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**JOB DESCRIPTION**

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**DATE :** August 2021  
**REF NO:** 01290

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**JOB DETAILS:**

**JOB TITLE:** Senior Support Worker

**BAND:** Band 4

**HOURS:** 37.5 full time

**DEPARTMENT:** Integrated Mental Health Team

**LOCATION:** East Staffordshire

**REPORTS TO:** Neighbourhood Lead

**ACCOUNTABLE TO:** Neighbourhood Lead

**RESPONSIBLE FOR:** To work directly with adults / older adults with mental health needs and their families/ carers by working independently within agreed guidelines. This will include carrying out interventions that have been assessed and agreed by the team with the aim of helping individuals in their recovery.

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**WORKING RELATIONSHIPS:**

**INTERNAL:** Works in partnership with all members of the Integrated Mental Health teams, Urgent Care Teams (inc Inpatient services), Social Care Teams, Physical Health Teams and other appropriate internal services.

**EXTERNAL:** Works in close partnership with key individuals within the statutory, non-statutory sector as well as colleagues in primary care and voluntary organisations.

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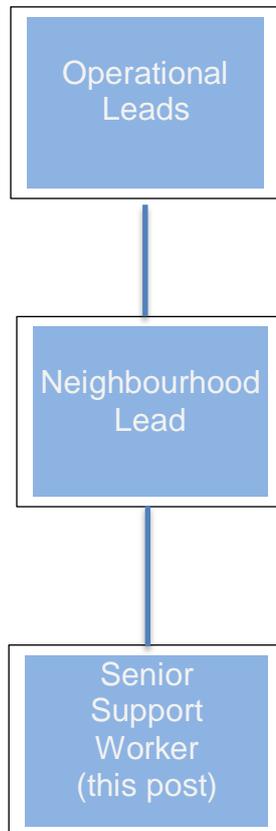
**JOB PURPOSE:**

To work with adults / older adults and, where appropriate and necessary their families or carers, to provide ongoing support, therapeutic interventions when agreed, practical assistance and problem resolution under the supervision of a senior team member. To support in provide an early response for those in crisis as part of an overall recovery plan.

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## ORGANISATIONAL STRUCTURE

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## **KEY DUTIES AND RESPONSIBILITIES:**

1. Contribute to a range of mental health intervention strategies as delegated by other team members.
2. To work without direct supervision to undertake assessments and deliver interventions relating to individual needs.
3. Organising and prioritising own workload on a daily basis.
4. To implement and help evaluate interventions, utilising a range of resources in order to achieve positive outcomes.
5. Implement and support detailed care plans, outcome measures documentation, risk assessments and treatment programmes (including intervention Support Plans, mental health and multi-disciplinary care plans).
6. Utilise appropriate outcome measures as part of evaluation of care and progress as part of our commitment to evidence based recovery.
7. To write clear and concise clinical notes and reports.
8. To demonstrate a sound understanding of the impact of an individual's holistic needs and the impact on their general health and wellbeing
9. To identify risks through use of appropriate assessments , act immediately if the situation requires, and ensure all risks are reported to line managers
10. To contribute to effective risk assessment and management plans.
11. To understand local safeguarding vulnerable persons policies and procedures and raise any concerns in line with Trust and multiagency policies. To be aware of and implement policies, including Health and Safety Policies and other Trust Policies.
12. To work effectively with other Team Members, and members of the multi-disciplinary teams within MH function and wider.
13. To work in partnership with advocates where appropriate on behalf of service users and carers to ensure that complex care needs are met and that all concerns are escalated to an appropriate level.
14. To promote the service users' needs and rights, including the right to and consent to treatment relating to their mental capacity
15. To form professional relationships with families and carers of referred individuals to promote effective and timely positive outcomes.
16. To provide education/training, to support the effective implementation of appropriate approaches to care.
17. To participate in the provision of training for service users and carers.
18. Participate in the induction, training and education of students and any other junior staff as requested and delegated by line managers.
19. To contribute to and make suggestions in relation to service improvements.
20. Participate in research and development as appropriate to role, and actively support research based practice. To participate in research activities into aspects of practice and service delivery
21. To report effectively to the multi-professional team on progress and risk levels through discussion and attendance at Team meetings
22. To undertake flexible working practices where necessary and as agreed with line managers.
23. Report all incidents and accidents using appropriate recording systems and to line managers.
24. To ensure receipt of appropriate supervision in respect of own practice.
25. Partake in an annual appraisal. Take personal responsibility for own personal development, identifying and participating in appropriate training.

## **Decisions and Judgments**

26. To ensure personal adherence to Trust and Directorate Policies, guidance, and strategies in the area of practice.
27. Use skills to review and analyse data and records and to make direct observations in order to inform recommendations regarding the need for further assessment, the introduction of new care plans or amendments to current plans of care and interventions.
28. Use judgement skills to undertake assessments and plan interventions relating to individuals who present with complex behaviours that challenge, as directed by line managers.
29. Follow the lone working policy, ensuring autonomous activities are logged and necessary risk assessments are completed ahead of activities.

## **Communication and Relationships**

30. Build trusting relationships with the service user and carer/s; checking that collaboration is present; explaining to the service users and carer when appropriate, what Interventions will entail; listening to comments and modifying the Intervention Plan if necessary.
31. Develop effective, positive communication and working relationships with all relevant internal and external partners.
32. Communicate complex and sensitive and condition related information to service users, families and paid carers, using skills to overcome barriers presented. Communicating effectively with service users who often have sensory impairment and communication difficulties.
33. Provide and receive complex, sensitive information where motivational, emphatic or reassurance skills needed
34. Devise and implement individualised /creative approaches and overcome barriers to understanding, utilising and devising accessible formats to meet individual needs.
35. Maintain effective and appropriate face to face, telephone, electronic and written methods of communication.
36. Complete relevant documentation and record keeping in line with Trust standards and utilising Trust IT systems.
37. Be able to build and maintain a strong professional rapport with service users who may not have insight in to their difficulties or associated needs. The ability to build close working relations with carers and families.
38. Have an ability to handle difficult, complex and emotional situations with tact and diplomacy. Provide empathy and reassurance as required by the situation presented.
39. Respect the individuality, autonomy, values, cultural and religious diversity of service users.
40. Ensure all information is recorded, communicated and stored following the Trust's confidentiality policy.

## **Physical Demands of the Job**

41. Undertake frequent travel as part of the role, to and from various venues and service users' homes.

## **Most Challenging/difficult parts of the job**

42. The post holder may be exposed to potential incidents of physical and non-physical assault.
43. Exposure to highly distressing or highly emotional circumstances, listening to clinical information (in meetings, clinical supervision, etc.) regarding service users' experiences (e.g. vulnerable adult issues)
44. Frequent requirement for high levels of concentration within unpredictable environments and circumstances.
45. To work with referred service users in their homes and other settings under the direction of the Clinical Specialist and Clinical Practitioners.
46. Frequent use of road transportation to attend meetings in a range of settings.
47. There is a frequent requirement for sitting in a restricted position for a substantial proportion of the working time either in meetings, at a computer desk or while driving.

**JOB STATEMENT:**

<b>Infection Control</b>
Maintain an up to date awareness of the infection control precautions relevant to your area of work and implement these in practice. As a minimum, this must include hand hygiene, the use of personal protective equipment, the use and disposal of sharps and communicating the importance to patients, prison staff and other health care staff you are working with. Details of the precautions and sources of advice and support to assess and manage infection control risks are provided through mandatory training which all staff must attend at intervals defined in the Trust policy on mandatory training and can be found in the Trust's infection control policies and national guidance, such as that published by NICE.
<b>Learning and Development</b>
As an employee of the Trust, you have a responsibility to participate, promote and support others in undertaking learning and development activities. This includes a proactive approach to ensuring you meet the statutory/mandatory training requirements of your role, and engaging in KSF appraisal processes in line with Trust policy and guidance.
<b>Health and Safety</b>
As an employee of the trust you have a responsibility to abide by the safety practices and codes authorised by the trust. You have an equal responsibility with management, for maintaining safe working practices for the health and safety of yourself and others.
<b>Constitution, Competence and Capability</b>
As an employee of the Trust you have a responsibility to promote and abide by the rights and responsibilities outlined in the NHS Constitution. You are additionally expected to adhere to Organisational/National/Regulatory Codes of Practice relevant to the role you are employed to undertake. At all times it is expected that you will limit the scope of your practice to your acquired level of competence and capability.
<b>Dignity at Work Statement</b>
Midlands Partnership NHS Foundation Trust are committed to treating all of our staff with dignity and respect. You are responsible for behaving in a way that is consistent with the aims of our Equality and Diversity Policy. This includes not discriminating unfairly in any area of your work and not harassing or otherwise intimidating other members of staff.
<b>Safeguarding Children and Vulnerable Adults</b>
All Trust employees are required to act in such a way that at all times safeguards (and promotes) the health and well being of children and vulnerable adults. Familiarisation with and adherence to Trust Safeguarding policies is an essential requirement of all employees as is participation in related mandatory/statutory training.

**PERSON SPECIFICATION**

**JOB TITLE:** Senior Support Worker

**DEPARTMENT:** Community  
Mental Health

**BAND:** 4

\*Assessed by: A = Application I = Interview R = References T = Testing

ESSENTIAL CRITERIA	*	DESIRABLE CRITERIA	*
<b>QUALIFICATIONS &amp; TRAINING</b>			
Foundation degree in relevant subject or Diploma/NVQ 3 in Health and Social Care or accredited prior learning with competency based evidence supplemented by short courses.	A/I	Training in working with adults / older adults with complex mental health needs and/or challenging behaviour, and/or other behavioural work	
<b>EXPERIENCE</b>			
<ul style="list-style-type: none"> <li>• Significant experience of working with adults / older adults with Mental Health Needs as a member of a multi-disciplinary community team</li> <li>• Experience of working within a multi-agency framework</li> <li>• Experience of formulating a service users difficulties and developing a care plan</li> <li>• Experience of employing evidenced based interventions.</li> <li>• Experience of working with families and carers</li> <li>• Able to work independently, without direct supervision.</li> <li>• Experience of supporting other workers and role modelling recommended approaches / interventions in practice.</li> </ul>	<p>A/I/R</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I/R</p> <p>A/I/R</p>	<ul style="list-style-type: none"> <li>• Previous work with people with complex and high risk presentations</li> <li>• Previous experience of working in a health or social care setting, either statutory or non-statutory service</li> <li>• Lived experience of mental health needs, issues or lived experience of use of mental health services.</li> </ul> <p>Experience of supporting service users in a home based/ community setting</p>	<p>A/I/R</p> <p>A/I/R</p> <p>A/I/R</p> <p>A</p>
<b>SKILLS, KNOWLEDGE &amp; ABILITIES</b>			
<ul style="list-style-type: none"> <li>• Knowledge of adult mental health and needs of vulnerable persons in relation to their health and well-being</li> <li>• Range and level of skills, depth and extent of knowledge required</li> </ul>	<p>A/I/R</p> <p>A/I</p>		

• Able to demonstrate commitment to high quality care and service provision	A/I/R	
• Ability to liaise and network widely and effectively	A/I/R	
• Ability to be able to use evidence based interventions to effectively support and treat adult mental health difficulties	A/I/R	
• Have the ability to de-escalate emotionally volatile situations	A/I/R	
• As part of a multi-disciplinary team	A/I/R	
• Assess complex situations and identify problems.	A/I/R	
• Seek different points of view and evaluate them on the basis of facts.	A/I/R	
• Readily use a wide theoretical and practical knowledge to think, gain and share information, solve problems and make decisions.	A/I/R	
• Implement solutions, strategies and develop resources	A/I/R	
• Utilise evidence based clinical outcome measures	A/I/R	
• Demonstrates empathy, compassion and patience	A/I/R	
• Demonstrates an ability to work under remote supervision in a range of settings	A/I/R	
• Demonstrates an ability to form positive therapeutic relationships with children and families.	A/I/R	
• Demonstrates a keenness to make a positive contribution to improving the quality of life for children with mental health problems	A/I/R	
• Demonstrates an ability to act calmly in emergencies and to respond in a professional manner in occasionally stressful and challenging situations	A/I/R	
• Has knowledge of legal guidance and frameworks when working with adult mental health	A/I/R	
• Has a working knowledge of evidenced based interventions	A/I/R	
• Has a working knowledge of developing therapeutic relationships	A/I/R	
• Demonstrate effective communication skills, written and verbal.	A/I/R	
• Ability to work without supervision in community settings	A/I/R	
• Ability to work under pressure, prioritise effectively and manage competing demands.	A/I/R	
• Ability to problem solve using solution focused approach and recognise own limitations.	A/I/R	

<ul style="list-style-type: none"> <li>• Proficient in IT skills in order to update service user records, record and present the outcome of assessments, behavioural analysis and interventions.</li> </ul>	A/I/R		
<ul style="list-style-type: none"> <li>• To be able to work closely with all team members and follow advice/instruction as necessary</li> </ul>	A/I/R		
<ul style="list-style-type: none"> <li>• Ability to secure the cooperation of colleagues at all levels across agencies</li> </ul>	A/I/R		
<ul style="list-style-type: none"> <li>• Able to work unsupported for periods of time</li> </ul>	A/I/R		

**PERSONAL ATTRIBUTES**

<ul style="list-style-type: none"> <li>• Ability to travel within various geographical locations</li> </ul>	A/I/R		
<ul style="list-style-type: none"> <li>• Ability to practice in an ethical way which considers the needs of the person receiving care and their best interests.</li> </ul>	A/I/R		
<ul style="list-style-type: none"> <li>• Non-judgmental</li> </ul>	A/I/R		
<ul style="list-style-type: none"> <li>• Knowledge of current trends and legislation impacting on the service users.</li> </ul>	A/I/R		
<ul style="list-style-type: none"> <li>• Ability to demonstrate the positive application of our behaviours:  Respectful  Honest and Trustworthy  Caring and Compassionate  Taking the time to talk and listen  Working together and leading by example</li> </ul>	A/I/R		

<b>JOB HOLDER</b>	<b>SIGNATURE</b>
	<b>DATE</b>
<b>MANAGER</b>	<b>SIGNATURE</b>
	<b>DATE</b>