of non-compliance with your manager.
- Attend infection prevention and control mandatory training as dictated by your manager.
- Be appraised in relation to infection prevention and control.

2. Risk Management

All staff need a basic working knowledge of risk management. They all have a responsibility to identify and report risks, hazards, incidents, accidents and near misses promptly, in accordance with Trust Policy. All staff must be familiar with emergency procedures, risk management systems and incident management in their workplace.

3. Health and Safety

All employees have a responsibility under the Health and Safety at Work Etc Act

1974 for their own health, safety and welfare and to ensure that the agreed safety procedures are carried out to provide a safe environment for other employees and anyone else that may be affected by the carrying out of their duties.

Employees must co-operate with the Trust in meeting its statutory obligations with regard to health and safety legislation and must report any accidents, incidents and problems as soon as practicable to their immediate supervisor.

The Trust has a written health and safety policy which employees have a general duty to read in order that they are fully conversant with its requirements.

4. Patient care

Bradford District Care NHS Foundation Trust is committed to ensuring the highest standards of care and treatment and expects that **all** staff employed within the organisation will treat service users, their carers, relatives and friends with dignity and respect at all times during their contact with services we provide.

5. Information Management

All members of staff are bound by the requirements of the Data Protection Act 1998 and any breaches of the Act or of the confidential nature of the work of this post could lead to dismissal.

The post holder is responsible to learn about information governance, to help ensure that best practice guidelines are followed and personal information is managed to benefit patients, clients and members of staff.

The post holder is required to sign the declaration form to confirm they have read and understood the booklet and leaflet regarding information governance, which will be kept by the HR team in the post holder's personnel file.

Bradford District Care Foundation Trust is dedicated to environmental and social sustainability by delivering on the commitments within our Green Plan. All staff are actively encouraged and supported to participate in training and to identify and implement sustainable quality improvement across all service areas and activities

Version Control:

Change details	By whom	Date requested	Approved by	Agreed date

Job title: Community Mental Health Support Worker			
Post ref:			
Band:3			
Service area: AMH			
Location/base: Meridian House, Keighley			
Job purpose: As a member of multi-agency team, under direct and indirect supervision, to assist qualified Health and Social Care staff. Will assist with assessment, provision and evaluation of care and treatment to difficult to engage patients suffering from severe mental health problems in a community setting. To undertake a range of delegated duties including: assisting in offering practical advice, support and guidance to clients, carers and their families, as appropriate to their situation, as part of an agreed care plan under the direction of one or more team members.			
Attributes	Essential criteria	Desirable criteria	How Identified
QUALIFICATIONS	Full UK Driving Licence and access to a vehicle		Application Form Interview Certificates

EXPERIENCE	<ul style="list-style-type: none"> • Experience of working with people with complex mental health needs • Knowledge and experience of supporting clients deal with DWP benefits such Universal Credit, Employment and Support Allowance and Personal independence payment. 	<ul style="list-style-type: none"> □ Experience of working with people with mental health needs in a community setting □ Knowledge and experience of supporting clients access social housing, private sector housing, supported and residential accommodation and associated DWP benefits. 	Application Form Interview
KNOWLEDGE			Test Presentation
SKILLS			Application form Interview
ATTITUDE/APPROACH			Application form Interview
PHYSICAL	Able to fulfil Occupational Health requirements for the post (with reasonable adjustments if necessary)		Occupational Health Screening
GENERAL	BDCFT requires all its staff and prospective employees to carry out your duties in line with Trust Equality policies and procedures, including relevant legislation, to deliver and promote equity of access to healthcare and equality of opportunity at work at all times.		Application Form Interview

