

JOB DESCRIPTION

- Post Title:** Health Care Facilitator / Support Worker
- Department:** Ealing Crisis Assessment and Treatment Team (CATT)
- Responsible to:** CATT Team Manager
- Accountable to:** Team Manager and Team Leads
- Key Relationships:** Single Point of Access Team, HTT staff, Community Mental Health Teams, In-Patient Teams, A&E Liaison Teams, Managers and Staff, Patient & Carer groups, statutory and non-statutory agencies (i.e. Police, third sector organizations).
- Grade:** Band 3
- Hours:** 37.5 hours across 365 days/7 days per week roster

Trust Values

The post holder will

1. **Togetherness:** Ensure teamwork, mutual respect and trust sit at the heart of everything we do here. Our service users and their carers are an integral part of the team
2. **Responsibility:** Ensure when we say we're going to do something, we do it. We don't leave it to someone else to do. Our service users are responsible for engaging in their treatment.
3. **Excellence:** Ensure we strive for excellence in everything we do. 'Good enough' is simply not good enough. Excellent is better. The safety of our service users and our team is our number one priority.
4. **Caring:** Ensure caring means more than showing compassion to our service users and each other. It's also about having a can-do attitude, stepping up and caring to be the best we can. Because we care, we give praise when it's due.

Job Summary:

To work with patients under the care of the CATT Team under the guidance of qualified staff which includes intensively supporting clients who are experiencing a mental health crisis. The CATT Support Worker will work closely with the team to deliver the Care/Treatment Plans. This may often include encouraging the client's self-care through a planned program of personal, practical and emotional support and participation in domestic tasks and monitor concordance with treatment.

To work within a 24 hour 7 day a week rota system -- ensuring that a comprehensive service is provided to patients and an excellent interface with the Single Point of Access is maintained.

Key Result Areas & Performance:

To visit, accompany and escort clients as necessary and desirable for their well-being, as part of the Care Plan.

To carry out vital observations as appropriate and report accordingly.

To participate in the assessment of referred patients.

To conduct risk assessment under supervision from a qualified member of staff.

To conduct on-going mental health risk assessment and reviews.

To keep regular records and contribute to multi-agency / MDT discussions.

To prepare discharge summaries to facilitate sharing of information and seamless patient care.

To support clients with benefits.

To liaise closely and work with the multi-disciplinary team in the planning, implementation and review of care/treatment plans for patients under the care of the CATT Team.

To bring to the attention of the team and if necessary the line manager any issues of concern in relation to client's welfare.

To carry out referral screening with guidance from a qualified staff member.

To participate in care reviews and other relevant meetings with patients

To carry out other duties and responsibilities of a similar nature to those described above necessary to meet the needs of patients and the developing service.

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Partnerships

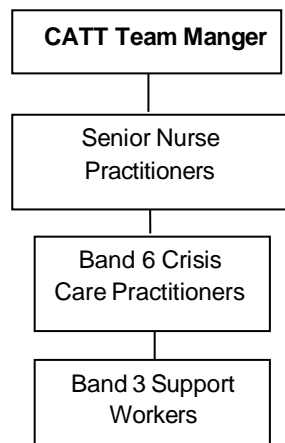
- Communications and Relationships

In a multi-agency context, to liaise and refer for services as needed.

To take part in individual and group supervision, staff meetings and training as required.

To liaise closely and work with the multi-disciplinary team in the planning, implementation and review of care/treatment plans for patients under the care of the CATT Team.

Structure Chart



General Information

Review of this job description

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of the changing needs of the organization. To be reviewed in conjunction with the post holder on a regular basis. You may be required to work at other locations within the Trust as determined by the duties of your post. You may be required to undertake any other duties at the request of the line manager which are commensurate with the role, including project work, internal job rotation and absence cover.

General

- The post holder may be required to work at any of the Trust's sites in line with the service needs.
- The post holder must at all times carry out his/her responsibilities with due regard to the Trust's Equal Opportunities Policy.
- This job description describes responsibilities, as they are currently required. It is anticipated duties will change over time and the job description may need to be reviewed in the future.
- All staff has a responsibility to participate in the Trust's Performance Appraisal Scheme and to contribute to their own development and the development of any staff that they are responsible for appraising.

Confidentiality

The post holder must ensure that personal information for patients, members of staff and all other individuals is accurate, up-to-date, kept secure and confidential at all times in compliance with the Data Protection Act 1998, the Caldecott principles and the common law duty of confidentiality. The post holder must follow the record keeping guidelines established by the Trust to ensure compliance with the Freedom of Information Act 2000.

Data Protection Act

All staff who contributes to patients' care records are expected to be familiar with, and adhere to, the Trust's Standards of Records Keeping. Staff should be aware that patients' care records throughout the Trust will be subject to regular audit.

All staff who have access to patients' care records have a responsibility to ensure that these are maintained efficiently and that confidentiality is protected in line with the Trust's Code of Confidentiality.

All staff has an obligation to ensure that care records are maintained efficiently and that confidentiality is protected. Staff are also subject to this obligation both on an implied basis and also on the basis that, on accepting their job description, they agree to maintain both patient / client and staff confidentiality.

In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with the Data Protection Act.

Continuous Improvement

The 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 service users.

All employees are required to participate in the annual Personal Development Review activities and any associated training and/or learning opportunities.

Systems and IT skills requirements

All Trust staff needs to have the essential IT skills in order to use the Trust Clinical Information System as well as other required IT related applications in their jobs. Initial and on-going IT applications and IT skills training will be provided to underpin this requirement.

Health & safety

All staff must comply with all Trust Health & Safety Policies and Procedures. Staff must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

Employees must contribute to a healthy and safe working environment by adhering to health and safety regulations and Trust policies. Employees must act in a responsible manner to ensure the care of their own health and safety and that of others who may be affected by their omissions at work. Including, where relevant, capability to successfully complete PMVA training.

Employees must co-operate with the employer insofar as is necessary to enable Health and Safety duties or requirements to be performed and complied with. Employees must not intentionally or recklessly interfere with, or misuse anything that is provided in the interest of the health, safety and welfare of staff, patients and the general public.

Professional registration

- i) If you are employed in an area of work which requires membership of a professional body in order to practice (e.g. Nursing & Midwifery Council for nurses), it is a

condition precedent of your employment to maintain membership of such a professional body. It is also your responsibility to comply with the relevant body's code of practice. Your manager will be able to advise you on which, if any, professional body of which you must be a member.

- ii) You are required to advise the Trust if your professional body in any way limits or changes the terms of your registration.
- iii) Failure to remain registered or to comply with the relevant code of practice may result in temporary downgrading, suspension from duty and/or disciplinary action, which may result in the termination of your employment.
- iv) If you are required to have registration with a particular professional body or to have specific qualifications you must notify your manager on appointment of such fact and provide him or her with documentary evidence of them before your employment commences or, at the latest, on your first day of employment. Furthermore, throughout your employment with the Trust, you are required on demand by your manager to provide him or her with documentary evidence of your registration with any particular professional body or in respect of any required qualifications.

Risk management

All Trust employees are accountable, through the terms and conditions of their employment, professional regulations, clinical governance and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required.

All staff has a responsibility to manage risk within their sphere of responsibility. It is a statutory duty to take reasonable care of their own safety and the safety of others who may be affected by acts or omissions.

All managers throughout the organization have a responsibility to ensure that policies and procedures are followed, that staff receives appropriate training that a local risk register is developed and monitored on a quarterly basis and any changes reported to the Clinical Risk Management Group and Strategic Risk Management Committee.

Managers are responsible for implementing and monitoring any identified risk management control measures within their designated area/s and scope of responsibility. In situations where significant risks have been identified and where local control measures are considered to be potentially inadequate, managers are responsible for bringing these risks to the attention of the Clinical Risk Management Group and Strategic Risk Management Committee if resolution has not been satisfactorily achieved.

Infection Control

All Trust staff are responsible for protecting themselves and others against infection risks. All staff regardless of whether clinical or not are expected to comply with current infection control policies and procedures and to report any problems with regard to this to their managers. All staff undertaking patient care activities must attend infection control training and updates as required by the Trust.

Financial Regulations

All staff are responsible for the security of the property of the Trust, avoiding loss or damage of property, and being economical and efficient in the use of

resources. Staff should conform to the requirements of the Standing Orders, Standing Financial Instructions or other financial procedures including the Code of Conduct and Accountability and the Fraud and Corruption Policy.

Safeguarding & Duty of Candor

All staff must be familiar with and adhere to the Trust's safeguarding procedures and guidelines.

All Trust staff have a Duty of Candor to inform their line manager as soon as practicable, when they believe or suspect that treatment or care it provided has caused death or serious injury to a patient. It is a criminal offence for any registered medical practitioner, or nurse or allied health professional or director of an authorized or registered healthcare organization to knowingly obstruct another in the performance of these statutory duties, provide information to a patient or nearest relative with the intent to mislead them about such an incident or dishonestly make an untruthful statement to a commissioner or regulator, knowing or believing that they are likely to rely on the statement in the performance of their duties.

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 dealing with the Trust including patients, relatives and suppliers.

Valuing Diversity & Human Rights

It is the aim of the Trust to ensure that no job applicant or employee receives less favorable treatment on the grounds of sex, sexual orientation, marital/partnership status, race, religion, age, creed, color, ethnic origin, disability, part time working status and real or suspected HIV/AIDS status and is not placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable.

All employees have responsibility to ensure their practice adheres with both legislation and policies. West London NHS Trust and its staff have legal duties under the Human Rights Act 1998. All public authorities have a legal duty to uphold and promote human rights in everything they do. It is unlawful for a public authority to perform any act which constitutes discrimination.

No smoking policy

There is a smoke free policy in operation in the Trust. In accordance with this policy smoking is positively discouraged and is not permitted anywhere within the buildings, on the premises or grounds.

Designated smoking areas or smoking rooms are not permitted. Support is provided for staff members who wish to stop smoking.

Waste disposal

All staff must ensure that waste produced within the Trust is segregated and disposed of in such ways that control risk to health, or safety of staff and the public alike in accordance with relevant legislation and procedures contained within the Trust policy.

PERSON SPECIFICATION

	Essential	Desirable
Qualifications and Training	Willing to undertake training identified by the manager as relevant to CATT working. Good standard of education to GCSE standard or equivalent.	Holds a Degree in a health related subject.
Experience	Some experience of working with people with mental health problems.	

<p>Knowledge</p>	<p>Demonstrate a sound knowledge of Crisis /Home Treatment as outlined in the NSF Implementation Guide.</p> <p>Confidence and ability to work with patients in crisis in their homes.</p> <p>Good written and verbal communication skills.</p> <p>Ability to contribute in the planning, implementation and review of care-plans.</p> <p>Skills in household management and self-care programmes and the ability to engage in the range of tasks designated (e.g. organisation of cleaning, shopping, budgeting, client's correspondence, obtaining services, benefits, repairs etc). To escort clients as required and to assist and encourage in inclusion where appropriate in community opportunities.</p> <p>Demonstrate an ability to understand and respond constructively to inter-cultural, gender, sexual orientation and disability factors for clients and colleagues.</p> <p>Ability to apply previous knowledge, skills, training and personal attributes to the support worker role.</p> <p>Computer literate</p>	<p>Knowledge of another language that reflects the local community would be an asset.</p>
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Personal Qualities	Ability to work as part of a multi-disciplinary team providing a service to clients 24 hours a day, 7 days a week may include some on-call work. Candidate is able to demonstrate that they are able to show empathy towards individuals with a mental health problem as well as show a positive attitude towards mental health care.	Possession of a valid driving license.
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Post Holder's name/s:

Post Holders' Signature/s: **Date:**

Manager's Name:

Manager's Signature: **Date:**