

## **HUMBER TEACHING NHS FOUNDATION TRUST JOB DESCRIPTION**

**Job Title: Support, Time, and Recovery Worker**

**Band: 3**

**Department: The Mental Health Liaison  
Service**

**Responsible to: Team Leader**

**Responsible for: N/A**

**Location: The Department of Psychological  
Medicine**

### **Job Role Summary**

- To contribute and assist in the process of ensuring patient and carer support is offered and implemented
- To contribute to and provide information into the care planning, assessment and review process.

### **Core Functions**

To work as part of a mental health team in promoting a Recovery Model of Care by providing support, directly and flexibly, to service users wherever they may be. To work across boundaries of care focusing on the specific needs of service users in accordance with their care plans, working in partnership with the individual and their care team. The post holder will promote assist with basic practical tasks, promote independence and develop and encourage links with the local community.

### **Communication and Relationships Skills**

- To Provide and receive routine information requiring tact and persuasive skills
- To develop a relationship with service users based on respect, companionship and friendship within appropriate and transparent boundaries.
- To promote all methods of communication and be able to effectively communicate with service users and their carers
  - To promote social inclusion and develop and maintain community links whilst promoting equal opportunities and raising the profile of mental health.
  - To take into account any communication difficulties facing the patient



- To demonstrate a safe level of inter-personal skills when managing individuals with complex needs
- To be able to accurately document care given and information received in service users clinical notes
- Deliver presentations to colleagues and groupwork to patients
- To contribute to clinical meetings

### **Analytical and Judgemental Skills**

- Monitor the service users progress and make judgements around what may and may not be significant changes in a their condition, involving observation and engagement skills and alert the care coordinator to any signs of relapse.
- Be able to recognise emergency situations and make the appropriate response.

### **Planning and Organisational Responsibilities**

- Plan and organise own day to day work tasks.
- In partnership with the care coordinator plan, organise and implement tasks, activities and care programmes for identified individuals.
- In partnership with the service user, plan and organise interventions specific to their individual needs which are reflected in the plan of care.

### **Physical Skills**

- Maintain up to date training and knowledge of violence and aggression and basic life support skills
- Ability to move and handle patients in a safe and effective manner
- Advanced Keyboard Skills
- Ability to demonstrate developed skills to carry out agreed procedures e.g.
- Frequent moderate effort for several short periods during a shift to assist patients.

### **Responsibilities for Patient Care**

- To contribute and assist in the process of ensuring carer support is offered and implemented.
- To contribute to and provide information into the care planning, assessment and review process.
- To provide service users with information on health promotion.
- To ensure that service users are fully involved and engaged with their agreed care plan, and access appropriate services on a regular and consistent basis e.g. housing, job centre plus, community centres
- To promote independent living and provide a consistent point of contact for service users and their carers
- To ensure that the service user understands and has a clear pathway of care across agencies with key contact points/named individuals
- To help service users gain access to community resources including benefits and welfare rights.
- To participate in the implementation of care plans, documenting observations and

actions as appropriate

- Be aware of and understand the Clinical Governance and Information Governance frameworks



### **Responsibilities for Policy and Service Development Implementation**

- Be aware of relevant Trust policies and procedures
- Participate in the evaluate process and the planning of protocols to support the development of the STR role locally, regionally and nationally

### **Responsibilities for Financial and Physical Resources**

- Handles patient's property and valuables.
- Support and provide information to the service user regarding benefits/financial arrangements e.g. rent.

### **Responsibilities for Human Resources**

- Assists in the induction of new starters
- Provides supervision to less experienced staff

### **Responsibilities for Information Resources**

- To provide accurate and timely information to the care coordinator as requested
- To provide accurate and timely clinical record keeping via trust clinical system e.g Lorenzo
- Responsible for the recording of information relating to the service users care, ensuring all entries are counter-signed by a Registered Nurse

### **Responsibilities for Research and Development**

- To contribute to on-going audit projects and the collection of data relevant to role, e.g. intervention recording & evaluation process

### **Freedom to Act**

- Guided by Trust policies and procedures
- Guided by line manager and clinical supervision

### **Standard Paragraphs**

- Trust's Values: Promote and demonstrate the Trust's 3 values Caring, Learning and Growing. Caring for people while ensuring they are always at the heart of everything we do. Learning and using proven research as a basis for delivering safe, effective, integrated care. Growing our reputation for being a provider of high-quality services and a great place to work.
- Confidentiality: Confidentiality/data protection regarding all personal information and Trust activity must be maintained at all times (both in and out of working hours) in accordance with professional codes of conduct and relevant legislation such as the Data Protection Act. The post holder should ensure that they are familiar with and adhere to all Trust Information Governance policies and procedures. Any breach of confidentiality will be taken seriously and appropriate disciplinary action may be taken.
- Equal Opportunities: Promote the concepts of equality of opportunity and managing diversity Trust wide.
  - Health and Safety: Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974, paying due

regard to health and safety in the workplace and management of risk to maintain a safe working environment for service users, visitors and employees.

- Infection Prevention and Control: Employees must be aware of their responsibilities to protect service users, visitors and employees against the risks of acquiring health care associated infections, in accordance with Trust policy.
- Professional standards and performance review: Maintain consistent high professional standards and act in accordance with the NMC code of professional conduct. Employees are expected to participate in the performance review process.
- Service/Departmental standards: Support the development of performance standards within the Service/Department to ensure the service is responsive to and meeting the needs of its customers.
- Finance: All Trust staff will comply with financial processes and procedures
- Safeguarding Children: Employees must be aware of the responsibilities placed on them under the Children Act 1989, 2004.

### Summary

This job Description is an outline of the key tasks and responsibilities of the post and the post holder may be required to undertake additional duties appropriate to the pay band. The post may change over time to reflect the developing needs of the Trust and its services, as well as the personal development needs of the post holder

### Confirmation of Job Evaluation Process

<b>Job Reference Number:</b>	JE2396
<b>Date of Job Evaluation:</b>	January 2024

## Person Specification

	Essential	Desirable	How assessed
<b>Qualifications and Knowledge</b>	<ul style="list-style-type: none"> <li>NVQ level 3 in mental health/ learning disabilities or equivalent qualification.</li> <li>To have an understanding of mental health or learning disability issues</li> <li>Standard IT skills e.g. Microsoft office</li> <li>An understanding of confidentiality and Information Governance</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of benefit &amp; employment services</li> </ul>	<ul style="list-style-type: none"> <li>Application form</li> <li>Interview</li> </ul>

<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working with the general public</li> <li>• Awareness of local services and community provision</li> <li>• Experience of working with people with mental health difficulties and/or a learning disability</li> <li>• Experience of providing presentations and developing groupwork materials</li> <li>• </li> </ul>	<ul style="list-style-type: none"> <li>• Experience of mental health services as a service user or carer</li> <li>• Evidence of supervisory skills</li> <li>• Experience with data inputting e.g. electronic clinical record systems</li> </ul>	<ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> </ul>
<b>Skills and Competencies</b>	<ul style="list-style-type: none"> <li>• Experience of working with the general public</li> <li>• Awareness of local services and community provision</li> <li>• Experience of working with people with mental health difficulties and/or a learning disability</li> <li>• Experience of providing presentations and developing groupwork materials</li> <li>• Ability to communicate at all levels</li> <li>• Ability to demonstrate sensitivity, empathy and compassion to the needs of service users</li> <li>• Literate and numerate</li> <li>• Evidence of inter-personal skills and the ability to form therapeutic</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of mental health services as a service user or carer</li> <li>• Evidence of supervisory skills</li> <li>• Experience with data inputting e.g. electronic clinical record systems</li> <li>• Ability to motivate others</li> </ul>	<ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> </ul>



	<p>relationships with services users and carers</p> <ul style="list-style-type: none"> <li>• Patient centred approach</li> <li>• Good organisational skills</li> <li>• A team player</li> <li>• Ability to work in a demanding environment</li> <li>• An understanding of the importance of user carer involvement</li> </ul>		
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Job Risk Profile – Effort Factors						
This role involves:	Yes	No	Rare	Occasional	Frequent	Examples
Lifting Weights / objects between 6 – 15 kilos	x				x	Frequent moderate effort for several short periods during a shift to assist patients.
Lifting weights / objects above 15 kilos		x				
Using equipment to lift, push or pull patients / objects		x				
Lifting heavy containers or equipment		x				
Running in an emergency		x				
Driving alone / with passengers / with goods	x		x			Transporting patients
Invasive surgical procedures		x				
Working at height		x				
Concentration to assess patients / analyse information	x				x	Mental health and risk assessment
Response to emergency situations		x				
To change plans and appointments / meetings depending on the needs of the role	x				x	
Clinical Interventions	x				x	
Informing patients / family / carers of unwelcome news	x			x		During mental health assessments
Caring for terminally ill patients		x				
Dealing with difficult family situations	x			x		During mental health assessments
Caring for / working with patients with severely challenging behaviour	x			x		Acute Mental Health presentations.
Typing up of minutes / case conferences		x				





Clinical / hands on patient / client care		x				
Contacts with blood / bodily fluids		x				
Exposure to verbal aggression	x			x		During patient contact
Exposure to physical aggression	x		x			Risk due to patient contact however no lone working when there is an identified risk and security presence can also be requested.
Exposure to unpleasant working conditions dust / dirt / fleas		x				
Exposure to harmful chemicals / radiation		x				
Attending the scene of an emergency		x				
Food preparation and handling		x				
Working on a computer for majority of work	x			x		To document patient contact on electronic systems.
Use of road transport		x				

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Caring, Learning  
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A provider of integrated health and social care services across Hull, East Yorkshire, North Yorkshire and beyond.