

AFC Reference:	AMH/0143
Job Title:	Support Worker
Band:	3
Hours:	37.5 Hours
Division/Service:	Local Division
Accountable to:	AED Liaison Mental Health Team Manager
Responsible to :	AED Liaison Mental Health Practitioner

**Job Outcomes:**

**As a result of the post-holder being effective in their role, The Trust would expect to see the following outcomes for the Trust, service users and the wider community:**

1. Mersey Care NHS Foundation Trust as a leading provider of community services, mental health care, physical health, addiction services and learning disability care.
2. Service users receiving a high quality service and one which is free from stigma, discrimination and harm.
3. Staff engaged with the delivery, innovation and continuous improvement of services to benefit service users.
4. Visible and responsive leadership, setting the standard for others and role-modelled throughout the division for all managers
5. The Trust values of Continuous Improvement, Accountability, Respectfulness, Enthusiasm and Support will be embedded across the division for all staff and evident to service users.

**Job Purpose:**

1. To carry out assigned duties, involving direct care and observation of service-users within the community under the guidance and indirect supervision of a qualified nurse.
2. To report to the qualified nurse any observations made whilst providing care to service-users.
3. To take part in a 24 hour system of rostering including internal rotation.

Date

**Principal Responsibilities:**

**Clinical**

1. To contribute to the assessment and delivery of a planned programme of care under the guidelines of ECC and with guidance and indirect supervision from the qualified practitioner.
2. To support individuals so that they are able to recognise, cope and self-manage with crisis situations and to help them develop independence where possible.
3. To report general observations and provide feedback to the qualified practitioner both verbally and in written formats, if required. This should include any concerns arising from the service-users physical or mental health.
4. To contribute to the effective running of the service by providing and receiving information to/from other departments e.g. Inpatient Wards, Estates Department. Ensure this information is provided in the most effective way i.e. telephone, fax or in writing.
5. To assist service users with self-administration of oral medication and ensure any concerns/issues about medication are reported back to a qualified practitioner.
6. To use a variety of verbal and non-verbal skills to overcome communication barriers presented by service-users due to their mental health needs.
7. To contribute to maintaining a safe environment for service users in the community.
8. To carry out specific duties that contribute to the assessment of service-users as requested by a qualified practitioner.
9. To develop and maintain links with other agencies and services, both statutory and voluntary.
10. To use skills and techniques, gained during mandatory training, to de-escalate situation where service-users become physically or verbally aggressive.
11. To contribute to the development of risk management plans for service users by reporting, to the qualified practitioner, any incidents of risk to the service user or risk to others as a result of the behaviour or actions of service users.

**Professional**

1. To participate in the Directorates performance management/supervision framework and work towards meeting identified goals and objectives as agreed in a PACE.
2. To act, at all times, in accordance with Trust policies and procedures.
3. To undertake mandatory training as stipulated by the Trust and ensure that all interactions with service users are in line with this e.g. Manual Handling.
4. Under the guidance and supervision of a qualified practitioner, to make accurate and appropriate entries into health records.
5. To participate in staff meetings to assist effective two-way communication.
6. To seek advice and further training, if appropriate, before carrying out any duty you are unsure of.
7. To make the qualified practitioner aware of any incidents arising during your span of duty and carry out any actions arising from this as directed.

Date

**Community and Mental Health Services**

8. Take direction from the qualified practitioner as to any duties or tasks assigned to you for your span of duty and carry them out as requested.
9. To participate, as directed in the induction of new staff.

**Organisational**

1. To adhere to the Trusts rights based approach taking into account service user choice.
2. To take responsibility for ensuring your own personal safety and that of the service user when using equipment.
3. To take reasonable care for the health and safety of yourself and any others that may be affected by your acts and omissions at work.
4. To ensure that you are familiar with the terms and conditions of your post.
5. To participate in service development activities as required.

**Other**

6. To maintain the dignity of service users at all times whilst dealing with aspects of personal care.
7. To seek appropriate advice and support from the qualified practitioner during occasions when service users or their carers become agitated or distressed.
8. To maintain service user confidentiality at all times both on and off duty.
9. To maintain appropriate professional boundaries with service users at all times both on and off duty.
10. To ensure that work is conducted in accordance with the Trusts Equality and Diversity Strategy.
11. In exceptional circumstances to co-operate with reasonable requests from more senior staff to vary your area of work to meet unplanned clinical need.

**Generic Responsibilities for all staff:**

All post holders will agree to:

- Commit to the vision of supporting Mersey Care in becoming a leading organisation in the provision of community services, mental health care, addiction services and learning disability care, and in doing so fully utilise their skills and experience to support the objectives of the Trust.
- Role model the values of the Trust – Continuous Improvement, Accountability, Respectfulness, Enthusiasm and Support– in all activities and interactions with employees, service users and other stakeholders
- Challenge the stigma associated with mental health and learning difficulties.
- Comply with the Duty of Candour, defined by Francis as: 'The volunteering of all relevant information to persons who have or may have been harmed by the provision of services,

Date

**Community and Mental Health Services**

whether or not the information has been requested and whether or not a complaint or a report about that provision has been made.'

- Work across professional and organisational boundaries to improve services for all.
- Maintain their specific knowledge base and develop new skills.
- Value the contribution of the patient / service user voice.
- Operate within any organisational codes of practice or those from a relevant professional body.
- Respect equality and diversity across all areas of working practice and communications with staff, service users and other stakeholders.
- Take responsibility for the accurate and timely collection and recording of data and ensuring all personally identifiable information is protected and used only for the purposes for which it was intended.
- Comply with all health and safety legislation and local policies and procedures.
- Adhere to all organisational policies.
- Have knowledge and understanding of technology in the workplace which is sufficient to maintain their efficiency and also how technology can empower service users in a digital environment
- Comply with the NHS Constitution in relation to the staff responsibilities that it sets out for NHS employees.

This job description is intended as an outline indicator of general areas of activity and will be reviewed in light of the changing needs of the Trust in consultation with the postholder.

Community and Mental Health Services

	ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS:</b>		<ul style="list-style-type: none"> <li>• NVQ Level 2 or willingness to work towards.</li> <li>• Good standard of education</li> </ul>
<b>EXPERIENCE:</b>		<ul style="list-style-type: none"> <li>• Experience of working in a care setting.</li> <li>• Experience of individuals with Mental Health problems</li> <li>•</li> </ul>
<b>KNOWLEDGE AND SKILLS</b>	<ul style="list-style-type: none"> <li>• Able to communicate effectively.</li> <li>• Understanding of confidentiality.</li> <li>• Ability to work as a member of a team.</li> <li>• Ability to demonstrate a non-judgemental attitude.</li> <li>• Ability to work on own initiative under the supervision of a qualified practitioner.</li> </ul>	Breakaway techniques and de-escalation
<b>VALUES:</b>	<ul style="list-style-type: none"> <li>• Continuous Improvement</li> <li>• Accountability</li> <li>• Respectfulness</li> <li>• Enthusiasm</li> <li>• Support</li> <li>• Responsive to service users</li> <li>• Engaging leadership style</li> <li>• Strong customer service belief</li> <li>• Transparency and honesty</li> <li>• Discreet</li> </ul>	

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