

HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST

JOB DESCRIPTION FORMAT

Job Title:	Senior Support Worker
Grade/Band:	Band 4
Department:	Learning Disability and Forensic SBU
Responsible to:	Clinical Nurse Lead
Accountable to:	Community Manager
Base:	Civic Centre, Prospect Place, Welwyn Garden City, Herts

Hertfordshire Partnerships University Foundation Trust

- Hertfordshire Partnership University NHS Foundation Trust (HPFT) is an exceptional organisation with big ambitions, our aim is to be the leading provider of mental health and specialist learning disability services in the country.
- With a workforce of around 3,500 people and an annual income of some £330million this year, the Trust provides integrated health and social care services through a network of community and inpatient settings, serving diverse communities across Buckinghamshire, Essex, Hertfordshire and Norfolk. As a university NHS foundation trust, HPFT continues to develop strong links with the University of Hertfordshire, providing excellent learning and development opportunities, as well as strengthening our clinical research capability.
- Whilst it is a challenging period for the NHS, there has never been a more exciting time to join HPFT following our CQC rating of Outstanding awarded to us in April 2019, our ambition is to be Great Together in our commitment to support people living with mental illness, learning disabilities and neurodevelopmental needs.

Our Services

We provide mental health and social care services - including Adults of Working Age, Older Adults, Children and Adolescents and Specialist Learning Disabilities services.

The Trust works in close partnership with Hertfordshire County Council and also with other NHS organisations to promote and support mental health in the community. We also provide specialist learning disability services in Norfolk and North Essex.

The Trust provides:

- Community Services including local teams for mental health
- Acute and Rehabilitation Services including inpatient services and crisis team
- Specialist Services such as mental health services for older people, eating disorders, and our mother and baby unit
- Learning Disability and Forensic Services

Our Mission

“We support people to live their lives to their full potential by enabling them to keep mentally and physically well.”

Everything we do is aimed at providing consistently high quality, joined up care, support and treatment that:

- Empowers individuals to manage their mental and physical wellbeing.
- Keeps people safe from avoidable harm.
- Is effective and ensures the very best clinical and individual recovery outcomes.
- Provides the best possible experience.

Our Vision

Our conversations with service users, carers, staff, commissioners, and the wider communities we serve have informed a simple but ambitious vision:

“Delivering great care, achieving great outcomes - together”

We will achieve our vision by:

- Putting the people who need our care, support and treatment at the heart of everything we do - always
- Consistently achieving the outcomes that matter to the individuals who use our services, and their families and carers, by working in partnership with them and others who support them
- Providing the very best experience of joined-up care in line with what service users and carers have told us makes ‘Great Care’

Great Together

Great Together, our Trust strategy for 2023 – 2028, has been developed and co-produced with our service users, carers, staff, partners and local communities and gives us a clear roadmap to achieve our vision of great care and great outcomes.

Great Together places service users and carers at the centre of what we do; commits us to addressing inequalities and achieving equity; focuses on developing our people and creating a vibrant learning organisation whilst working in strong partnerships to deliver high quality care.



Values and Behaviours

Our values and behaviours have been developed by over 800 service users, carers and members of staff. They describe how we aim to be with service users, carers and each other. By living our values, we will deliver our ambition to be a leading provider for everyone we work with.

	<i>we are...</i>	<i>you feel...</i>
Our Values	Welcoming	✔ Valued as an individual
	Kind	✔ Cared for
	Positive	✔ Supported and included
	Respectful	✔ Listened to and heard
	Professional	✔ Safe and confident

Our values set the tone for:

- The way we plan and make decisions.
- The way we behave with service users and each other.
- The kind of colleagues we recruit.
- The way we induct, appraise and develop our staff

Job Summary:

- The post holder will work within a Multi- Disciplinary Team and will carry out direct Service User work under the supervision of a qualified practitioner.
- To participate in assessing the specialist needs of people with a learning disability living in the community or as inpatients in Hertfordshire LD Inpatient services and in the implementation of their individual care plans.
- To develop and maintain professional working relationships with service users, carers, team colleagues and other agencies.

- To work flexibly over a 7-day period in a variety of health and social care settings.
- To work as a lone worker using delegated autonomy and initiative.

All staff should comply with the Trust's Anti-Discriminatory Statement, Employee Charter, Trust Policies and Procedures, Code of Conduct and Equality and Diversity.

Key Relationships:

Within HPFT

Mentor, peer RNLDs, Support Workers, Line manager, Team Managers, Service Manager

Administration staff.

Clinical staff in all Learning Disability and Mental Health Teams including CAMHS.

Key Stakeholders Within NHS Hertfordshire and Hertfordshire Health & Community Service.

Adult Disability Teams (ADT) and 0-25 Together Service, HCC Children's services, Positive behaviour, Autism, Learning disability and Mental health Service (PALMS).

Outside NHS Hertfordshire and Hertfordshire Health & Community Service

Service users.

Families and Carers

General Practitioners

Acute Trusts

Service Providers.

General Public

Other Statutory and Non-Statutory Services

Education Providers including Adult Education

The post sits within the Specialist Learning Disability & Forensics Strategic Business Unit (SBU).

Duties and Clinical Responsibilities:

- To work with an allocated caseload under the supervision of a qualified practitioner.
- To acknowledge & respect the physical, psychological, emotional, and environmental needs of the service users and their carers during contacts.
- To plan and lead group and individual interventions in conjunction with the case holder.
- To carry out delegated tasks without direct supervision from a qualified practitioner, in a variety of settings, including LD and MH inpatient services, and then to report observations back to the case-holder.

- To attend and contribute to meetings as agreed with the case holders.
- To participate in the assessment and treatment process so as to further develop individual service user's skills. This will include direct and indirect support to maintain the service user's physical and psychological wellbeing. It may also include transportation of service users to support them to access appropriate services & facilities as part of the assessment and treatment plan.
- To keep accurate records of tasks undertaken, observations and events concerning service users and to report to the relevant members of the team, as appropriate.
- To prepare reports on individual service users, as requested.
- To maintain and promote good communication and working relationships both within the team and with colleagues from other agencies.
- To develop a knowledge and understanding of the specialist needs of individual service users, and the approaches used in their care plans.
- To maintain skills and knowledge by actively participating in all mandatory training and professional developmental opportunities.
- To report and document any changes or concerns in a service users health / behaviour to a senior member of staff.
- To report and document incidents to a senior member of staff.
- To participate in regular supervision and the annual appraisal process.
- To participate in the induction of new staff members, students, and trainees.
- To work within Team and Service standards.
- To be willing to continue to develop their skills and knowledge through training opportunities.
- To be willing to participate in promotional activities such as healthcare events, team presentations both local to Hertfordshire and nationally, to raise awareness of the work of the team and of the healthcare needs of people with learning disabilities.

Leadership and Staff Management Responsibility

- To contribute to and participate in the continuous development of high-quality services.
- To ensure effective and collaborative working with staff from other provider and commissioning organisations.

Managers have a duty to promote and support staffs' personal health and wellbeing at all times, this includes both physical and mental health and wellbeing.

Managers have a responsibility to support staff by directing employees to services that are available to everyone to help in managing health and wellbeing.

They should be open and approachable as well as proactive in discussing and agreeing a process to monitor an employee's mental and physical health.

Financial Responsibility

- To contribute towards effective management and utilisation of resources within the Assessment & Treatment services under the supervision of qualified staff.
- To ensure correct procedures are adhered to in regard to use of petty cash, service users' monies if appropriate.
- To utilise the systems in place for the claiming of business expenses and have knowledge of the governance around this.

Service Development and Improvement

- Ability to understand the needs of service users and to assist in the development of the service.

Communications

- To promote, establish and maintain communication with other professionals, statutory and non-statutory agencies on routine and complex situations.
- To promote, establish and maintain effective communication with service users who have a range of communication difficulties and impairments.
- To develop service user accessible information both as specific to the Individual's needs and as service user information regarding HPFT Assessment & Treatment Services.
- To promote positive, professional relationships with team colleagues in order to work effectively within a multi-disciplinary team.
- To utilise a variety of communication methods including emails, devising of letters and report writing, designing of easy read formats, telephone conversations and will possess IT skills to provide high quality reports and to develop presentations to share within the service.
- To ensure that accurate and legible documentation recording is evident within the team.
- Communicate clinical formulations, hypotheses, current issues, contributing factors to service users, families, advocates, care providers, members of the MDT and other stakeholders as necessary.
- To facilitate debriefing of service users, relatives and care staff following incidents as appropriate and to have an awareness and sensitivity when communicating information with service users.
- Contribute to local service and practice development initiatives by attending nurse forums, and service stream and Trust consultations.

- To participate in quality improvement audits.
- To positively promote the Assessment & Treatment services as specialist services for people with learning disabilities in Hertfordshire.

Other

All staff need to have knowledge of and work within the principles of Valuing People and any subsequent amendments. The Users of our service have the same entitlements to independence, choice, inclusion, and civil rights as all others.

Additional Information:

The following statement forms part of all job descriptions: -

Health and Safety

The post holder has a duty of care to themselves and to others with whom they come into contact in the course of their work as laid down in the Health and Safety at Work Act 1974 and any subsequent amendment or legislation.

Infection Control

All Trust staff will:

Act as a role model and champion for the highest standard of all aspects of infection prevention and control and implementation of all Infection Prevention and Control Trust policies and guidelines.

Demonstrate respect for the roles and endeavours of others, in implementing good standards of hand hygiene.

Value and recognise the ideas and contributions of colleagues in their endeavours to reduce the incidence of healthcare associated infection.

Equality and Diversity

Hertfordshire Partnership University NHS Foundation Trust is committed to providing an environment where all staff, service users and carers enjoy equality of access, provision, opportunity and outcomes.

The Trust works to eliminate all forms of discrimination and recognise that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

Providing equality of opportunity means understanding and appreciating the diversity of our staff, service users & carers and ensuring a supportive environment free from harassment. As a result, Hertfordshire Partnership University NHS Foundation Trust actively encourages its staff to challenge discrimination and promote equality of opportunity for all.

Confidentiality

Employees must maintain confidentiality of staff, patients and Trust business and have a responsibility to comply with the General Data Protection Regulations (GDPR) 2018 and be aware of the Caldicott principles. If you are required to process information, you should do so in a fair and lawful way, ensuring accuracy is maintained. You should hold information only for the specific registered purpose and not use or disclose it in any way incompatible with such a purpose. You should disclose information only to authorised persons or organisations as instructed. Breaches of confidentiality in relation to information will result in disciplinary action, which may include dismissal. Employees are expected to comply with all Trust policies and procedures and to work in accordance of the General Data Protection Regulations (GDPR) 2018. For those posts where there is management or supervision of other staff it is the responsibility of that employee to ensure that their staff receive appropriate training.

Standards of Business Conduct and Conflicts of Interest

The Trust has adopted a Standards of Conduct Policy, which reflects NHS Management Executive Guidelines. It is the responsibility of all staff to ensure that they act as a role model, by upholding the principle of a leading mental Trust. Staff should be informing their line manager if they are working for any other organisation to ensure that this Trust complies with the Working Time Regulations.

Information and Records Management

The post holder must be competent in using IT and have the relevant skills to carry out the activities required for the post.

To comply with the Data Protection Act 1998, Freedom of Information Act 2000 and Department of Health Code of Confidentiality in line with Trust procedures.

To adhere to the Trust's policies on records management including creation, use, storing and retention and disposal of records.

Adhere to the Trust's Corporate Identity (using the standard templates – available on the Trust intranet 'HIVE').

Safeguarding Adults and Children

The Trust is committed to ensuring adults and children are protected and come to no harm from abuse. All employees have a responsibility to be aware of national and local policies, their individual responsibilities with regards to the protection and safeguarding of both adults and children and must adhere to them at all times.

Organisational Change

As services develop and change, the post holder may be required to undertake other responsibilities within the Trust.

Flexible Working

The Trust believes that its staff members are its most valuable asset and is committed to attracting and retaining the very best, and utilising all the talent and experience available. The Trust recognises the importance of helping its employees balance their work and home life by offering flexible working arrangements that enable them to balance their working life with other priorities, including parental and other caring responsibilities, life-long learning, charity work, leisure activities and other interests.

Health and Safety

Health and Safety at Work In accordance with the Management of Health and Safety at Work Regulations 1992 (as amended) and other relevant Health and Safety legislation, staff have a duty to take responsible care to avoid injury to themselves and others by their work activities, to maintain a safe working environment for patients, visitors, and employees and to co-operate in meeting statutory requirements.

Review:

This job description is an outline, which reflects the present requirements of the post and is not intended to be an inflexible or finite list of duties and responsibilities. As these duties and responsibilities change and develop the job description will be amended from time to time in consultation with the post holder.

