

**JOB DESCRIPTION**

CRHT Senior Healthcare Support Worker

**Reviewed**

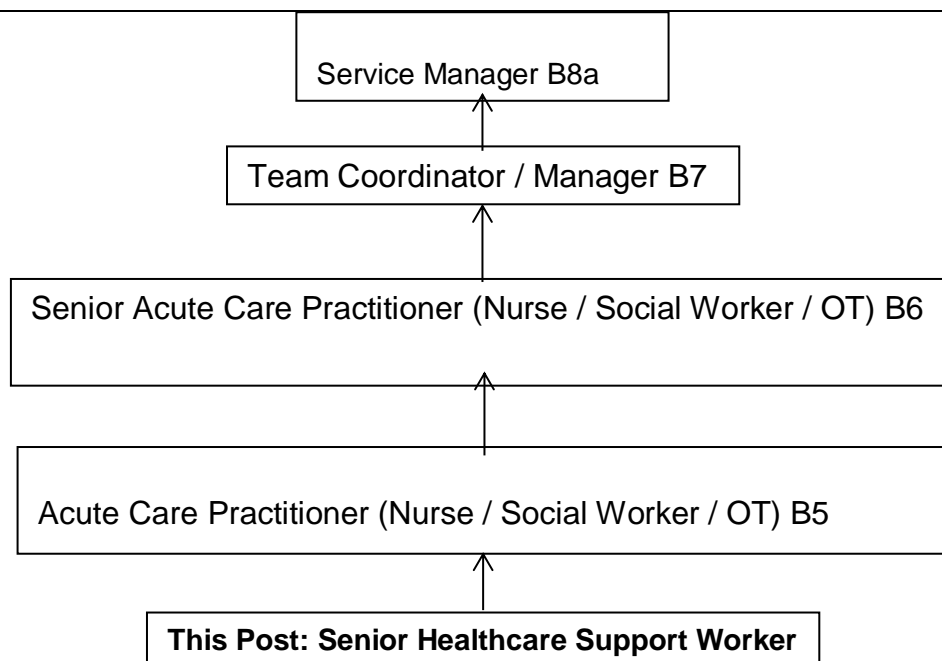
March 2024

# LINCOLNSHIRE PARTNERSHIP NHS FOUNDATION TRUST

## Job Description

<b>1. Job Details</b>
<p><b>Job Title:</b> CRHT Senior Healthcare Support Worker .</p> <p><b>Pay Band:</b> Band 3 .</p> <p><b>Reports to (Title):</b> Senior Acute Care Nurse or Practitioner / Acute Care Nurse or Practitioner / Social Worker / Occupational Therapist .</p> <p><b>Accountable to (Title):</b> Team Coordinator / Manager</p> <p><b>Location/Site/Base:</b> Base (PHC) / Community .</p>
<b>2. Job Purpose</b>
<p>The post holder will be responsible for supporting the care needs of service users who present in an acute mental health crisis or that show symptoms of mental distress that could lead to significant risk/harm. The post holder will be responsible for following and help reviewing evidence based care plans implemented to ensure identified care needs are met so that the defined group of service users and their carers within the service catchment area can successfully transition from crisis point to discharge whilst under the guidance of senior / registered staff. The post holder will work under the supervision of the Acute and Senior Acute Care Practitioners (Nurses, Social Workers, OTs) and will be Managed by the Team Coordinator.</p>
<b>3. Nature of the Service</b>
<p>.</p> <p>The Crisis Resolution and Home Treatment Service is predominantly a community based service that provides mental state and risk assessment of referred service users presenting with acute mental ill health or debilitating mental distress. It provides initial and continued health and social care to it's service users based on their individually assessed needs, ensuring that an agreed package of care is implemented which reflects the Trust's policy to engage services users and their carers in all aspects of their carer and treatment.</p>

#### 4. Organisation Chart



#### 5. Duties

- To work within the policies, protocols and clinical procedures of Lincolnshire Partnership NHS Foundation Trust and to promote competent working practice within an integrated multi-disciplinary team.
- To liaise with the Psychiatric Nurse / Social Worker / Occupational Therapist, and carry out assigned / delegated duties as a member of the multi- disciplinary mental health team. Including working alongside a registered practitioner in the Crisis Vehicle Response (CVR) role.
- To be prepared to work on own initiative as necessary and report to Psychiatric Nurse/ Social Worker / Occupational Therapist.
- Promote equality for all patients and understand their health needs.
- Demonstrate an awareness of service user and carer perspectives on the provision of treatment and continuing care.
- Ensure accurate record keeping in accordance with Trust policy.
- Participate regularly in clinical supervision sessions (both 1-1 and group sessions).
- Liaise with representatives from associated voluntary and statutory organisations and facilitate good communication processes.
- Attend in-service training and other study / refresher days to meet individual, statutory and service needs.
- Participate in performance reviews.
- To work flexibly across a 24 hour / 7-day-a-week service – working shifts on week days, weekends and nights
- Facilitate and participate in recreational and physical activities in the provision of health and social care to service users.
- To be willing to act as a Team Champion and specialise in specific topic areas. E.g Safeguarding, Risk Management, Health and Safety, Carers, Staff Wellbeing etc.

#### 6. Skills Required for the Post

##### • Communication and relationship skills

- Effective communicate with service user, other members of the team and outside agencies.
- Have a patient and empathic approach.
- Ability to write clearly within patient notes.

- **Analytical and judgment skills**

- Quick decision making skills – calm approach and have the ability to liaise and consult with other colleagues if required.

- **Planning and organisational skills**

- Plan and organise their day and ensure that their whereabouts are known.

- **Physical skills**

- In order to manage risk – requirement to adhere to individual risk assessments.

## **7. Responsibilities of the Post Holder**

- **Responsibilities for direct/indirect patient care**

- Responsible for direct patient care in the community at times and will need to be able to act independently but also to consult and liaise with the team

- **Responsibilities for policy and service development implementation**

- Responsible for being aware of and implementing Trust policies if required for example the lone working policy

- **Responsibilities for financial and physical resources**

- Awareness of any financial resources that may become applicable and ensure that they liaise with line managers.

- **Responsibilities for human resources (including training)**

- Responsible for ensuring that any mandatory Trust training is completed and updated.

- **Responsibilities for information resources**

- Responsible for updating patient information in a timely and factually correct manner and that all entries are legible.
- Support registered staff with administrative duties.

- **Responsibilities for research and development**

- Required to be involved in team and Trust wide development of services.

## **8. Freedom to Act**

- Act independently but under the supervision of their direct line manager.
- Regular management supervision will be carried out with their line manager. Outside supervision consultation with their line manager or equivalent would be expected with particular problems such as risk or policy implementation.

## 9. Effort & Environment

- **Physical effort**  
Driving on a daily basis. In order to manage risk individuals will be Breakaway trained.
- **Mental effort**  
Concentration required for patient / client observations and interventions as well as dealing with unpredictable patient behaviour. Concentration when inputting patient data onto systems.
- **Emotional effort**  
Dealing with patients being treated in home and community environments with mental health illnesses. May hear distressing information (service users past traumas) that may trigger own practitioners emotional response.
- **Working conditions**  
Working in sometimes unpleasant and dirty home conditions, including aggressive and challenging behaviour. This can be on a regular or an occasional basis dependant on the specific caseload at the time.

## 10. Equality and Diversity

All staff through their behaviours and actions will ensure that our services and employment practices are respectful of individual needs and differences including those characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex and Sexual Orientation).

## 11. General

You must uphold the Trust's Purpose, Vision and Values:

Our Purpose: is to enable people to live well in their communities.

Our Vision: to make a difference to the lives of people with mental health problems and learning disabilities. To promote recovery and quality of life through delivering effective, innovative, and caring mental health, and social care services.

Our Values: putting people first, respecting people's differences, behaving with compassion and integrity, having pride in our work, working in partnership, developing our staff, being recovery focused and making a positive difference.

In addition you must:

- Highlight concerns in accordance with the Trust's Freedom to Speak Up Policy where it is felt poor practice or general wrong doing has not been dealt with appropriately. Staff may make such disclosures without fear of criticism or retribution.
- Maintain an awareness of information governance and information security related issues and ensure compliance with LPFT Records and Information Policies.
- Participate in performance review (appraisal), supervision and undertake mandatory training and personal development as required of the post
- Take personal responsibility for your own Health and Safety at work in accordance with Trust Policies and Procedures, in particular Security, Health and Safety and Risk Management
- Be committed to safeguarding and promoting the welfare of children, young people, vulnerable adults and people experiencing domestic abuse, both as service users and visitors to Trust premises. All staff have an absolute responsibility to safeguard and promote the welfare of children and adults. The post holder, in conjunction with their line manager, will be responsible

for ensuring they undertake the appropriate level of training relevant to their individual role and responsibilities. They must be aware of their obligation to work within and do nothing to prejudice the safeguarding policies of the Trust.

- This job description is not exhaustive and as a term of employment you may be required to undertake such other duties as may reasonably be required.

## PERSON SPECIFICATION

**POST:** Senior Healthcare Support Worker/ Community Nursing Assistant/ STR Worker **DEPARTMENT:** CRHT  
**Care**

**DIVISION:** Urgent

		<b>JOB REQUIREMENTS</b>	
	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>HOW ASSESSED</b> (eg Application Form, Interview Test, Reference etc)
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Cavendish Care Certificate or willingness to work towards resourced by LPFT</li> <li>• NVQ 3 in Care or equivalent.</li> <li>• NVQ 3 in Promoting Independence or equivalent or working towards achievement.</li> <li>• Training in mental health awareness or other training relevant to this post.</li> </ul>	<ul style="list-style-type: none"> <li>• Training in mental health awareness or any other training relevant to this post.</li> <li>• NVQ 2 in Care or equivalent.</li> </ul>	Application Form
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Previous relevant experience working with people with mental health problems at a nursing assistant / healthcare support worker grade or equivalent within a health and social care setting.</li> <li>• Knowledge of risk assessment principles.</li> <li>• Experience in providing support for people in the community.</li> <li>• Experience of working with people with mental health needs.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in providing support for people in the community.</li> <li>• Experience of working with people with mental health needs.</li> </ul>	Application Form Interview
<b>Skills &amp; Competences</b>	<ul style="list-style-type: none"> <li>• Effective communication with service user, other members of the team and outside agencies.</li> </ul>		

	<ul style="list-style-type: none"> <li>• A patient and empathic approach. Clear and accurate clinical note keeping.</li> <li>• Quick decision making skills- calm approach and have the ability to liaise and consult with others colleagues if required.</li> <li>• Plan and organise their day and ensure that their whereabouts are known.</li> <li>• IT skills.</li> </ul>		
<b>Special Requirements</b>	<ul style="list-style-type: none"> <li>• Ability to travel independently throughout the county without the use of public transport.</li> </ul>		