

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title:	Community Support Worker (Recovery)
Band:	4
Hours:	37.5
Base:	
Reports to:	Team Manager
Professionally Accountable to:	Team Manager

Job Summary

To provide focused, person-centred support and care interventions to people living in the community with severe and enduring mental health needs. To work alongside a multidisciplinary team, under the indirect supervision of registered clinicians, in an associate recovery worker and/or care coordinator role. Key activities will include:

- Forming compassionate, recovery-focused, therapeutic relationships with service users and their carers, supporting them to manage their mental health needs in a community setting.
- Engaging in the full range of ongoing needs assessment processes required by the team, including mental state, dynamic clinical risk, spiritual and cultural needs, and emotional, psychological and physical wellbeing.
- Supporting service users to manage their finances and / or housing needs.
- Empowering service users to self-manage aspects of their ongoing treatment, such as medication, diet and lifestyle, physical health and general wellbeing.
- Depending on the team, key activities may also include:
- Undertaking the role of Care Coordinator for service users who have been assessed as presenting relatively low to moderate levels of clinical complexity and risk, under the guidance and supervision of registered clinicians. AWP Trust guidance on the allocation and management of community support worker caseloads can be found in P032 CPA and Risk Policy.

Description of the duties

- Promote and champion the rights, values, responsibilities and diversity of people, and act in an open and compassionate way within clear professional boundaries.
- Promote and maintain effective communication with people in order to build and sustain positive working relationships with individuals, families and carers, team members and other agencies. This may include accessing translation and interpreting services.
- Contribute to the planning, implementation and review of care packages, including implementing specific parts of an individual care plan.
- Working autonomously within relevant practice boundaries, under indirect, but not 'direct', supervision of registered clinicians.
- Conduct comprehensive assessments of mental health needs and clinical risks.
- Maintain accurate, confidential records of patient activity, contributing to a range of written documents as appropriate, including reports, referrals and letters.
- Enable people to understand and manage their mental health needs in line with their care plan and relapse prevention strategies. This may include enabling people to manage their own domestic and personal resources, housing needs, and enabling people to access learning / training, or work opportunities.
- Support individuals in developing and maintaining their identity and personal relationships, including potentially difficult relationships.
- Support people with mental health needs to engage with their own health care, in accordance with their care plan.
- Act to protect individuals from abuse and harm in line with local and National policies and procedures (e.g. Safeguarding, Risk Management, Suicide Prevention).
- Work proactively with carers and families, identifying carers' needs and signposting to appropriate services or agencies.
- Proactively develop your knowledge and practice, making use of both clinical and management supervision and available learning opportunities.
- Promote, monitor and maintain health, safety and security in the workplace

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

Service User Experience Statement

In all service user and carer contact, your attitude, actions and ambitions should reflect wholeheartedly AWP's 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.

Sustainability is integral to the Trust achieving the NHS Net Zero target. All staff are therefore actively encouraged and supported to implement new ways of working within their field of expertise.

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: Community Support Worker (Recovery)

Requirements	Essential	Desirable
<p>Education and Qualification</p>	<ul style="list-style-type: none"> • Possession of, or the ability and willingness to work towards, an appropriate Level 5 vocational qualification (Foundation Degree in Mental Health or Health and Social Care) 	<ul style="list-style-type: none"> • Training in an allied field such as counselling, mediation or advocacy. • Training in psychosocial interventions (e.g. CBT, DBT, Motivational Interviewing). • Training in phlebotomy or physical healthcare skill
<p>Experience and Knowledge</p>	<ul style="list-style-type: none"> • Significant experience of working in a mental health setting. • Sound knowledge and understanding of mental health issues, taking a positive, non-judgemental approach towards service users, carers, colleagues and members of the public. • Experience of mental health services, as a user, carer, volunteer or worker. 	<ul style="list-style-type: none"> • Sound understanding of the Care Programme Approach and its application. • Experience of teaching / training individuals or groups. • Experience of working in a customer care environment, (e.g. an Advice Centre, Telephone Helpline or Advocacy Service)

Skills and Abilities	<ul style="list-style-type: none"> • Ability to form and sustain a trusting relationship with service users/carers. • Well-developed listening skills and effective verbal communication skills and ability to communicate both face to face, via email and by telephone. • Written communication skills, with the ability to contribute to written reports, maintain accurate records and interpret relevant clinical information effectively. • IT skills: ability to use email, Microsoft word and basic clinical records databases. • Ability to manage own workload in an effective and timely manner. • Ability to use initiative appropriately, making decisions within the context of the role and service. • Team-working skills, and ability to function effectively and collaboratively within a multidisciplinary setting. • Ability to articulate and demonstrate compassionate, recovery-focused care that values diversity and equality. • Enthusiasm for continual professional development and service improvement. • Flexible and adaptable to change. 	
Other Requirements	<p>Empathy for individuals who have experienced mental health problems and ability to cope with behaviour which may be challenging at times.</p>	

Date Job Description and Person Specification agreed: 15/12/2021