

Job Description and Person Specification
Job Title: Band 3 Community Support Crisis Worker



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Job Description

JOB TITLE: Support Worker

BAND: 3

DIRECTORATE: North Directorate

DEPARTMENT: Medway and Swale CRHT

HOURS OF WORK: 37.5hrs

RESPONSIBLE TO: Team Managers

ACCOUNTABLE TO: Service Manager

BASE: Medway Hospital

JOB PURPOSE:

To work as a member of the Crisis Resolution Home Treatment Team, working within the home treatment function delivering support to patients and their families using evidence based, profession specific and general mental health knowledge providing client centred, recovery orientated principles and practice for individuals, families and carers referred to the Service. You will also work within the Rapid response function undertaking assessments 24/7 received from Urgent Mental Health Helpline as well as undertaking gatekeeping assessments.

To work in accordance with Trust and Crisis Resolution Home Treatment Team Policies and Procedures and the Care Programme Approach. To provide an alternative to inpatient admission treating patients in their home environment who are presenting in a crisis with significant distress

KEY RESULT AREAS:

- Contribute in the assessment of clients referred to CRHT.
- To provide support to clients CRHT and their carers in relation to daily living and social activities, and help maintain the social network by the use of a range of home treatment interventions.
- To carry out specified interventions, alone on occasion, as per crisis plan and update as appropriate.
- To monitor progress of CRHT clients against the crisis plans and communicate findings, recommend changes to senior CRHT staff in order for crisis plan to be reviewed.
- Work flexibly in order to respond to crisis work and adjust allocated work and prioritise at short notice as required by Shift Co-Ordinator.
- Engage clients and carers with CRHT crisis plans and negotiate options available whilst promoting crisis prevention recovery and resilience.
- Support carers to enable clients to remain at home. On occasions support client with administration of medication as per crisis plan.
- Promote work of CRHT to clients, carers, other mental health professionals, statutory and non-statutory agencies
- To work collaboratively with MDT members to contribute to a flexible and effective interdisciplinary team approach to clinical care.
- Communicate face to face with clients on a daily basis, some of which display challenging behaviour.
- To effectively establish a therapeutic relationship with service users and their relatives/carers.

- To adapt practice to meet individual service users' circumstances, including regard for cultural and linguistic differences.
- To monitor, evaluate and modify interventions in order to meet needs and to measure progress and increase efficacy for service user outcomes.
- To demonstrate and apply understanding of impairments to mental well being and their impact on function, including strategies to manage impairments and potential risks.
- To contribute to the collation of data and audit of performance and practice.
- To receive clinical supervision and appraisal from Senior M&S CRHT staff.
- To participate in the induction of visitors, students and new staff to the M&S CRHT Service.

RESPONSIBILITY:

- Working with service users referred to Crisis Resolution and Home Treatment Service
- To provide short-term specific psychosocial interventions for those who would benefit from crisis interventions
- To ensure documentation is reviewed and updated in line with quality improvement standards
- To contribute to the planning and implementation of induction, training and education of students and staff.
- To contribute to the delivery of specialist/ professional training packages of in-service training and staff development when necessary.
- To assist the band 7 senior practitioner by identifying personal and professional training needs in order to appropriately plan for future training and development.
- Expected to implement policies as directed by the trust/directorate for the department, ensuring awareness throughout the department.
- Participate and contribute in leading service developments.
- Communicate complex, sensitive and emotional information using a variety of mediums; being able to adapt methods/style/approach as appropriate.
- To have effective organisational /planning and decision-making skills to manage workload
- Good knowledge of IT skills
- To have a full drivers license with business insurance and be able to drive to see patients at home in a timely manner
- To support inpatient wards if there are staff shortages as part of contingency planning

ENVIRONMENT:

- Based in the CRHT team
- Full drivers license with business insurance to allow ability to move between locations in a timely manner.
- Conduct home visits with all patients unless risks determine to meet at a community site
- May be redeployed to work within acute inpatient wards which may require individual to Restrain patients using approved techniques as part of trust contingency planning.
- Counsel clients with mental health needs on a daily basis.
- To be able to work a 24hr shift pattern including day shifts, nights shifts and weekend shifts

JOB SUMMARY:

Most challenging parts of the job:

- Demonstrates ability to work as a team member as well as autonomously
- Managing a case load of service users who have complex acute/crisis needs
- Balancing all aspects of the job role.
- Being flexible and responsive to competing demands

COMMUNICATIONS AND WORKING RELATIONSHIPS:

- To apply a comprehensive range of communication skills with service users, relatives, team members, and other internal and external stakeholders, adapting communication as necessary.
- To effectively liaise with clients, family, carers, advocates and health and social care professionals regarding client's assessment, treatment and care to ensure continuity of care and delivery of a coordinated service as a member of the MDT and implement core decisions with regard to urgent clinical issues.
- Ability to form positive therapeutic relationships with service users and carers.
- An ability to act calmly in emergencies and respond in a professional manner to stressful and challenging behaviour.
- Ability to listen effectively and communicate effectively at all levels.
- Basic written communication skills to enable completion of records etc.
- To acknowledge diversity and promote anti-discriminatory practice/equal opportunities.
- To communicate with Empathy, compassion, and patience.
- Ability to create innovative solutions to help empower service users.
- Ability to reflect on practice and receive and deliver constructive feedback to enhance performance.
- To ensure all communication adheres to Trust policy and Caldicott / data protection principles.
- To provide accurate and timely reports.
- To deal with e-mail correspondence in a timely manner.
- To explain the professional role in CRHT to visitors, students, volunteers etc.
- To link with special interest groups both internal and external to the Trust to share good practice
- To act as a representative of the service as required.

STANDARDS OF BUSINESS CONDUCT:

- To adhere to and apply the Code of Ethics and Professional Conduct of Occupational Therapists (College Of Occupational Therapy 2010) and Care Professions Council (HCPC) Standards of Conduct, Performance and Ethics(2008), and Health and Care Professions Council (HCPC) Standards of Proficiency for Occupational Therapists (2013).
- To demonstrate and apply evidence based practices following professional and / or regulatory body clinical guidelines/local and national policies and current research.
- To be professionally and legally responsible and accountable for all aspects of own work.
- To demonstrate the ability to reflect on ethical issues and provide guidance to junior staff as necessary.
- To take into account the individuality of the views, wishes, values and beliefs of service users, and relatives, respecting equality and diversity.
- To demonstrate on-going personal development through participation in internal and external development opportunities and recording learning outcomes.
- To ensure that the Trust's values are upheld in professional practice.

- To apply national guidelines, audit results, current knowledge, research, evidence based practice and legislation to develop and improve service provision.
- To contribute to non-clinical and environmental risk assessment and apply management plans to address these, highlighting these to the line and service manager.
- To undertake statutory and mandatory training in accordance with Trust policies and procedures.
- 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 dealings with the Trust including patients, relatives and suppliers.

HEALTH AND SAFETY:

The post holder will be required to observe local Health and Safety arrangements and take reasonable care of him/herself and persons that may be affected by his/her work.

SAFEGUARDING:

All staff have a duty to identify, report and record incidents of potential or actual abuse. This statement applies whether the victim is an adult or child. All queries will be addressed by the Trust Safeguarding Team.

PERFORMANCE REVIEW:

This job description will be used as a basis for individual performance review between the post holder and the Manager.

The job description covers only the key result areas, and as such does not intend to provide a comprehensive list of objectives. Specific objectives will be reviewed each April, and may develop to meet the changing needs of the service.

The post holder will need to take due account, in the way they achieve the key result areas of Trust policies and procedures.

The Trust aims to maintain the goodwill and confidence of its own staff service and users and the general public. To assist in achieving the objective it is essential that at all times, employees carry out their duties in a courteous and sympathetic manner.

The post holder will carry out their duties in accordance with the Trust Equal Opportunities Policy respecting the differing backgrounds of colleagues and clients.

CONTINUOUS IMPROVEMENT:

The Kent and Medway NHS and Social Care Partnership 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 patients.

THE TRUST'S MISSION STATEMENT:

To put patients first by providing community based, high quality and responsive healthcare services, delivered by well trained and supported staff who work with relatives, carers and other agencies in the best interests of patients.

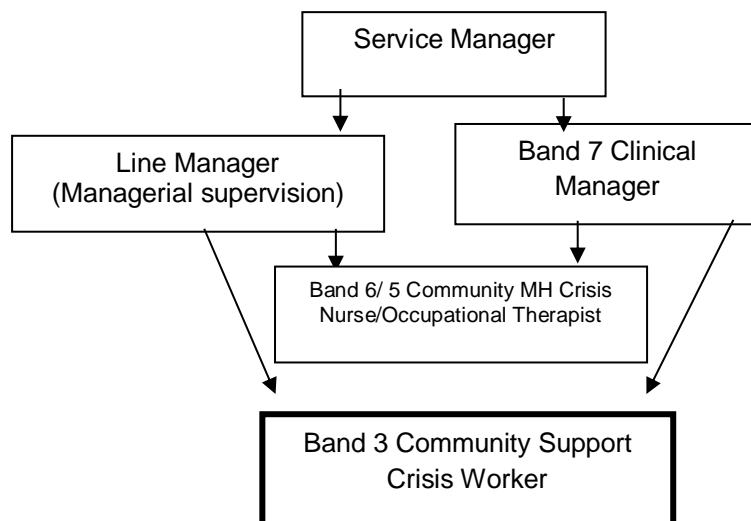
STATEMENT OF THE TRUST'S AIMS AND VALUES:

- To remain patient focused at all times by providing high quality and responsive healthcare services in hospitals and the community.

- To work closely with patients, their families, carer groups, local communities and other organisations ensuring care is co-ordinated.
- To respect and develop every member of staff by encouraging and supporting them in their personal and professional development and by valuing their input through recognition and individual reviews.
- To be innovative and proactive by encouraging staff to initiate new ideas in working practices and ensuring a process and continuous improvement in the way services are provided.
- To provide best practice and value-for-money by reviewing and evaluating services and sharing information internally and externally.

CONFIDENTIALITY:

The Kent and Medway NHS and Social Care Partnership Trust employees are required to ensure that information about patients is safeguarded to maintain confidentiality and is kept securely in accordance with NHS requirements of 1999. (The Caldicott Committee's Report on the review of patient-identifiable information 1997, & HSC/1999/012). This means that patient information can only be passed to someone else if it contributes to the provision of care or the effective management of health care services within the Trust.

ORGANISATION CHART:**JOB DESCRIPTION AGREEMENT:****Job Holder's Signature:****Date:****Manager's Signature:****Date:**

Person Specification

Knowledge, Skills, Training and Experience

	Essential	Desirable
Training, Qualifications and Registration	<ul style="list-style-type: none"> • Be willing to work towards the qualifications listed in the desirable section. • Ability and desire to both obtain and underpin knowledge and skills appropriate to a support worker. • To be able to work a 24hr shift pattern including day shifts, nights shifts and weekend shifts 	<ul style="list-style-type: none"> • NVQ level 2 or 3 as an example. • Certificate in mental health. • Health and social care awards as examples.
Experience	<ul style="list-style-type: none"> • Previous experience of working in or using mental health services. 	<ul style="list-style-type: none"> • Knowledge/experience of emotional distress. • Knowledge/experience of mental health services.
Knowledge and Skills	<ul style="list-style-type: none"> • Ability to listen effectively and communicate effectively at all levels. • Basic written communication skills to enable completion of records etc. • Empathy, compassion, and patience. • Ability to work on own initiative in a range of settings. • Ability to provide practical support with daily living skills. • An ability to act calmly in emergencies and respond in a professional manner to stressful and challenging behaviour. • To be able to travel within the geographical work area in a timely and effective manner. 	<ul style="list-style-type: none"> • Previous experience working within mental health services • Experience and knowledge to complete physical health vital signs for patients • Basic first aid. • Basic health and safety awareness. • Moving and handling awareness. • Awareness of local services / resources. • Knowledge of benefits / employment system.