

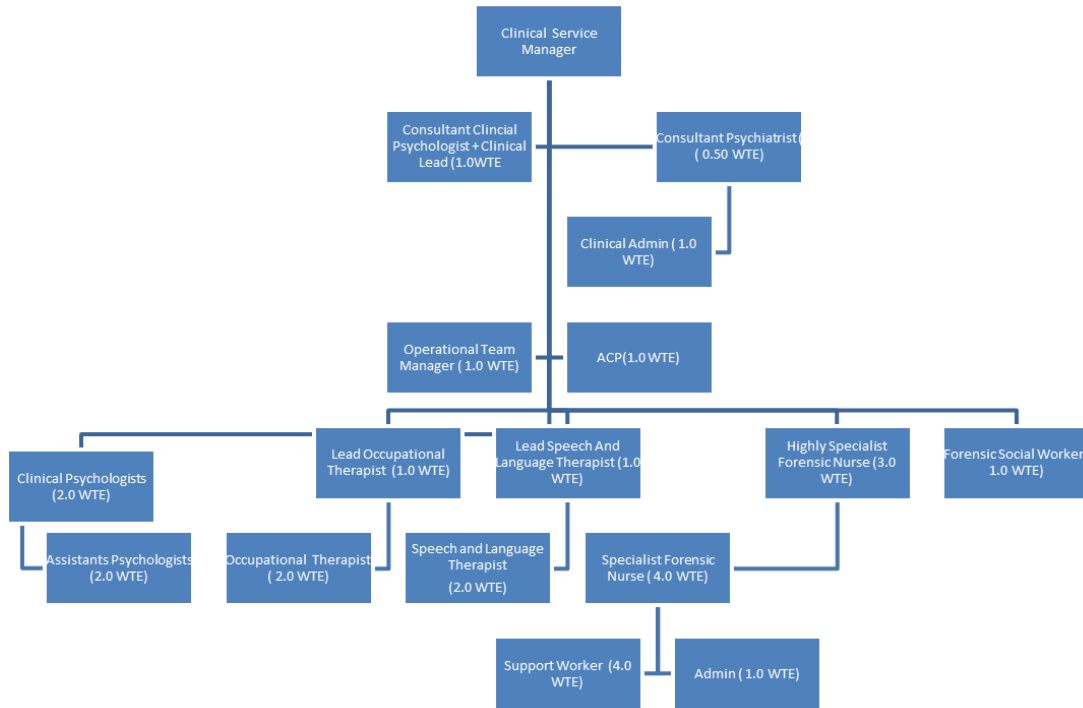
AFC Reference:	SC/0166
Job Title:	Community Support Worker
Band:	3
Hours:	37.5 hours
Accountable to:	SCFT Lead Clinician's
Responsible to :	Operational Team Manager

JOB OUTCOMES

As a result of the post-holder being effective in their role, The Trust would expect to see the following outcomes for the Trust, service users and the wider community:

1. Mersey Care NHS Foundation Trust as a leading provider of community services, mental health care, physical health, addiction services and learning disability care.
2. Service users receiving a high-quality service and one which is free from stigma, discrimination and harm.
3. Staff engaged with the delivery, innovation and continuous improvement of services to benefit service users.
4. Visible and responsive leadership, setting the standard for others and role-modelled throughout the division for all managers.
5. The Trust values of Continuous Improvement, Accountability, Respectfulness, Enthusiasm and Support will be embedded across the division for all staff and evident to service users.

ORGANISATIONAL CHART



Principal Responsibilities:

1. To carry out assigned duties, involving direct care and observation of service users under the guidance and indirect supervision of qualified staff.
2. To report to the qualified staff any observations made whilst providing care to service users / productivity and leisure, providing details of mental state and risk factors.
3. To work with service users on an individual and group basis as outlined in the care plan and as directed by the appropriate named lead professional.

Clinical:

1. To coordinate the assessment and delivery of a planned programme of care with guidance and indirect supervision from a qualified practitioner and to contribute to formal assessment and delivery of an individual's plan of care.
2. To actively engage in the implementation of treatment and care plans, and to actively engage service users to maintain and develop social, self-help, occupational and personal skills.
3. To provide assistance with activities of daily living, social, recreational and occupational activities as agreed in the service user care plan.
4. To function as a key worker under the direction of the SCFT Lead Clinician / senior staff.
5. To report general observations and provide feedback to a qualified practitioner both verbally and in written formats, if required. This should include any concerns arising from the service user physical or mental health.
6. To contribute to effective running of the service by providing and receiving information to/from other departments or services. Ensure this information is provided in the most effective way i.e. telephone, fax or in writing.
7. To use a variety of verbal and non-verbal skills to overcome communication barriers presented by service users due to their mental health needs.
8. To contribute to maintaining a safe environment for service user in the community.
9. To carry out specific duties that contribute to the assessment of service users as requested by a qualified practitioner.
10. To develop and maintain links with other agencies and services, both statutory and voluntary.
11. To support statutory and voluntary sector social care staff in the delivery of appropriate care in accordance with the treatment and care plan, acting as a role model and in a supervisory role.
12. Working hours will be rostered on a 7 day week, 08:00-20:00 basis.
13. To use skills and techniques, to de-escalate situations where service users become physically or verbally aggressive.
14. To work directly with service users in their own homes to complete assessments, to deliver interventions and at times in response to a crisis where additional intensive support is required.
15. To support the delivery of group interventions by facilitating programmes with senior members of staff.
16. To support the development and delivery of training for staff teams and groups under indirect supervision of senior staff.
17. To maintain accurate charts and data collection protocols that contribute to the assessment process.

18. To contribute to the development of risk management plans for Community and Mental Health Services service users by reporting, to the qualified practitioner any issues or concerns regarding service users behaviour / action towards themselves or others.

Professional:

1. To participate in the services' performance management supervision framework and work towards meeting identified goals and objectives as agreed in a personal development plan.
2. To act, at all times, in accordance with Trust policies and procedures.
3. To undertake mandatory training as stipulated by the Trust and ensure that all interactions with service users are in line with this e.g./manual handling.
4. Under the guidance and supervision of a qualified practitioner, make accurate, timely and appropriate entries into health records in accordance with professional and Trust standards.
5. To participate as appropriate in clinical and professional meetings held within service to assist effective two-way communication.
6. To seek advice and further training, if appropriate.
7. To make the qualified practitioner aware of any incidents arising during a span of duty and carry out any actions arising from this as directed.
8. Take direction from the qualified practitioner as to any duties or tasks assigned to you for own span of duty and carry them out as requested.
9. To participate, as directed in the induction of new staff.

Organisational:

1. To adhere to the Trusts' human rights based approach taking into account service user choice.
2. To take responsibility for ensuring your own personal safety and that of the service user when using equipment.
3. To take reasonable care for the health and safety of yourself and any others that may be affected by own acts and omissions at work.
4. To ensure that you are familiar with the terms and conditions of your post.
5. To participate in service development activities, as required.

Other:

1. To maintain the dignity of service users at all times whilst dealing with aspects of personal care.
2. To seek appropriate advice and support from the qualified practitioner during occasions when service users or their carers become agitated or distressed.
3. To maintain service user confidentiality at all times both on and off duty.
4. To maintain appropriate professional boundaries with service users at all times both on and off duty.
5. To ensure that work is conducted in accordance with the Trusts' Human Rights and Equality and Diversity Strategies.
6. In exceptional circumstances to co-operate with reasonable requests from more senior staff to vary your area of work to meet unplanned clinical need.

GENERIC RESPONSIBILITIES FOR ALL STAFF

All post holders will agree to:

- Commit to the vision of supporting Mersey Care in becoming a leading organisation in the provision of community services, mental health care, addiction services and learning disability care, and in doing so fully utilise their skills and experience to support the objectives of the Trust.
- Role model the values of the Trust – Continuous Improvement, Accountability, Respectfulness, Enthusiasm and Support– in all activities and interactions with employees, service users and other stakeholders.
- Challenge the stigma associated with mental health and learning difficulties.
- Comply with the Duty of Candour, defined by Francis as: 'The volunteering of all relevant information to persons who have or may have been harmed by the provision of services, whether or not the information has been requested and whether or not a complaint or a report about that provision has been made.'
- Work across professional and organisational boundaries to improve services for all.
- Maintain their specific knowledge base and develop new skills.
- Value the contribution of the patient/ service user voice.
- Operate within any organisational codes of practice or those from a relevant professional body.
- Respect equality and diversity across all areas of working practice and communications with staff, service users and other stakeholders.
- Take responsibility for the accurate and timely collection and recording of data and ensuring all personally identifiable information is protected and used only for the purposes for which it was intended.
- Comply with all health and safety legislation and local policies and procedures.
- Adhere to all organisational policies.
- Have knowledge and understanding of technology in the workplace which is sufficient to maintain their efficiency and also how technology can empower service users in a digital environment.
- Comply with the NHS Constitution in relation to the staff responsibilities that it sets out for NHS employees.
- Attend a one day Just and Learning & Civility and Respect training workshop.
- Be an ambassador for Just & Learning and Civility & Respect following the training.
- Positively advocate the just and learning culture within your team.
- Be a confident supporter and implementer of the Trust CARES Values including Civility & Respect within your team.
- Support their team/ services to create a positive environment for Just and Learning Culture.
- Participate in Just and Learning Culture events.
- Bring Just and Learning Culture updates/ information to the attention of team members and other MCT colleagues they work with.

- Support and encourage the sharing of concerns about the safety and quality of care with senior leaders with the aim of improving safety and quality.
- Actively participate in creating an open culture within your team so that concerns and difficulties can be discussed safely and respectfully.
- Speaking up in the event that they are exposed to incivility between colleagues in the workplace #iwillspeakup.
- Listening and understanding others who have concerns and taking a collaborative approach to work towards a solution to improve civility and respect.

This job description is intended as an outline indicator of general areas of activity and will be reviewed in light of the changing needs of the Trust in consultation with the postholder.

	ESSENTIAL	DESIRABLE
EXPERIENCE:	<ul style="list-style-type: none"> • Experience working in a care setting • Demonstrate evidence of working in a team • Experience of working with people who have a learning disabilities and or Autism who offend . 	<p>Experience working in a supervisory role</p>
KNOWLEDGE:	<ul style="list-style-type: none"> • Apprenticeship in H & SC Level 3 or equivalent • Able to communicate effectively. • Understanding of issues of confidentiality. • Ability to work as a member of a team. • Ability to demonstrate a non-judgemental attitude. • Ability to work on own initiative under the supervision of a qualified practitioner. 	<ul style="list-style-type: none"> • Good standard of education. • Qualification in craft, domestic skills, leisure or health equivalent to City & Guild Part 1, or 2 year experience working in a health setting.
VALUES:	<ul style="list-style-type: none"> • Continuous Improvement • Accountability • Respectfulness • Enthusiasm • Support • High professional standards • Responsive to service users • Engaging leadership style • Strong customer service belief • Transparency and honesty • Discreet • Change oriented 	
SKILLS:	<ul style="list-style-type: none"> • Able to satisfactorily complete physical intervention training • Able to work within unpredictable circumstances • Able to take direction and instruction • Good communication skills – verbal and non-verbal • Able to work under supervision • Ability to remain calm in difficult situations and support others • Ability to meet the day to today needs of the service users including providing 	

	<p>practical support with daily living activities</p> <ul style="list-style-type: none">• Work as part of a multidisciplinary team• To have good observation and report skills• Ability to supervise	
--	--	--