

## Job Description and Person Specification

Job Title: Support Time and Recovery Worker



*respect ♦ open ♦ accountable ♦ working together ♦ innovative ♦ excellence*

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## Job Description

**JOB TITLE: Support Time and Recovery Worker**

**BAND: 3**

**CARE GROUP: Community Recovery Care Group**

**DEPARTMENT: Community Mental Health**

**HOURS OF WORK: 37.5**

**RESPONSIBLE TO: Occupational Therapist**

**ACCOUNTABLE TO: Team Manager**

**BASE: Canterbury**

### **JOB PURPOSE:**

To work as part of a team that provides secondary mental health services, focusing on the direct needs of service users, working across boundaries of care, organisation and role.

To provide support and give time to an allocated group of service users in order to promote their recovery and maintain them in their community environment helping them to build their own support network. To support service users to identify their needs and to assist care co-ordinators to plan, implement and evaluate individual care plans. To have the individual service user's needs at the fore at all times, working to the recovery model to support the service user to work towards their identified goals. To use agreed values and skills to underpin day-to-day work. To be actively involved in the delivery of Initial Interventions with the support and guidance of a Psychologist or an Occupational Therapist when undertaking STROT.

### **KEY RESULT AREAS:**

To act at all times in the best interest of service users within appropriate, transparent boundaries as part of a recovery orientated mental health service.

To be aware of any Advance Directives made by service users in respect of their care and treatment

To assist in delivering a high standard of support to service users and their carers, promoting their equality, dignity and mental wellbeing at all times

To facilitate service user and carer input into the development of best practice

To promote effective communication and relationships with people who are troubled or depressed

To establish and maintain working relationships with people who have difficulty in communicating

To establish and maintain working relationships with people who lack trust and motivation

To provide advice and information to those who enquire about mental and physical health needs and related services

To regularly work with people who are experiencing or have experience often sad or upsetting personal and/or social situations

To establish, sustain and at the appropriate time, disengage from professional relationships with service users working at the service users pace with support from the multi-disciplinary team (MDT)

To provide, or assist service users to access, information on health promotion to include a healthy diet; smoking cessation; preventing substance misuse and the importance of physical exercise

To work with individuals to facilitate access and engagement in a range of leisure and other community based activities, working across boundaries of care and organisations including Secondary Care, Primary Care and Third Sector.

To advise service users about who to go or speak to in order to enable them to access suitable support with housing/accommodation; financial support; tax credits

To enable service users to make use of appropriate public and other forms of transport links such as purchase of tickets and ability to plan their own journeys

To provide regular and practical support to service users and their carers (as appropriate) in developing and managing independence and maintaining dignity and self-respect working in conjunction with other members of the MDT such as Occupational Therapists.

To provide support with 'daily living' to individuals that might involve practical help, emotional/psychological support, assistance with any difficulties that may arise.

To empower service users to speak up for themselves and act as their own advocates

To actively listen to help the service user make sense of their mental health problems using basic CBT formulation model.

Enable people with mental health needs to develop coping strategies, based on CBT and mindfulness approach.

To facilitate service user input into the development of best practice

To create an atmosphere where clients feel comfortable to talk about themselves and their emotions

To help the service user identify and prioritise their personal goals for recovery

To encourage self-management of mental health problems by providing information and reinforcing existing coping strategies

To work under the supervision of a Psychologist to deliver agreed interventions within the Initial Intervention pathway

To contribute to planning, delivering and monitoring interventions and/or treatments in line with the Initial Interventions pathway

To assist in monitoring the person's progress, level of functioning and mental state and alerting appropriate people involved in their care.

To enable service users to develop their Personal Support Plan for non-CPA and to attend relevant care planning meetings

To enable service user involvement and active participation with the care and treatment as part of their Personal Support Plan.

To highlight any unmet needs to a qualified member of staff so that these can be identified and improved on.

To enable service users as they move through statutory services, working closely with other STR Workers to aid a smooth transfer of care from one part of the service to another

To work closely with the trained professional involved in the Service Users care.

To be responsible for providing the link between the service user and their key worker as part of their Personal Support Plan.

#### **RESPONSIBILITY:**

To act at all times in the best interest of service users within appropriate, transparent boundaries as part of a recovery orientated mental health service

To be aware of any Advance Directives made by service users in respect of their care and treatment

To assist in delivering a high standard of support to service users and their carers, promoting their equality, dignity and mental wellbeing at all times

To facilitate service user and carer input into the development of best practice

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To provide, or assist service users to access, information on health promotion to include a health diet; smoking cessation; preventing substance misuse and the importance of physical exercise

To work with individuals to facilitate access and engagement in a range of leisure and other community based activities, working across boundaries of care and organisations including Secondary Care, Primary Care and Third Sector.

### **ENVIRONMENT:**

To develop good networks and positive working relationships with other organisations that are able to help individuals achieve their goals.

To liaise with and signpost to other agencies while adhering to confidentiality policies

To liaise and work closely with the MDT and other mental health professionals in all sectors

To help develop systems to monitor the delivery of services in line with service objectives and specifications

To contribute to planning, delivering and monitoring interventions and/or treatments with the MDT

To contribute to developing and maintaining cultures and strategies in which people are respected and valued as individuals

To maintain adequate records as required by existing policies and procedures, using appropriate paper and electronic systems. Entering appropriate details on the service users case notes as necessary/required

To maintain the quality of own work

To be responsible for personal development, health and well-being agreed through the PDP process

To contribute and participate in supervision and annual appraisal including personal development planning

To attend relevant meetings, courses and keep professionally up to date

To undertake any training relevant to the role of the STR Worker

To reflect upon and develop own practice using supervision and support.

To participate in individual and group supervision sessions with the Psychology Lead for Initial Intervention or designated supervisor in accordance with the Supervision Policy

To manage a caseload in conjunction with their line manager and be responsible for own time management

### **JOB SUMMARY:**

Exciting opportunity to work within Canterbury & Coastal CMHT, we are currently looking to recruit a Band 3 Support Time and Recovery Worker. This post will cover Canterbury and Coastal localities.

The main elements of community mental health support work focus on collaborative working with service users to promote engagement and to facilitate an optimum level of independence and self-management. Our expectation is that you will endeavour to establish therapeutic relationships within which to address recovery goals in order to help service users to gain access to a range of resources and services to facilitate involvement and connection with the local community. Part of the expected role of this post is to assist nursing staff with the effective functioning of a depot/clozapine clinic that will include well-being checks. Visiting people at their own home as required.



**COMMUNICATIONS AND WORKING RELATIONSHIPS:**

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To liaise with and signpost to other agencies while adhering to confidentiality policies

To liaise and work closely with the MDT and other mental health professionals in all sectors

**STANDARDS OF BUSINESS CONDUCT:**

The post holder will be required to comply with the Trust's Standing Orders and Standing Financial Instructions and at all times, deal honestly with the Trust, with colleagues and all those who have dealings with the Trust including patients, relatives and suppliers.

**HEALTH AND SAFETY:**

The post holder will be required to observe local Health and Safety arrangements and take reasonable care of him/herself and persons that may be affected by his/her work.

**SAFEGUARDING:**

All staff have a duty to identify, report and record incidents of potential or actual abuse. This statement applies whether the victim is an adult or child. All queries will be addressed by the Trust Safeguarding Team.

**PERFORMANCE REVIEW:**

This job description will be used as a basis for individual performance review between the post holder and the Manager.

The job description covers only the key result areas, and as such does not intend to provide a comprehensive list of objectives. Specific objectives will be reviewed each April, and may develop to meet the changing needs of the service.

The post holder will need to take due account, in the way they achieve the key result areas of Trust policies and procedures.

The Trust aims to maintain the goodwill and confidence of its own staff service and users and the general public. To assist in achieving the objective it is essential that at all times, employees carry out their duties in a courteous and sympathetic manner.

The post holder will carry out their duties in accordance with the Trust Equal Opportunities Policy respecting the differing backgrounds of colleagues and clients.

**CONTINUOUS IMPROVEMENT:**

The Kent and Medway NHS and Social Care Partnership Trust has adopted a strategy for Continuous Improvement and all members of staff employed by the Trust are expected to play an active role in development and improving services to the benefit of patients.

**THE TRUST'S MISSION STATEMENT:**

To put patients first by providing community based, high quality and responsive healthcare services, delivered by well trained and supported staff who work with relatives, carers and other agencies in the best interests of patients.

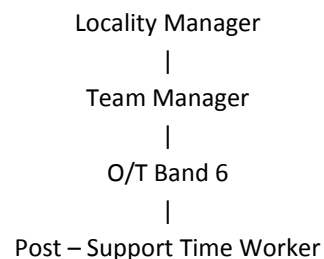
**STATEMENT OF THE TRUST'S AIMS AND VALUES:**

- To remain patient focused at all times by providing high quality and responsive healthcare services in hospitals and the community.
- To work closely with patients, their families, carer groups, local communities and other organisations ensuring care is co-ordinated.
- To respect and develop every member of staff by encouraging and supporting them in their personal and professional development and by valuing their input through recognition and individual reviews.
- To be innovative and proactive by encouraging staff to initiate new ideas in working practices and ensuring a process and continuous improvement in the way services are provided.
- To provide best practice and value-for-money by reviewing and evaluating services and sharing information internally and externally.

**CONFIDENTIALITY:**

The Kent and Medway NHS and Social Care Partnership Trust employees are required to ensure that information about patients is safeguarded to maintain confidentiality and is kept securely in accordance with NHS requirements of 1999. (The Caldicott Committee's Report on the review of patient-identifiable information 1997, & HSC/1999/012). This means that patient information can only be passed to someone else if it contributes to the provision of care or the effective management of health care services within the Trust.

**ORGANISATION CHART:**



**JOB DESCRIPTION AGREEMENT:**

**Job Holder's Signature:**

**Date:**

**Manager's Signature:**

**Date:**

## Person Specification

### Knowledge, Skills, Training and Experience

	Essential	Desirable
<b>Training, Qualifications and Registration</b>	NVQ Level 2 in Care/ community Mental Health Care or agreed equivalent experience Commitment to undertake and to gain appropriate Level 3 qualification within an agreed time limit Ability to demonstrate a good level of English and Maths skills	NVQ Level 3 in Care/Certificate in Community Mental Health Care or agreed equivalent
<b>Experience</b>		Experience of emotional distress in others Experience of mental health services (as a worker or service user/carer)
<b>Knowledge and Skills</b>	Ability to listen effectively and communicate effectively at all levels Basic written communication skills to enable completion of records etc. Empathy, compassion and patience Ability to create innovative solutions to help empower service users Ability to work unsupervised in a range of settings Ability to form positive therapeutic relationships with service users and carers Ability to form professional relationships with other professionals including the local MDT A keenness to make a positive contribution to improving the quality of life of people with mental health problems Ability to recognise and support the persona resourcefulness of people with mental illness Ability to acknowledge diversity and promote anti-discriminatory practice/equal opportunities and cultural awareness Ability to adapt and embrace change both expectation of role and as the organisation seeks to improve and develop Hold a current driving licence	

