

## Job Description

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<b>Job Title</b>	Lead Community Health Care Assistant
<b>Salary Band</b>	Band 4
<b>Division/Service Line</b>	AMH & LD
<b>Department</b>	West Clinical Support Team

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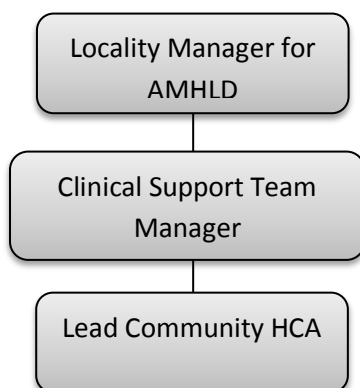
### Job Overview

The post holder will be part of a multi-disciplinary team, contributing to the effective provision of Mental Health Services to an identified caseload of service users.

The post holder will provide a range of services including practical and emotional support to individual service users as indicated by the individual care plans provided by their care co-ordinators.

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### Organisational Chart



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## **Duties and Responsibilities**

### *Communication and Working Relationships*

- Foster and maintain good working relations with members of other community teams, health care professionals and inpatient services. Receiving and sharing information from GPs, carers etc.
- Establish and maintain effective contact with service users, their relatives and carers in order to ensure good communication.
- Give information and assistance to service users and their carers so that they are aware of their rights, entitlements and the contents of the care plan.
- Use of community resources appropriate to the needs of the service user.
- Act as interface between qualified and unqualified staff

### *Management and Personal Development*

- Contribute to team discussions on policy and guidance around safe working practices.
- Responsible for care of own equipment.
- Participate in clinical supervision and individual management supervision.
- Practice in a way that actively minimises dependency and promotes recovery.
- Communicate information in a way that makes it relevant and understandable for service users and carers, working to the principles of the functions policy implementation guidelines and practice in line with the standards and values set out in them.
- Aim to uphold the principles and approach of CPA, whether people are formally in CPA or not.

### *Clinical Activities*

- Monitor health needs through observations and report changes to care co-ordinator so that the care plan and/or risk plan can be kept fully up to date. Be aware of fluctuations in mental health.
- Monitor basic health e.g. diet, hygiene and sleep and assist in addressing identified needs.
- Work with service users and their carers to achieve the objectives of the care plan.
- Encourage social/physical activities as appropriate to the service users' needs.
- Participate in safeguarding children to level 2 as set out in Safeguarding children and young people: roles and competencies for Health Care staff.
- Participate in Safeguarding Adults as per Trust Policy.
- Working alongside qualified staff on more complex cases.
- Oversight for the creation and monitoring of crisis and contingency plans.

### *Strategic Development, Planning and Organising*

- Attend management and professional meetings as directed by their line manager and supervisor.
- Responsible for planning and co-ordinating own day to day work load.
- Line Management and Supervision of allocated Band 3 staff
- Management of referrals to the Clinical Support Team, with allocation of work to junior staff as appropriate
- Management of request for Appropriate Adults
- Caseload and activity management of band 3 staff

## *Administrative*

- Maintain up to date client records in a timely and accurate manner.

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## **Additional Information**

### *Code of Conduct*

The post holder is required to comply with all relevant Code of Conducts for the role, including the Trusts Code of Conduct. All staff are required to support the Trust's commitment to developing and delivering excellent customer service by treating patients their carers, families, friends, visitors and staff with professionalism, dignity and respect. All staff are expected to behave in a professional manner and not to bring the Trust into disrepute.

### *Confidentiality and Data Protection Act*

All NHS employees have a duty to maintain confidentiality under both common law and the Data Protection Act 1998. Service users and staff have a right to expect that any information, whether personal or commercial, held by the Trust will be treated in a confidential manner. All employees of Cornwall Partnership NHS Foundation Trust must not, without prior permission, disclose any information regarding patients or staff.

### *Safeguarding Children and Vulnerable Adults*

All employees of Cornwall Partnership NHS Foundation Trust must be familiar with and adhere to the Trust's safeguarding policies and procedures.

### *Personal Development*

All employees are required to undertake statutory and essential training as directed by the Trust. This will be monitored through the supervision and appraisal process which is in place for all staff to participate in.

### *Risk Management and Health and Safety*

All employees of Cornwall Partnership NHS Foundation Trust are required to make positive efforts to maintain their own personal safety and that of others. You are reminded of your responsibilities for health and safety at work under the Health and Safety At Work Act 1974 as amended and associated legislation. These include the duty to take reasonable care for the health and safety of yourself and of others in your work activities or omissions, and to co-operate with your employer in the discharge of its statutory duties. It is also essential that precautions advised by Management, Occupational Health, Risk & Safety Services, etc. are adhered to for your own protection.

### *Infection Prevention and Control*

All staff, collectively and individually, has a duty of care in following best practice in adherence to guidelines which is a fundamental requirement in underpinning the management of infection control.

### *Location/Mobility*

In accordance with the Trust's requirements, all staff are required to undertake work and alternative duties as reasonably directed at variable locations in the event of, and for the duration of a significant internal incident, major incident or pandemic. You may be required to work at or from any additional location as determined by the Trust. You may also be required to travel between Trust premises for the performance of your duties.

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### *Equal Opportunities*

The aim of the Trust's policy is to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of race, creed, sex, marital status, disability, age, nationality, ethnic or national origins. The Trust commits itself to promote equal opportunities and will keep under review its policies, procedures and practices, to ensure that all users and providers of its services are treated according to their needs.

### *Review of the Job Description*

This is a generic job description and is intended as an outline of the general area of activities. It may be amended in light of the changing needs of the organisation, in which case it will be reviewed.

### *Rehabilitation of Offenders Act*

The Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 is applicable to this post. Therefore should you be offered the post it will be subject to a Disclosure & Barring Service check satisfactory to the Trust. You will therefore be required to declare all criminal convictions, cautions, reprimands and warnings that would not be filtered in line with current guidance

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**The Trust operates a no smoking policy. Employees are not permitted to smoke anywhere in the premises of the Trust or when outside on official business. Staff must be mindful of public perception and therefore must not smoke whilst travelling in Trust identified vehicles or when can be identified as a member of CFT staff.**

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## Person Specification

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<b>Department</b>	West Clinical Support Team

Role Requirement	Essential	Desirable
<i>Education and Qualifications</i>		
Have NVQ Level 3 or equivalent in an appropriate subject.	✓	
Have or working towards NVQ Level 4 or equivalent in an appropriate subject.	✓	
Can demonstrate good oral and written communication skills.	✓	
Must be willing to undertake training in <ul style="list-style-type: none"> <li>• Group Facilitation skills</li> <li>• Anxiety management</li> <li>• Understanding of CBT methodology</li> <li>• WRAP training</li> </ul>	✓	
Training to level 2 in Safeguarding children and young people: roles and competencies for Health Care staff.		✓
Group Facilitation skills		✓
WRAP training		✓
<i>Experience</i>		
IT literacy	✓	
Experience within a supervisory role		✓
<i>Skills and Aptitude</i>		
Working within a community setting in either the statutory or voluntary sector.	✓	
Working with clients with a range of mental health or learning disability needs	✓	
Good listening skills and ability to deal with complex information that the service user and care co-ordinator will share with them.	✓	
Ability to communicate with a wide range of professionals from various settings.	✓	
Able to own problems and get involved in the solutions.	✓	

Ability to work without direct supervision.	✓	
Ability to manage own time.	✓	
Ability to work flexibly.	✓	
Lone working with service users.		✓
Experience of working in a multi-disciplinary and multi-agency environment.		✓
<i>Knowledge and abilities</i>		
A basic understanding of current National Guidelines and Mental Health Act/ Mental Health Capacity Act requirements.	✓	
A basic understanding of CPA Process.	✓	
Knowledge of the affects of mental health and learning disability issues on service users.	✓	
<i>Personal Qualities</i>		
Ability to be mobile across a geographical area.	✓	
Ability to manage change in a positive manner.		✓
<i>Other</i>		
Demonstrates evidence of Trust "CARE" values	✓	
A full UK driving licence is required for this post.	✓	
Ability to travel independently where required	✓	
Occupational health clearance satisfactory to the Trust	✓	

