

## **JOB DESCRIPTION**

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**October 2023**

### **JOB DETAILS**

**JOB TITLE:** Mental Health Support Worker - Community  
**BAND:** 3  
**HOURS:** 37.5 (full time)  
**DEPARTMENT:** Telford and Wrekin Community Mental Health Service  
**LOCATION:** Fuller House, Hall Court, Telford  
**REPORTS TO:** Clinical Lead Occupational Therapy  
**ACCOUNTABLE TO:** Operational and Quality Leads

### **RESPONSIBLE FOR:**

- The post-holder is responsible for the provision of planned recovery focused care working with a defined caseload.
- The post-holder is responsible for working collaboratively with other Trust services to provide seamless care for service-users within our community mental health team.
- The post-holder is responsible for working in partnership with agencies external to the Trust supporting service-users access to services in the independent and non-statutory sector.

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### **WORKING RELATIONSHIPS**

**INTERNAL:** Works in partnership with all members of the Multi-Disciplinary Team, service-users and their carers.

**EXTERNAL:** Works in partnership with key individuals within the statutory, non-statutory sector including: Independent, Charitable and Voluntary Groups

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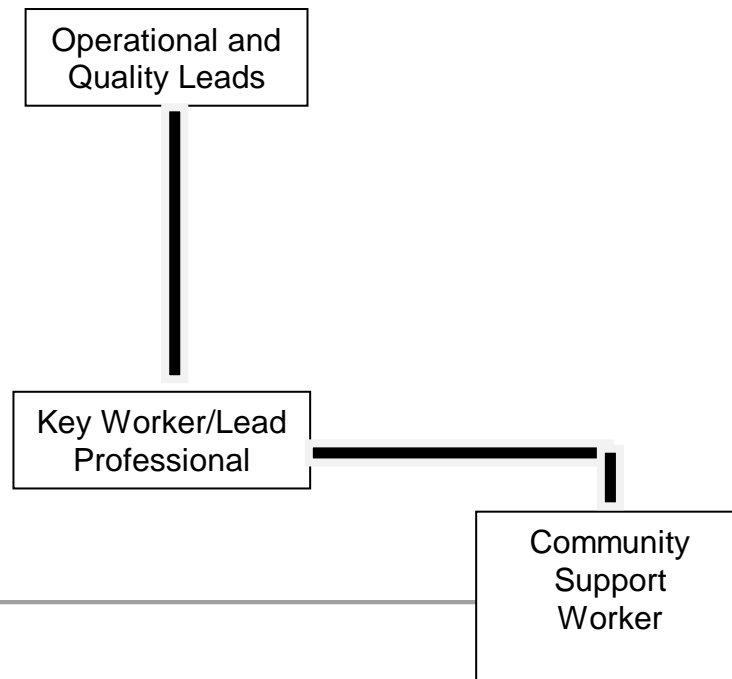
### **JOB PURPOSE**

Under the direction of the key worker/lead professional; deliver interventions with an allocated group of service users with mental health needs. The interventions will be focussed on assisting the person to identify and achieve their agreed goals of recovery. These will include interventions related to; meaningful occupation, accessing employment, assessing and promoting physical health, social inclusion, activities of daily living and mental health

recovery. The post holder will also be involved in supporting the service user to complete appropriate outcome measure tools and participate in reviews of the service user's care and effectiveness of the interventions provided.

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## **ORGANISATIONAL STRUCTURE**



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## **KEY RESPONSIBILITIES**

### Main duties and responsibilities

- Establish and maintain relationships with service users, relative/carers and colleagues
- Deliver agreed therapeutic interventions, in accordance with the care plan, to assist the service user to achieve their recovery goals including; improving activities of daily living, social inclusion, and meaningful occupation, accessing employment, mental health promotion and physical health promotion.
- Undertake physical health assessments including; weight, height, blood pressure, ECG, phlebotomy.
- Responsible for contributing towards planning and undertaking delivery of planned therapeutic activities with an identified group of service users as an element of the care programme approach.
- Regularly support service-users to access a range of activities and services to maintain their independence and promote their recovery.
- At all times ensure that own actions support the equality, diversity, rights and responsibilities of individuals and promote independence.
- Regularly reports and effectively communicates service users' health status and care aims in care records and verbal reports to key worker and other members of the multi-disciplinary team.
- Have an awareness of community resources appropriate for the service user to access.
- Involvement in the review of risk, communicating any changes to the key worker/lead professional.
- Work with other Trust services to promote seamless service user focused care, admission, transfer and discharge on identified care pathways.
- At all times work within agreed and established Trust policy and operational procedures.

#### *Systems and equipment*

- Maintain accurate contemporaneous records and other documentation relating to work with service users in accordance within Midlands Partnership NHS Foundation Trust Policies, legal requirement and Professional Codes of Conduct.
- Record statistical data as required, using agreed information technology within the Service.
- Utilise technology/equipment to record and input relevant and essential information in line with local and national policies/procedures.
- Maintain and use equipment in relation to the safe storage and transportation of medication
- Maintain and use equipment in relation to the assessment of physical health.
- The post holder will be required to meet the travel requirements of the post.

#### *Decisions and judgements*

- Works under the supervision and direction of the key worker/lead professional
- Provide interventions in accordance with the agreed plan of care.
- Regularly access and make use of supervision
- At all times take responsibility for own personal and professional development, in accordance with the agreed Personal development goals and support the development of colleagues, students, trainees and volunteers.
- Participate in departmental projects, audits and quality initiatives pertinent to the role.

#### *Communication and relationships*

- Communicate with service-users and carers, all members of the multi-disciplinary team and staff in external agencies using a variety of methods including Information Technology.
- Relate appropriately with service-users, carers, colleagues and others; at all times maintaining professional boundaries

#### *Physical demands of the job*

- The post holder will be expected on a daily basis to implement physical skills pertinent to the area of specialism, for example manual handling, computer and keyboard skills, health and safety, and driving.

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

- Due to the complex and challenging nature of the client group there will be regular exposure to stressful and emotional situations. The post holder will be responsible for reporting any concerns and risks to the Key Worker/Lead Professional and to access regular supervision.

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## **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.

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## PERSON SPECIFICATION

<b>JOB TITLE:</b> Mental Health Support Worker – Community			
<b>DEPARTMENT:</b> Mental Health – Community		<b>BAND</b>	3

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

<b>ESSENTIAL CRITERIA</b>	*	<b>DESIRABLE CRITERIA</b>	*
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### QUALIFICATIONS & TRAINING

Advanced Apprenticeship in (Mental) health and Social Care <b>Or</b> NVQ 3 in (Mental) Health and Social Care with demonstrable evidence of numeracy and literacy skills (equivalent GCSE's or Functional Skills) <b>Or equivalent experience i.e</b> Experience that equips the person with the necessary knowledge, skill and competence as outlined below	A	Phlebotomy  Working in community settings	A
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### EXPERIENCE

Experience of working with people with Mental Health Needs	A	Experience of being a service user with mental health problems or a carer of someone with mental health problems  Experience of working with people with Mental Health Needs as a member of a multi-disciplinary community team  Experience of co-facilitating group based interventions	A   A
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### SKILLS, KNOWLEDGE & ABILITIES

Knowledge and awareness of issues relating to mental health, access to mental health	A/I	Skill in undertaking physical health assessment including	A/I
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services, and mental health promotion.		the measurement and recording of; weight, height, blood pressure, ECG, smoking, diet and drug and alcohol use.	
Knowledge of IT and Windows based systems.	A		
Skills in literacy, written, verbal and an ability to effectively use electronic information and computer technology.	A	Knowledge and skill in providing relevant physical health promotion advice.	A/I
Skills in managing situations of high expressed emotions, and an ability to manage one's own emotion state.	A/I		
Ability to work independently, being self-motivated and to be able to prioritise and effectively manage a range of competing needs and pressures.	A/I		
The ability to recognise own limitations and to effectively utilise supervision and support systems to ensure safe and effective delivery of services.	A/I		

## PERSONAL ATTRIBUTES

Ability to liaise with representatives from other organisations and to communicate a positive image of self and of the service/organisation.	A/I		
Imagination, determination and receptive to working with and under supervision.	A/I		
Willing to accommodate flexible working, and motivated to be solution focused with regard to meeting the competing needs and demands of the service.	A/I		
Evidence of having maintained a portfolio of learning as an element of continual professional development	A		
Demonstrates empathy, compassion and patience	A/I		
Demonstrates an ability to form positive therapeutic relationships with service users and carers.	A/I		
Demonstrates a keenness to make a positive contribution to improving the quality of life for people with mental health	A/I		

<p>problems</p> <p>Demonstrates an ability to act calmly in emergencies and to respond in a professional manner in occasionally stressful and challenging situations</p> <p>Demonstrates ability to work under own initiative and as part of a team</p> <p>Able to meet the travel requirements of the post</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p>		
<p><b>Ability to demonstrate the positive application of our behaviours.</b></p>		<ul style="list-style-type: none"> <li>• Respectful</li> <li>• Honest and Trustworthy</li> <li>• Caring and Compassionate</li> <li>• Taking the time to talk and listen</li> <li>• Working together and leading by example</li> </ul>	

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