

Job Description

JOB TITLE: Senior Community Support Worker

DIRECTORATE:

RESPONSIBLE TO:

PAY BAND: 3

LOCATION:

HOURS OF WORK: 37.5 hours per week

ON CALL REQUIREMENT: Yes/No (if Yes give detail)

CONTRACT: Trust Agenda for Change contract

DISCLOSURE REQUIRED: Yes - Enhanced

MAIN DUTIES:

- Work with the multi-disciplinary team to establish and deliver a therapeutic programme of care for clients.
- Undertake a range of delegated clinical health duties in mental health settings
- Records patients' information

JOB FACTORS

Area	Detail
Communication & Relationship skills	Provide and receive information from clients, client's representatives and immediate team colleagues. Exchanges factual information to client's using persuasion, reassurance, tact and empathy. Overcome barriers to understanding that may be a result of mental illness.
Knowledge, Training and experience	Undertake procedures and practices that will require a base level of theoretical knowledge. Knowledge of health and related procedures, clinical observations, Mental Health act. NVQ 3 training.
Analytical & Judgement Skills	Assess patient's condition through basic test results, assess comfort of patient, and instigate emergency procedures.
Planning & Organisational Skills	Plan and organise own day-to-day work including home visits.
Physical Skills	Support clients using equipment where narrow margins exist for error, accuracy is important and use of them requires training/ practice. <i>May carry out activities such as venepuncture as trained</i> Undertake training to ensure safety and competence using equipment.

Patient / Client Care	To implement patient care packages. Undertake a range of clinical care activities including recording observations and collecting specimens where appropriate.
Policy & Service	Follow policies within role. Participate in discussions on proposed changes to procedures.
Financial & Physical	Observes duty of care to equipment, resources, clients' valuables or cash. Ensure stocks are maintained.
Human Resources	Participates in the induction of new staff to the team demonstrating own duties to new starters, bank and agency staff.
Information Resources	Records personally generated information, contributing to the updating of patient records and reporting of key information.
Research and Development	Occasionally participate in audits, surveys, research and development activities.
Freedom to Act	Acts on own initiative when delivering care to clients in the community. Supervision available.
Physical Effort	Occasionally assists in manoeuvring patients/clients in wheelchairs.
Mental Effort	Required to undertake frequent routine activities requiring concentration including predictable as well as unpredictable work.
Emotional Effort	Work with clients that may frequently be highly distressing or emotionally difficult.
Working Conditions	Occasional requirement to work with patients/clients in unpleasant conditions i.e. physically aggressive behaviour, smell, noise, and body fluids.

KEY RELATIONSHIPS (This describes the types of roles you will be required to work with):

- **Locality Team Manager/ Integrated Team Manager**
- **Head of Service**
- **Multidisciplinary Team Members**
- **Health and Social Care staff**
- **Inpatient & Day Services units/staff**
- **Patients, Carers and Relatives**
- **Statutory and Voluntary agencies**
- **Education Providers**

Core Dimensions of Role (This section describes the types of behaviours we would expect you to display when you are fully competent at carrying out your duties)

Core Dimensions	Detail (KSF Level prompts)
Communication KSF Level 1 Limited range of people on a day-to-day matters	<ul style="list-style-type: none"> • Establish relationships with client's and their carers, which are open and two way. • Establish methods of communication with clients and their carers, reducing barriers when necessary • Enable clients and their carers to participate in communication concerning their health and well being • Present a positive image of her/himself and the service • Accurately report and/or record work activities according to organisational procedures • Communicate information only to those people who have the right and need to know it consistent with legislation, policies and procedures

Generic Senior Community Support Worker – band 3

Health Safety and Security KSF Level 1 Assist in maintaining own & others H&S and security	<ul style="list-style-type: none"> Acts in ways that are consistent with legislation, policies and procedures for maintaining own and others' health, safety and security Assists in maintaining a healthy, safe and secure working environment for everyone who is in contact with the organisation Works in a way that minimises risks to health, safety and security Summons immediate help for any emergency and takes the appropriate action to contain it Reports any issues at work that may put health, safety and security at risk
Quality KSF Level 1 Maintain quality of own work	<ul style="list-style-type: none"> Complies with legislation, policies, procedures and other quality approaches relevant to the work being undertaken Works within the limits of own competence and responsibility and refers issues beyond these limits to relevant people Acts responsibly as a team member and seeks help if necessary Uses and maintains resources efficiently and effectively Reports problems as they arise, solving them if possible <i>To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.</i>
Equality and Diversity KSF Level 1 Act in way that support equality & diversity	<ul style="list-style-type: none"> Acts in ways that are in accordance with legislation, policies, procedures and good practice Treats everyone with whom s/he comes into contact with dignity and respect Acknowledges others' different perspectives Recognises that people are different and makes sure they do not discriminate against other people Recognises and reports behaviour that undermines equality and diversity
Specific Dimension	Detail (KSF Prompt)
Assessment and care planning to meet health and wellbeing needs KSF Level 2 Assist in the assessment of people's health and wellbeing needs	<ul style="list-style-type: none"> Explain the purpose of assessing health and wellbeing needs to people concerned Respect people's dignity, wishes and beliefs, involve them in shared decision-making, and obtain their consent. Assist in the assessment of people's health and wellbeing and related needs and risks as agreed with the care team and consistent with legislation and policy. Records and reports back accurately and fully on the assessments undertaken and risks identified. Offers to the team his/her own insights into the health and wellbeing needs and wishes of the people concerned. Makes suggestions on the care, protection and support that will be needed and how this might relate to his/her own work.
Interventions and treatments KSF level 1 Assist in providing interventions and/or treatments	<ul style="list-style-type: none"> Checks with relevant sources of information to confirm the tasks to be undertaken in relation to interventions and treatments. Respects individuals dignity, wishes and beliefs; involves them in shared decision making; obtains their consent for the activities to be undertaken. Undertakers specified tasks correctly, and in line with legislation, policies and procedures, and/or established protocols. Monitors individuals whilst carrying out the tasks and identifies and reports any changes in the individuals health and wellbeing Records activities and outcomes consistent with legislation, policies and procedures.

Care Group Competencies –

Occupational Skill Competency	Detail
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All Staff are required to:

- Abide by the standards of behaviour expected by their professional body and the standards of behaviour expected of all staff in the Trust disciplinary policy and procedure.
- Adhere to all Trust policies and procedures and are responsible for making themselves aware of these policies and procedures.
- Treat information relating to patient, employees and businesses of the Trust in the strictest confidence. Under no circumstances should such information be discussed with any unauthorised person(s) or organisations. At all times employees are required to comply with the provisions of the Data Protection Act.
- Maintain their own awareness of, and comply with, policies and procedures relating to Health and Safety (whether statutory or Trust), and assist in ensuring the compliance of other staff.
- Support the Trust's visions and values and in particular the promotion of a positive approach to diversity, equality, rights, and treating others with dignity and respect; to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply by adhering to the Trust's Equality and Diversity Policy.
- Demonstrate the core principles of safeguarding and protection Human Rights; treating people with dignity, fairness, equality, respect and autonomy.
- Develop and maintain positive relationships with all colleagues, taking account of their age, religion or belief, ethnicity, sex, marital or civil partnership status, sexual orientation, gender identity, pregnancy or maternity status and any disability. Ensure that they are approachable and that their conduct towards colleagues is open and honest, dealing with differences in opinion, in ways which avoid offence.
- Take responsibility for the safeguarding and protection of children and young people and vulnerable adults very seriously, as does The Trust. The Trust works with adult and children's social care to ensure that the integrated service has systems in place to equip staff with the knowledge and skills to recognise abuse, and take action to safeguard and protect vulnerable adults and children and young people. It is expected that all staff familiarise themselves with the appropriate structures and policies and with the Sussex child protection and safeguarding procedures and the Sussex multi-agency policy and procedures for safeguarding vulnerable adults and undertake the relevant essential training and further training appropriate to their role.

JOB TITLE: Senior Community Support Worker**PERSON SPECIFICATION:** (This section describes the essential and desirable criteria for the post).

		Essential	Desirable	To be evidenced by
A	QUALIFICATIONS			
	<ul style="list-style-type: none"> NVQ Level 2 in Care or equivalent experience 	X		A/C
B	EXPERIENCE			
	<ul style="list-style-type: none"> Experience working within a health or social care setting. Experience of working in the community with mental health Experience of working as part of a team Good communication skills 	X X X	X	A/I/T
C	VALUES			
	<ul style="list-style-type: none"> Trust Core Values <ul style="list-style-type: none"> Ownership Respect People Centred Ambassadors Integrity Demonstrate an understanding of the practices of Human Rights in the delivery of this role 	X X X X X		I
D	PERSONAL ATTRIBUTES			
	<ul style="list-style-type: none"> Ability to travel across sites in good time Punctual and flexible across hours of work when required Fit to undertake any duties related to the role including physical interventions for the management of violence and aggression 	X X X		I I

To be evidenced by key: **A** = Application Form, **I** = Interview, **T** = Test, **C** = Certificate**Agreed by:****Manager** **Date****Signature****Post Holder** **Date****Signature**