

# JOB DESCRIPTION AND PERSON SPECIFICATION



Avon and Wiltshire  
Mental Health Partnership  
NHS Trust

<b>Job Title:</b>	<b>Senior Healthcare Support Worker - Inpatient</b>
<b>Band:</b>	<b>Band 3</b>
<b>Hours:</b>	<b>37.5</b>
<b>Base:</b>	
<b>Reports to:</b>	<b>Ward / Team Manager</b>
<b>Professionally Accountable to:</b>	<b>Ward / Team Manager</b>

## Job Summary

To work as part of a care team to deliver evidence-based interventions to service users with mental health problems.

To develop and practice, working alongside registered clinicians, a set of therapeutic care skills, making a significant contribution to service users' psychological, emotional and social wellbeing.

To ensure service users and their relatives receive care that prioritises safety, effectiveness, partnership and hope.

To promote and champion core care values by supporting junior, temporary and newly-appointed Healthcare Support Workers.

## Description of the duties

Core duties	Local specific duties (as required)
<ol style="list-style-type: none"> <li>1. To deliver high quality care and recovery interventions for service users within designated clinical areas, in collaboration with, and under the indirect supervision of, registered care staff. These may include: <ul style="list-style-type: none"> <li>• Supporting individuals with fluids and nutrition, physical wellbeing, and personal care.</li> <li>• Assisting service users with financial or accommodation issues.</li> <li>• Escorting or accompanying service users for planned periods of leave on hospital grounds and in the community facilitating social inclusion.</li> <li>• Encouraging service users to talk about their experiences in one-to-one or group discussions.</li> </ul> </li> <li>2. To help maintain a clean, well-organised, safe and therapeutic environment that meets the needs of service users, carers and colleagues, and to support registered care staff to perform standardised environmental assessments to monitor and improve the care setting.</li> <li>3. To deliver psychosocially-informed one to one and group interventions aiming to positively impact service users' cognitive and emotional wellbeing.</li> <li>4. To work as part of a multi-disciplinary team. To assume lead or link roles on core practice initiatives and priorities (e.g. Essence of Care, Safewards and carer engagement) under the supervision of registered staff. To integrate areas of personal interest with clinical practice to enhance the diversity of the team's provision of care.</li> <li>5. To practise planned care, and to directly participate in the development of recovery-focused interventions that address service users' and carers' needs and preferences. To proactively review, record and assess the on-going impacts of such interventions.</li> <li>6. To participate in the on-going care planning, CPA and risk assessment processes in collaboration with service users, their carers, and other members of the care team and to contribute to all aspects of clinical record keeping.</li> </ol>	

<ol style="list-style-type: none"> <li>7. To maintain a basic working understanding of both the Mental Health Act (1983) and Mental Capacity Act (2005), and any other relevant legislation, as required by mandatory and statutory training (MaST).</li> <li>8. To adhere to AWP's Code of Conduct for unregistered practitioners; promoting and embedding it through the delivery of peer support and supervision to junior, temporary and newly appointed Health Care Support Workers.</li> <li>9. To observe and record interactions with service users and carers both verbally and in writing via clinical records and staff handovers.</li> <li>10. To deliver a wide range of fundamental care interventions using evidence based clinical tools, to monitor and improve physical health and personal wellbeing and to model a high standard of dignity, respect and candour.</li> <li>11. To engage in reflective practice to maintain and promote ongoing clinical practice.</li> <li>12. To promote and enhance a positive learning culture, being proactive in the induction, orientation and support of junior, temporary and newly appointed Health Care Support Workers, seeking to embed core care values into practice.</li> </ol>	
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## General information for all employees

Below is the section of the Job Description with general information for all employees and the requirements on all employees to behave in accordance with AWP values and to support and comply with Policy and Legislation. Some policies are highlighted and must be read by all employees – all AWP policies are available on the intranet to employees or you can ask your manager for the policy. Anyone who has any difficulty understanding these requirements please highlight this to your line manager.

## Values and behaviours

AWP has a set of values. Your behaviours should reflect AWP **PRIDE** values:

**Passion:** Doing my best all of the time

Everything I do is in the interests of everyone who uses our services

I am positive and enthusiastic in my work

I am receptive to new ideas and service improvements

I actively seek opportunities to learn and develop

**Respect:** Listening, understanding and valuing what you tell me

I show compassion and kindness at all times

I am a team player and support my colleagues

I listen carefully and communicate clearly

I respond positively to differences of opinion

**Integrity:** Being open, honest, straightforward and reliable

I encourage and value feedback from others to help me develop

I try to always do what I say I will do

I am open and honest about when things have not gone well

I raise concerns and report incidents that arise

**Diversity:** Relating to everyone as an individual

I try to listen without judging

I respect other people's culture, beliefs and abilities

I actively take account of the needs and views of others

I understand and support the benefits that diversity brings to my team

**Excellence:** Striving to provide the highest quality support

I set high standards for my work and personal conduct

I plan my workload and deliver on my commitments

I make best use of available resources

I put forward ideas to improve the quality of services

## AWP Recovery Statement

AWP places recovery and reablement at the heart of our service. Therefore we all demonstrate the recovery principles of:	<ul style="list-style-type: none"><li>▪ Hope</li><li>▪ Partnership</li><li>▪ Maximising opportunities every day, in all that we do</li></ul>
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## Service User Experience Statement

In all service user and carer contact, your attitude, actions and ambitions should reflect wholeheartedly the AWP motto of 'You matter, we care'. Your goal must be to provide for each

individual the quality of care, support and involvement that you would personally expect from a leading mental health trust. ‘You matter, we care’ should shape your approach to all those who have contact with AWP.

## Other Information

### 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 relevant legislation, the Caldicott principles and the common law duty of confidentiality. The post holder must follow record-keeping guidelines to ensure compliance with the Freedom of Information Act.

### VALUING DIVERSITY & HUMAN RIGHTS

No person should receive less favourable treatment on the grounds of sex, sexual orientation, marital/partnership status, race, religion, age, creed, colour, ethnic origin, disability, part time working status and real or suspected HIV/AIDS status and must not be placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. AWP has an **Equality Policy** and it is for each employee to contribute to its success.

### INFECTION CONTROL AND HEALTH AND SAFETY

The prevention and control of infection is the responsibility of all employees. Employees must be aware of **Infection Control Policies**, procedures and the importance of protecting themselves and their clients in maintaining a clean and health environment. All staff must comply with all **Health & Safety Policies and Procedures**. Staff must be aware of the responsibilities placed on them under Health and Safety legislation and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

### NO SMOKING

There is a **Smoke Free Policy** in operation. In accordance with this policy smoking is positively discouraged and is not permitted anywhere within the buildings, on the premises or grounds.

### DATA PROTECTION

If you have contact with computerised data systems you are required to obtain, process, and/or use information held on a computer or word processor in a fair and lawful way, to hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed. All staff who contribute to patients’ care records are expected to be familiar with, and adhere to the **Information Governance Policy**. Staff should be aware that patients’ care records will be subject to regular audit.

### RISK MANAGEMENT

All AWP 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 Policy** and emergency procedures and attendance at training as required.

### SAFEGUARDING & DUTY OF CANDOUR

AWP is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All staff are expected to implement the **Safeguarding Policy** and Procedures, act promptly on concern, communicate effectively and share information appropriately. All staff must be familiar with and adhere to AWP’s safeguarding procedures and guidelines. All staff have a Duty of Candour to inform their line manager/supervisor as soon as practicable, when they believe or suspect that treatment or care it provided has caused death or serious injury to a patient.

### STANDARDS OF BUSINESS CONDUCT AND ‘BOUNDARIES’

You are required to adhere to all corporate policies, including AWP **Standing Orders and Standing Financial Instructions**. This includes not accepting gifts or hospitality in the course of your duties, not acting fraudulently and maintaining appropriate behavioural ‘boundaries’ regarding your interactions with service users, staff and stakeholders.

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 organisation. To be reviewed in conjunction with the post holder on a regular basis. You may be required to work at other locations within AWP 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. 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.

# PERSON SPECIFICATION

## JOB TITLE: Senior Inpatient Support Worker

Requirements	Essential	Desirable
<b>Education and Qualification</b>	<p>The Care Certificate (Cavendish Certificate of Fundamental Care) or equivalent.</p> <p>Possession of, or the ability and willingness to work towards, an appropriate Level 3 vocational qualification (e.g. Level 3 Diploma in Mental Health or Health and Social Care)</p> <p>Possession of, or the ability and willingness to work towards, Level 2 Functional Skills (e.g. GCSE Mathematics and English Language Grade C/4 or above)</p>	Training in counselling or psychosocial interventions
<b>Experience and Knowledge</b>	<p>Experience of working as a healthcare support worker in a clinical team.</p> <p>Knowledge of, and experience of working with, a range of mental health issues</p> <p>Knowledge of care planning and its uses in a mental health setting.</p> <p>An understanding of how mental health issues can affect the lives of individuals, their families and their community, and experience of using a range of evidence-based approaches to reduce the impact of such issues.</p> <p>Experience of working in a busy team, and an ability to use initiative at times of pressure.</p>	
<b>Skills and Abilities</b>	<p>Ability to communicate in written and verbal English to a high standard, and basic numeracy skills.</p> <p>Demonstrable ability to use computer systems efficiently and effectively to record data clearly, accurately and quickly.</p> <p>Ability to work with a degree of autonomy, whilst also taking direction from senior colleagues.</p> <p>Ability to conduct oneself in a professional and tactful manner, and to champion core care values such as dignity, compassion and safety.</p> <p>Ability to practice with a high degree of flexibility and an understanding of why this is important.</p> <ul style="list-style-type: none"> <li>• Possession of attitudes and behaviours that promote recovery, diversity and equality, and ability to retain these under pressure.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Ability to think about the perspective of others and to value the importance of individual experiences, values and preferences.</li> <li>• Ability to reflect on one's own conduct, and to learn from such reflection.</li> <li>• Understanding of the AWP motto, vision and values.</li> </ul>	
<b>Other Requirements</b>	Empathy for individuals who have experienced mental health problems and ability to cope with behaviour which may be challenging at times.	

**Date Job Description and Person Specification agreed: 3 March 2020**