

JOB DESCRIPTION

Acute Care Worker

Reviewed

October 2015

LINCOLNSHIRE PARTNERSHIP NHS FOUNDATION TRUST

Job Description

1. Job Details
<p>Job Title: Acute Care Worker</p> <p>Pay Band: Band 5</p> <p>Reports to (Title): Team Coordinator</p> <p>Accountable to (Title): Team Coordinator</p> <p>Location/Site/Base: Community</p>
2. Job Purpose
<p>The post holder will be responsible for the co-ordination of care needs, assessment, planning, and implementation of evidence based care to a defined group of service users and their carers within the service catchment area whilst under the guidance of senior staff. The post holder will provide professional advice and support to other agencies and members of the multi-disciplinary team.</p>
3. Nature of the Service
<p>This is a community based post providing initial and continuing health and social care to referred 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
<pre>graph BT; B3[Community Support Worker/Community Nursing Assistant/STR Worker B3] --> B5[This post Acute Care Worker B5]; B5 --> B6[SACN B6]; B6 --> B7[Team Coordinator B7]; B7 --> B8a[Community Team Leader B8a];</pre>
5. Duties
<ul style="list-style-type: none">• To provide a high standard of clinical care ensuring safe and effective assessment, treatment and comprehensive discharge planning using highly developed clinical reasoning skills and appropriate assessment tools.• To work flexibly across a 7-day-a-week service.• To ensure the clinical caseload and clinical practice of nursing members of the Community

Mental Health Team is of the highest standard of clinical care.

- To manage case-load and service delivery in accordance with and in order to contribute towards the attainment of Service/Trust productivity requirements.
- To act as care co-ordinator under the Care Programme Approach, ensuring up to date agreed care plans, risk assessments and reviews are in place.
- Work with individuals to assess their mental health, recognise mental illness and identify their related needs and circumstances; and enable them to understand, manage and where appropriate change their behaviour.
- Plan, implement, review and improve interventions to meet people's identified needs and manage their inherent risk.
- Provide OT specific assessment and interventions to individuals under the care of the Crisis Team.
- To assess carers' and families needs and develop, implement and review programmes of support for carers and families.
- Protect people from abuse, neglect and harm.
- Enable individuals to develop independent living skills and live in the community.
- To work collaboratively and promote effective working relationships with members of the multi-disciplinary team, ensuring effective and appropriate clinical decision-making, both within the Community Mental Health Team and with external agencies.
- To maintain accurate and timely clinical records and to co-ordinate and monitor those of the team.
- To adhere to N.M.C. codes of professional conduct and ethics, plus associated legislation.
- To develop clinical practice having due regard to guidelines of the N.S.F. for Older People, N.S.F for Mental Health, N.I.C.E. and N.I.M.H.E.
- To demonstrate empowering leadership skills within the Community Mental Health Team and seek opportunities in local and national area as to promote and develop the profession.
- To participate in Clinical Governance activities, including: induction, supervision, personal development review, health and safety, risk management and audit.
- To undertake specific project work or any other duties as negotiated with the Community Mental Health Team Co-ordinator.
- Develop effective and supportive links with other health and social care staff. To create networks that improve the pathway of care for clients referred to the Community Team.
- Participate in all clinical governance and audit developments including post registration education, training and continuing professional development.

6. Skills Required for the Post

Communication and relationship skills

- Always act in a dignified and responsible manner with service users, carers and colleagues, using appropriate language and communication skills, which acknowledge barriers to understanding, cultural differences and diversity.
- To provide supportive and sensitive communication, written and verbal advice to patients, carers and staff, whilst demonstrating an understanding of the nature and effects of some information and of barriers to effective communication e .g, sensory or cognitive impairment and unrealistic expectations whilst being considerate of client confidentiality.
- Develop and maintain communication (sensitive, complex and contentious) with other teams, external agencies, in order to promote good client care and deliver initiatives such as Care Programme Approach.
- To confidently convey complex written and verbal information on both clinical and non-clinical issues and to support the development of these skills with individuals within the team.
- Act as an advocate, support service users through their care programme both physically and psychologically to achieve expected outcomes, explaining care, treatment and associated risks (complex information)
- Provide and receive complex information where persuasive, motivational, negotiating,

empathic and re-assurance skills are required to support service users through their recovery period.

- Maintain strict confidentiality of complex and sensitive client information at all times.

Analytical and judgment skills

- Develop and complete risk assessments, analysing and deciding the most appropriate approach to implementing care plans, agreeing objectives with service users and carers.

Planning and organisational skills

- Organise and plan activities with service users, facilitating therapeutic and educational groups, adjusting own workload in response to prevailing circumstances.

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

- Plan, implement, review and improve interventions to meet people's identified needs and manage their inherent risk.
- Contribute to case conferences and reviews, supporting service users and carers to engage with services and contribute to their care.
- Accept ongoing accountability for service users, hold and manage delegated caseload (complex cases) and supervise and/or mentor junior staff and learners as required in the provision of direct/indirect nursing care.

Responsibilities for policy and service development implementation

- Comply with and carry out safe practice in accordance with Trust policies and procedures, appropriate Codes of Conduct, the Mental Health Act (1983) and other relevant national and local guidance commenting on policies, procedures and developments as necessary.

Responsibilities for financial and physical resources

- Use safely in accordance with manufacturers guidance clinical equipment in the performance of their work to appropriate high standards of care.
- Ensure any stock and supplies, clinical equipment or medications are ordered as required.

Responsibilities for human resources (including training)

- To provide both formal and informal training, health promotion and advice to patients and carer/relatives regarding their mental health needs.
- To actively participate in the delivery of training opportunities for staff and students, including those from other teams and disciplines.
- To provide high quality practice placement education for nursing students as detailed in departmental guidelines acting as mentor as required.
- To promote a learning environment and culture within the clinical team and wider service
- To identify own training and development needs and those of junior nursing staff, including the development of competencies and to attend key in-service courses and conferences as required
- To maintain own continuing professionals development and use reflective practice to evaluate and update current practice.
- To participate in the recruitment and selection of Community Mental Health Team staff.

Responsibilities for information resources

- Record all self generated information within the service users clinical notes and/or using the Trust's clinical information system (Maracis)

Responsibilities for research and development <ul style="list-style-type: none"> • Participate in audit and research as required and contribute to quality improvement initiatives, policy review and practice development. • 			
8. Freedom to Act			
<p>Organise own time and prioritise service user care in accordance with need</p> <p>Manage delegated caseload (complex cases) and supervise nursing staff as required in the provision of direct/indirect nursing care.</p> <p>Act as an autonomous practitioner making decisions about service user care as appropriate with the nursing and wider multi-disciplinary team.</p> <p>Deputise, manage or take charge of the team in the absence of a Team Coordinator, as required ensuring resources are co-ordinated to deliver safe and effective care to service users</p>			
9. Effort & Environment			
<p>Physical effort Driving on a daily basis. In order to manage risk individuals will be Breakaway trained.</p> <p>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.</p> <p>Emotional effort Dealing with patients being treated in home and community environments with mental health illnesses.</p> <p>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.</p>			
10. Equality and Diversity			
<p>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).</p>			
11. General			
<p>You must uphold the Trust's Purpose, Vision and Values:</p> <p>Our Vision- To support people to live well in their communities.</p> <table border="0"> <tr> <td style="vertical-align: top;"> <p><u>Values</u></p> <p>Compassion- Acting with kindness</p> <p>Pride- Being passionate about what we do</p> </td><td style="vertical-align: top;"> <p><u>Behaviours</u></p> <p>Treating people with respect, showing empathy and a desire to be helpful. Paying attention to others and listening to them. Responding appropriately, being mindful of the language we use to do this.</p> <p>Challenging poor practise.</p> </td></tr> </table>		<p><u>Values</u></p> <p>Compassion- Acting with kindness</p> <p>Pride- Being passionate about what we do</p>	<p><u>Behaviours</u></p> <p>Treating people with respect, showing empathy and a desire to be helpful. Paying attention to others and listening to them. Responding appropriately, being mindful of the language we use to do this.</p> <p>Challenging poor practise.</p>
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<p>Integrity- Leading by example</p>	<p>Being a patient and carer advocate. Recognising and praising good care.</p> <p>Doing what I say I am going to do. Being honest. Taking responsibility for my actions.</p>
<p>Valuing everybody- Using an inclusive approach</p>	<p>Supporting every person however different to me to achieve their best. Challenging discrimination and supporting others to understand why it is everybody's business to do this. Recognising and challenging my own assumptions.</p>
<p>Innovation- Aspiring for excellence in all we do</p>	<p>Using service improvement methodology. Learning with people who use our services, research, best practise and evidence. Sharing the learning internally and contributing to research where relevant.</p>
<p>Collaboration- Listening to each other and working together</p>	<p>Working in partnership to promote recovery, supporting and encouraging independence. Working as one team. Valuing lived experience as an equal partnership.</p>
<p>In addition you must:</p> <ul style="list-style-type: none"> • Highlight concerns in accordance with the Trust's Whistleblowing 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, 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

		JOB REQUIREMENTS	
	ESSENTIAL	DESIRABLE	HOW ASSESSED (eg Application Form, Interview Test, Reference etc)
Qualifications	<ul style="list-style-type: none"> • RVN or RNLD or RN: 1 st Level Registration (NMC) or degree or equivalent. • Currently Registered Nurse / Allied Health Professional • ENB998 / FliPS or equivalent • Mentorship Module (degree level) • Evidence of specialised continued professional training (degree level) in clinical practice. 	<ul style="list-style-type: none"> • Management training 	Application Form Interview
Experience	<ul style="list-style-type: none"> • Relevant experience of working with adults with mental health needs. Or clear evidence of substantial experience of working with individuals in crisis and skills that are transferable to both community/in-patient. • Experience of working with people with severe and enduring mental illnesses • Evidence of continuing professional development 		Application Form
Skills & Competences	<ul style="list-style-type: none"> • Sound knowledge of national agenda for mental health. • Highly developed clinical reasoning skills. • Sound knowledge of clinical/risk assessment and understanding of Information Governance principles. • Highly developed communication skills. • Delegation whilst maintaining overall responsibility 		Application Form Interview

	<p>for patients care, where appropriate.</p> <ul style="list-style-type: none"> • Demonstrate the ability to lead a clinical team. • Highly motivated & able to engage with service users & carers to improve outcomes. • Ability to work independently and collectively. 		
Special Requirements	<ul style="list-style-type: none"> • Ability to travel independently throughout the county 		