

Job Description / Person Specification

POSITION:	Support Worker
HOURS OF WORK:	42 Hours
REPORTS TO:	Clinical Team Leader
ACCOUNTABLE TO:	Hospital Manager
SALARY:	£18,226.08

Role Summary:

The post holder will be active in assisting the Qualified Nurses in delivering care to all patients on the unit and in the community.

The post holder will be required to work as a key worker for designated patients to support and guide the patient using care plans under the direct and indirect supervision of the Nurse-in-Charge, utilising own initiative and personal strengths.

The post holder will be required to assist patients with their programmes of care as well as with their daily activities such as cooking, cleaning and personal hygiene.

The post holder will assist and plan education groups, creative groups etc, encouraging and helping where necessary.

The post holder will offer support to patients when attending outside appointments, leisure activities and other off site appointments such as volunteering work.

The post holder will be required to write entries into the patients' case notes and enter data into databases under the guidance of a qualified nurse.

Patient Care:

1. Deliver care under the supervision of the professionally registered staff
2. Provide support with reference to personal grooming and light room cleaning
3. Support and guide patients with small domestic duties

4. Assist with patients general bank account, bus passes and ordering queries adhering to safeguarding boundaries.
5. Support and educate patients with activities of daily living
6. Maintain a petty cash system following protocols.
7. Conducting risk assessments within the kitchen and community.
8. Assist with education groups, therapy groups and activity groups etc.
9. Ensure that all relevant information is passed on to the qualified nurse
10. Make entries into the clinical IT systems and databases overseen by a Qualified Nurse.
11. Make use of personal strengths where appropriate and conducive to the healing process.
12. To be actively involved in the delivery of the RAID process and to carry out Recovery Star assessments with the patients.
13. Auditing of security and safety systems
14. To undertake key worker responsibilities.
15. Conduct laundry audits and report any inconsistencies to the Administrator.
16. To carry out and record the security testing of the health and safety systems that are in operation.
17. To assist with hospital cleaning duties.
18. One:one duties following the safe talking guidelines.

Personal Development:

1. To develop and enhance skills, knowledge base and awareness in respect of issues relating to mental health, consistent with enhancing personal and professional development and meeting the aspirations of the organisation in terms of enhancing patients care.
2. All newly recruited Support Workers will complete a Care Certificate as part as their induction.
3. Attend and ensure completion of all mandatory training requirements.
4. Attend where required internal training, education and supervision.
5. Participate in the process of appraisal with a view to identifying strengths and areas of development.

6. Participate in the process of clinical supervision as a means of reflection on practice to promote and develop personal and professional skills, knowledge and self-awareness.

Organisational:

1. Participate in the Health and Safety monitoring system as required.
2. Attend mandatory staff and organisational meeting.
3. Undertake any other reasonable duty as requested by Line manager.

This job description is not exhaustive and should be used as a guide to the responsibilities and duties involved in the post. It can be amended as the company requires at any time and at the discretion of the company.

Person Specification

Essential Knowledge, Understanding and Values

- Understanding of and respect for patients with mental health issues
- Understanding and respect for equality of opportunity and diversity
- Understanding of and respect for the importance of confidentiality

Essential skills

- Ability to treat patients with mental health issues and disabilities with respect and sensitivity
- Ability to work calmly and effectively in stressful situations.
- Ability to work as part as a team
- Ability to work alone
- Good communication skills [written and oral]
- Listening skills
- Ability to demonstrate an organised approach to work
- To be able to work within the organisations policy's and procedures at all times
- Ability to participate physically in control and restraint training and practices.
- Ability to carry out physical duties such as personal care when required.
- Car driver with current valid licence and business insurance
- Literacy and numeracy

Desirable Knowledge, skills and attitudes

- NVQ in Care – (Level 2)
- Experience of people in a caring capacity
- Calm, tolerant, tactful, patient and understanding
- Experience of team working
- Ability to use own initiative within policy guidelines

Other requirements

- Ability to offer flexible working hours
- Ability to attend staff meetings, supervision and training
- Willing to use own car for business use