

## JOB DESCRIPTION

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**POST TITLE:** Support Time & Recovery (STR) Worker

**BASE:** Basingstoke, however, there is an expectation to travel across Hampshire and the Isle of Wight as required.

**BAND:** 4

**LINE MANAGER:** Team Manager

**PROFESSIONAL ACCOUNTABILITY:** Deputy Service Manager

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## OUR VISION AND VALUES

Berkshire Healthcare's vision is to provide the best care in the right place; developing and delivering excellent services in local communities with people and their families to improve their health, well-being, and independence. We pride ourselves in recruiting staff who display our values and the right behaviours and work hard to create a culture which respects all of our staff for the unique contribution they make to ensuring high quality care is delivered. Our values are:

- **Caring** for and about you is our top priority.
- **Committed** to providing good quality, safe services.
- working **Together** with you to develop innovative solutions.

## JOB SUMMARY

- Work alongside Criminal Justice Liaison and Diversion **and Reconnect** practitioners as part of the Criminal Justice Liaison and Diversion Team under the direction of the team lead.
- Screen and assess low level need.
- Utilise screening tools/rating scales to gain an understanding of an individual's difficulties.
- Build professional and supportive relationships.
- Work with adults and children who come into contact with the Criminal Justice System
- Work with their families and friends to ensure a holistic understanding of the client's circumstances.
- Record and share information (with consent) with other professionals to ensure clients do not have to repeat information and that support is provided efficiently.

- Facilitate access to support services to meet any identified unmet needs.
- Work with individuals providing support with practical concerns or difficulties that might be affecting their health and wellbeing.
- Provide time limited 1:1 support to clients giving information and/or support to allow them to access a wide range of agencies and services that can provide help and advice with for example, housing, social isolation and exclusion, education, debt management and employment problems.
- Develop links into the community and agencies to enable improved, supported access to services.
- Operate flexibly county wide in the community, custody suites, magistrates' courts and community.

## **RESPONSIBILITIES**

- Support clients who are typically hard to engage, to access and utilise community services in order to meet identified health and social needs.
- Actively engage and support a small number of individuals who come into contact with the criminal justice system who may present with a variety of difficulties.
- Work flexibly within their role to work as part of the Criminal Justice Liaison and Diversion Service providing support and time to an allocated group of individuals.
- Support individuals in assisting the professionally qualified team members to assess, plan, implement, and evaluate the support offered by the Criminal Justice Liaison and Diversion Service.
- To liaise with and assist the wider Criminal Justice Liaison and Diversion and external agencies.
- To plan and organise own workload.
- To provide emotional support and advocacy. To be empathetic and understanding of the needs of service users with complex needs and to promote/maintain relationships to ensure success outcomes.
- To support service users to engage with their agreed care plan by working towards agreed support goals through regular and consistent support.
- Develop a rapport with service users with appropriate and transparent boundaries.
- To maintain adequate records as required by existing procedures, entering appropriate details on the service users' case notes and electronic record as necessary.
- Actively promote the rights and responsibilities of service users, their empowerment and wellbeing.
- Maintain safety personal safety as part of compliance with the lone working policy.

- To provide information to the court assessment practitioners to contribute to audits and monitoring of reports.
- To participate in the review of the service provided to individuals seen by the Criminal Justice Liaison and Diversion Service.
- To comply with Trust policies and procedures.
- The post holder will frequently be exposed to individuals with challenging behaviour.
- The post holder will frequently be exposed to highly distressing/emotional circumstances.
- To undertake such other duties as may be determined from time to time within the general

## **GENERAL**

1. This job description is not exhaustive and can be altered in consultation with the post holder.
2. Any other duties which may be requested by the line manager in order to facilitate the smooth running of the service.
3. The Trust is an equal opportunities employer. The post – holder is at all times expected to carry out their duties in accordance with the Trusts Equal Opportunities Policy.
4. The post – holder is required to take reasonable care of the health and safety of him/her acts or omissions at work, and to co-operate with the Berkshire Healthcare NHS Trust to ensure that statutory and departmental safety regulations are adhered to.

## **BEHAVIOURS**

In addition to the responsibilities and requirements outlined in this job description, all staff should refer to the associated behavioural framework relating to their role. These are based on the Trust's values, define the behaviours all staff are expected to display and underpin our organisational recruitment, appraisal, reward and development processes.

## **LOCATION/MOBILITY**

You may be required to work at or from any additional location as may be determined by the Trust from time to time. The Trust also reserves the right from time to time to change your base on a permanent basis to a location determined by it at the time that the change is made.

You may also be required to travel between Trust premises as may be required for the performance of your duties.

## **FLEXIBILITY**

The Trust reserves the right to amend your job description and/or your duties from time to time. You also agree that you will work with the Trust to deliver the Trust's services, including without limitation, by complying with lawful and reasonable instructions from the Trust by adapting to new ways of working and attending training courses determined by the Trust from time to time.

## **CONTINUING PROFESSIONAL DEVELOPMENT**

To attend and contribute to staff meetings and Forums, supervision sessions, training courses, seminars and workshops, to ensure the development and enhancement of current working practices.

To participate in all personal review meetings and take responsibility for personal and professional development. Responsibility for developing the role and the services provided.

## **DATA PROTECTION ACT**

You should be aware of the Data Protection Act and follow the local Codes of Practice to ensure appropriate action is taken to safeguard confidential information.

## **HEALTH & SAFETY**

You are required to take responsibility for Health and Safety Risk Assessment and Workplace Inspections, and to take reasonable care for your own health and safety and that of other persons who may be affected by his/her acts of omissions.

You are also required to co-operate with all staff to ensure that all statutory regulations, policies, Codes of Practice and departmental safety procedures are adhered to, and to attend relevant training programmes.

## **INFECTION CONTROL**

Managers at all levels have a responsibility to act as role models to ensure that Infection Control is on the corporate and service agenda and remains a priority in terms of attention and resources.

All staff providing direct patient care must ensure that they follow procedures aimed at reducing the risk of passing on the organisms that can cause infections.

All staff, collectively and individually, have a duty of care in following best practice in adherence to guidelines which is a fundamental requirement in underpinning the management of Infection Control.

## **CONFIDENTIALITY**

Your attention is drawn to the confidential aspects of this post. You must not disclose any information of a confidential nature relating to the Trust or the service that it provides, or in respect of which the Trust owes an obligation of confidence to any service user, client or third party during or after your employment except in the proper course of your employment or as required by law.

You must not remove or copy any documents or tangible items including software which belongs to the Trust, or which contain any confidential information from the Trust's premises at any time without proper advanced authorisation. You must return to the Trust upon request and in any event upon the termination of your employment, all documents and tangible items which belong to the Trust, or which contain or refer to any confidential information and which are in your possession or under your control.

A breach of confidence could result in dismissal.

You should be aware that regardless of any disciplinary action taken, a breach of confidence could also result in civil action for damages.

## **CLINICAL GOVERNANCE**

The Trust aims to provide the highest standards of care. To further this aim, you are expected to adhere to acceptable working practice as defined in Trust policies and guidelines. You also have a personal responsibility to your team and service to keep up to date and, if you encounter unacceptable practice, to raise through accepted channels.

## **ASYLUM & IMMIGRATION ACT 1996 AND AMENDMENTS**

To comply with the Asylum and Immigration Act 1996, it is Trust policy to check documentation of all applicants in respect of proper immigration status to work in the UK. Employment will not be offered to any applicant or employee who does not have valid leave to remain in the UK or is subject to conditions, which prevent the individual from taking up employment.

### **SAFEGUARDING CHILDREN AND VULNERABLE ADULTS**

Safeguarding of individuals who come into contact with our services, whether a child or young person, person with Learning Disabilities or an older or vulnerable adult, is the responsibility of all employees of Berkshire Healthcare NHS Foundation Trust in whatever capacity they are employed.

### **SAFEGUARDING CHILDREN**

The Trust adheres to the Berkshire Local Safeguarding Children Boards Child Protection Procedures, and all employees have a duty of care and a responsibility to safeguard and promote the welfare of children.

### **SMOKE FREE**

A smoke free policy is in operation and smoking is not permitted on any of the Trust's sites. The policy also applies to all persons travelling in vehicles (including owned and lease cars) whilst on official business. Smoking is not permitted in privately owned vehicles that are parked on Trust grounds, or when transporting services users or visitors on official Trust business. Staff will not be supported by taking additional breaks away from the workplace to smoke off site. Please refer to the Staff Smoke Free policy for further details.

## PERSON SPECIFICATION

| CATEGORY   | E/<br>D | ASSESSMENT METHOD ( v ) |           |                |            |
|--|---------|-------------------------|-----------|----------------|------------|
|  |         | Application Form        | Interview | Selection Tool | References |
| <b>1. Education/Qualifications/Training</b> <ul style="list-style-type: none"> <li>• NVQ level 3 in Health 7 Social Care or equivalent and relevant <u>health related</u> training to diploma level equivalent.</li> <li>• <u>Minimum of 12-18months</u> <del>R</del>relevant experience <u>at band 2/3 level</u></li> <li>• Post graduate psychology qualification</li> </ul> | E       | X                       |           |                |            |
|  | E       | X                       | X         |                |            |
|  | D       |                         | X         |                |            |
| <b>2. Continuous Professional Development</b> <ul style="list-style-type: none"> <li>• Evidence of attendance at relevant conferences/training courses</li> <li>• Evidence of qualifications</li> <li>• Evidence of recent reading research around speciality</li> </ul>   | D       | X                       |           |                |            |
|  | E       | X                       | X         |                |            |
|  | E       | X                       | X         |                |            |
| <b>3. Previous Experience</b> <ul style="list-style-type: none"> <li>• Experience of supporting people with identified vulnerabilities</li> <li>• Experience of working within the criminal justice system</li> </ul>  | E       | X                       | X         |                |            |
|  | D       | X                       | X         |                |            |
| <b>4. Knowledge, Skills &amp; Abilities</b> <ul style="list-style-type: none"> <li>• Knowledge of the criminal justice system</li> <li>• Knowledge of the Liaison &amp; Diversion agenda</li> <li>• Knowledge of the health &amp; social care systems</li> <li>• IT competent</li> </ul>   | E       | X                       | X         |                |            |
|  | E       | X                       | X         |                |            |
|  | D       | X                       | X         |                |            |
|  | E       | X                       |           |                |            |
| <b>Additional Requirements</b> <ul style="list-style-type: none"> <li>• Full driving License and car owner</li> <li>• Skills in written and spoken English, adequate to enable the</li> </ul>  | E       | X                       |           |                |            |
|  | E       | X                       | X         |                |            |

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| post holder to carry out the role effectively. |  |  |  |  |  |
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**DATE OF ISSUE: Aug 2021**