

JOB DESCRIPTION

Band 6 Acute Care Worker

Reviewed

October 2015

LINCOLNSHIRE PARTNERSHIP NHS FOUNDATION TRUST

Job Description

1. Job Details

Job Title: Acute Care Worker

Pay Band: Band 6

Reports to (Title): Team Coordinator

Accountable to (Title): Team Coordinator

Location/Site/Base: Inpatient

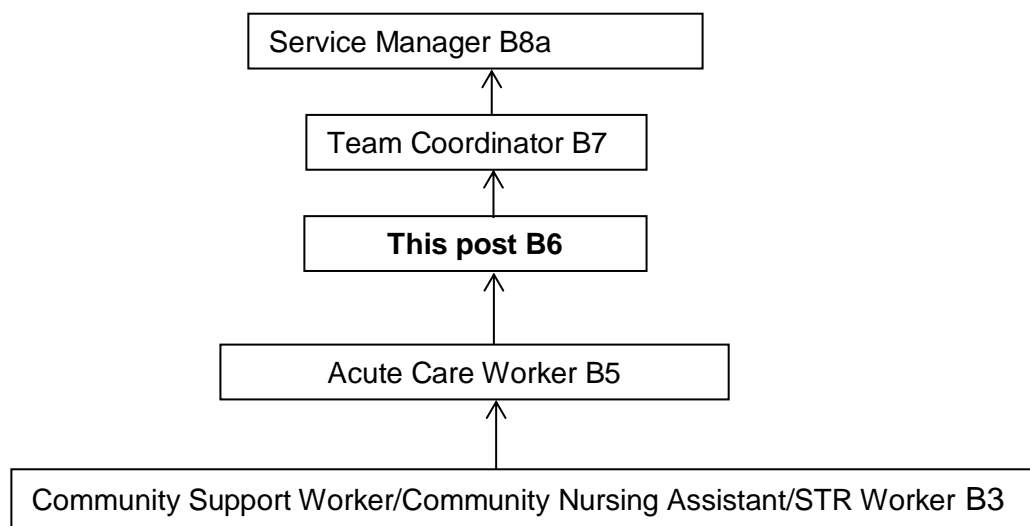
2. Job Purpose

The post holder will be responsible for the co-ordination of care needs, assessment, planning, and implementation of evidence based care to a defined group of service users and their carers within the service catchment area. The post holder will provide professional advice and support to other agencies and members of the multi-disciplinary team. The post will involve working within the Crisis Team which includes the S136 Suite, Triage Car and the new Rapid Response Car pilot service.

3. Nature of the Service

This is a community based post providing initial and continuing assessment of mental health needs of service users, ensuring that an agreed package of care is implemented which reflects the Trust's policy to engage services users and their carers in all aspects of their carer and treatment.

4. Organisation Chart



5. Duties

- To provide a high standard of clinical care ensuring safe and effective assessment, treatment and comprehensive discharge planning using highly developed clinical reasoning skills and appropriate assessment tools. To work within the Section 136 suite, Triage Car and Rapid Response service.
- To work flexibly across a 7-day-a-week service.
- To ensure the clinical caseload and clinical practice is of the highest standard of clinical care.
- To manage case-load and service delivery in accordance with and in order to contribute towards the attainment of Service/Trust productivity requirements.
- To ensure up to date care plans, risk assessments and reviews are in place.
- Work with individuals to assess their mental health, recognise mental illness and identify their related needs and circumstances; and enable them to understand, manage and where appropriate change their behaviour.
- Plan, implement, review and improve interventions to meet people's identified needs and manage their inherent risk.
- To assess carers' and families needs and develop, implement and review programmes of support for cares and families.
- Protect people from abuse, neglect and harm.
- Enable individuals to develop independent living skills and live in the community.
- To work collaboratively and promote effective working relationships with members of the multi-disciplinary team, ensuring effective and appropriate clinical decision-making, both within the Crisis Team and with external agencies.
- To maintain accurate and timely clinical records and risk assessments, and to co-ordinate and monitor those of the team.
- To adhere to N.M.C. or other relevant codes of professional conduct and ethics, plus associated legislation.
- To develop clinical practice having due regard to Department of Health and other guidelines.
- To demonstrate empowering leadership skills within the Crisis Team and seek opportunities in local and national area as to promote and develop the profession.
- To participate in Clinical Governance activities, including: induction, supervision, personal development review, health and safety, risk management and audit.
- To provide Management Supervision to Band 5 and Band 3 staff.
- To undertake specific project work or any other duties as negotiated with the Crisis Team.
- Develop effective and supportive links with other health and social care staff. To create networks that improve the pathway of care for clients referred to the Crisis Team.
- Participate in all clinical governance and audit developments including post registration education, training and continuing professional development.

6. Skills Required for the Post

Communication and relationship skills

- Always act in a dignified and responsible manner with service users, carers and colleagues, using appropriate language and communication skills, which acknowledge barriers to understanding, cultural differences and diversity.
- To provide supportive and sensitive communication, written and verbal advice to patients, carers and staff, whilst demonstrating an understanding of the nature and effects of some information and of barriers to effective communication e.g. sensory or cognitive impairment and unrealistic expectations whilst being considerate of client confidentiality.
- Develop and maintain communication (sensitive, complex and contentious) with other teams, external agencies, in order to promote good client care.
- To confidently convey complex written and verbal information on both clinical and non-clinical issues and to support the development of these skills with individuals within the team.

- Act as an advocate, support service users through their care programme both physically and psychologically to achieve expected outcomes, explaining care, treatment and associated risks (complex information)
- Provide and receive complex information where persuasive, motivational, negotiating, empathic and re-assurance skills are required to support service users through their recovery period.
- Maintain strict confidentiality of complex and sensitive client information at all times.

Analytical and judgment skills

- Develop and complete risk assessments, analysing and deciding the most appropriate approach to implementing care plans, agreeing objectives with service users and carers.

Planning and organisational skills

- Organise and plan activities with service users, facilitating therapeutic and educational groups, adjusting own workload in response to prevailing circumstances.

Physical skills

- In order to manage risk – requirement to adhere to individual risk assessments.

7. Responsibilities of the Post Holder

Responsibilities for direct/indirect patient care

- Plan, implement, review and improve interventions to meet people's identified needs and manage their inherent risk.
- Contribute to case conferences and reviews, supporting service users and carers to engage with services and contribute to their care.
- Accept ongoing accountability for service users, assist with the management of the caseload and supervise and/or mentor junior staff and learners as required.
- Act as an advocate, support service users through their care programme both physically and psychologically to achieve expected outcomes, explaining care, treatment and associated risks (complex information)
- Monitor and review service user progress where frequent concentration is required, against planned objectives and use initiative to act on results within own sphere of responsibility, including reporting observations and taking action to minimise risks.
- Assist service users with personal care as need arises. Implement planned care programme, education and teaching which encourages and empowers them and their carers to maximise self care and individual autonomy i.e. medicines, mobility, hygiene, budgeting, etc
- Contribute to case conferences and reviews, supporting service users and carers to engage with services and contribute to their care.
- Undertake reviews of care programmes with service users, carers and team members.

Responsibilities for policy and service development implementation

- Comply with and carry out safe practice in accordance with Trust policies and procedures, appropriate Codes of Conduct, the Mental Health Act (1983) and other relevant national and local guidance commenting on policies, procedures and developments as necessary.

Responsibilities for financial and physical resources

- Use safely in accordance with manufacturers guidance clinical equipment in the performance of their work to appropriate high standards of care.
- Ensure any stock and supplies, clinical equipment or medications are ordered as required.

Responsibilities for human resources (including training)

- To provide both formal and informal training, health promotion and advice to patients and carer/relatives regarding their mental health needs.
- To actively participate in the delivery of training opportunities for staff and students, including those from other teams and disciplines.

- To provide high quality practice placement education for nursing students as detailed in departmental guidelines acting as mentor as required.
- To promote a learning environment and culture within the clinical team and wider service
- To identify own training and development needs and those of junior nursing staff, including the development of competencies and to attend key in-service courses and conferences as required
- To maintain own continuing professionals development and use reflective practice to evaluate and update current practice.
- To provide management supervision to the Band 5 and 3's within the team.
- Day to day management of the team.

Responsibilities for information resources

- Record all self generated information within the service users clinical notes and/or using the Trust's clinical information system (Maracis).

Responsibilities for research and development

- Participate in audit and research as required and contribute to quality improvement initiatives, policy review and practice development.

8. Freedom to Act

- Organise own time and prioritise service user care in accordance with need
- Manage delegated caseload (complex cases) and supervise nursing staff as required in the provision of direct/indirect nursing care.
- Act as an autonomous practitioner making decisions about service user care as appropriate with the nursing and wider multi-disciplinary team.
- Deputise, manage or take charge of the team in the absence of a Team Coordinator, as required ensuring resources are co-ordinated to deliver safe and effective care to service users

9. Effort & Environment

Physical effort

- Frequent requirement to exert moderate physical activity for several short periods during shifts worked to assist service user mobility or therapeutic activities. This will include the use of physical restraint skills where necessary.

Mental effort

- Frequent requirement for concentration to undertake nursing assessments and development of care plans, service user interviews and observation procedure.
- Monitor and review service user progress where frequent concentration is required, against planned objectives and use initiative to act on results within own sphere of responsibility, including reporting observations and taking action to minimise risks.

Emotional effort

- Frequent exposure to distressing or emotional circumstances relating to exposure to severe and challenging behaviours presented by service users with a mental disorder, including access to information about abuse, neglect and other trauma experienced.
- Manage occasional difficult and highly distressing service user behaviour, including verbal and physical aggression, seeking support and assistance as required.

Working conditions

- Frequent exposure to unpleasant working conditions where there is exposure to bodily fluids, medication and lotions as well as potential substances controlled via COSHH regulations.

10. Equality and Diversity

All staff through their behaviours and actions will ensure that our services and employment practices are respectful of individual needs and differences including those characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex and Sexual Orientation).

11. General

You must uphold the Trust's Purpose, Vision and Values:

Our Vision- To support people to live well in their communities.

Values

Compassion- Acting with kindness

Pride- Being passionate about what we do

Integrity- Leading by example

Valuing everybody- Using an inclusive approach

Innovation- Aspiring for excellence in all we do

Collaboration- Listening to each other and working together

Behaviours

Treating people with respect, showing empathy and a desire to be helpful.
Paying attention to others and listening to them.
Responding appropriately, being mindful of the language we use to do this.

Challenging poor practise.
Being a patient and carer advocate.
Recognising and praising good care.

Doing what I say I am going to do.
Being honest.
Taking responsibility for my actions.

Supporting every person however different to me to achieve their best.
Challenging discrimination and supporting others to understand why it is everybody's business to do this.
Recognising and challenging my own assumptions.

Using service improvement methodology.
Learning with people who use our services, research, best practise and evidence.
Sharing the learning internally and contributing to research where relevant.

Working in partnership to promote recovery, supporting and encouraging independence.
Working as one team.
Valuing lived experience as an equal partnership.

In addition you must:

- Highlight concerns in accordance with the Trust's Whistleblowing Policy where it is felt poor practice or general wrong doing has not been dealt with appropriately. Staff may make such disclosures without fear of criticism or retribution.
- Maintain an awareness of information governance and information security related issues and ensure compliance with LPFT Records and Information Policies.

- Participate in performance review, supervision and undertake mandatory training and personal development as required of the post
 - Take personal responsibility for your own Health and Safety at work in accordance with Trust Policies and Procedures, in particular Security, Health and Safety and Risk Management
 - Be committed to safeguarding and promoting the welfare of children, young people, vulnerable adults and people experiencing domestic abuse, both as service users and visitors to Trust premises. All staff have an absolute responsibility to safeguard and promote the welfare of children and adults. The post holder, in conjunction with their line manager, will be responsible for ensuring they undertake the appropriate level of training relevant to their individual role and responsibilities. They must be aware of their obligation to work within and do nothing to prejudice the safeguarding policies of the Trust.
- This job description is not exhaustive and as a term of employment you may be required to undertake such other duties as may reasonably be required.

PERSON SPECIFICATION

		JOB REQUIREMENTS	
	ESSENTIAL	DESIRABLE	HOW ASSESSED (eg Application Form, Interview Test, Reference etc)
Qualifications	<ul style="list-style-type: none"> • RMN or RNLD or RN, S/W, O/T,: 1 st Level Registration (NMC) or degree or equivalent. • Current Registered Professional • ENB998 / FliPS or equivalent • Mentorship Module (degree level) • Evidence of specialised continued professional training (degree level) in clinical practice. 	<ul style="list-style-type: none"> • Management training 	Application Form Interview
Experience	<ul style="list-style-type: none"> • Relevant experience of working with adults with mental health needs. Or clear evidence of substantial experience of working with individuals in crisis and skills that are transferable to both community/in-patient. • Experience of working with people with severe and enduring mental illnesses • Evidence of continuing professional development 		Application Form
Skills & Competences	<ul style="list-style-type: none"> • Sound knowledge of national agenda for mental health. • Highly developed clinical reasoning skills. • Sound knowledge of clinical/risk assessment and understanding of Information Governance principles. • Highly developed communication skills. • Delegation whilst maintaining overall responsibility for patients care, where appropriate. • Demonstrate the ability to lead a clinical team. 		Application Form Interview

	<ul style="list-style-type: none"> • Highly motivated & able to engage with service users & carers to improve outcomes. • Ability to work independently and collectively. 		
Special Requirements	<ul style="list-style-type: none"> • Ability to travel independently throughout the county 		