

## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>MENTAL HEALTH SUPPORT WORKER</b>
<b>BAND:</b>	<b>Band 3</b>
<b>LOCATION:</b>	Intensive Community support for Dementia (ICSD)
<b>ACCOUNTABLE TO:</b>	Team Leader, Intensive Community support for Dementia
<b>LINE MANAGER:</b>	Team Leader, Intensive Community support for Dementia
<b>KEY RELATIONSHIPS:</b>	Intensive Community support for Dementia staff Older People's Inpatient staff Crisis Team staff CMHT staff Service users Carers Day Hospital Staff
<b>HOURS OF WORK:</b>	This is a full-time post of 37.5 hours per week, The post holder may be required to work flexibly to meet the needs of the service.
<b>JOB PURPOSE:</b>	To provide a supportive role for carers and service users accessing the Intensive Community support for Dementia. To carry out assigned tasks as identified by the registered nursing staff in relation to patient needs.

### MAIN DUTIES AND RESPONSIBILITIES:

#### 1. CLINICAL

- 1.1 To provide a supportive role for service users and carers accessing the Intensive Community support for Dementia
- 1.2 Carrying out assigned tasks which have been identified by the registered nursing staff in relation to patients' needs.
- 1.3 Participating, with other members of the multi-disciplinary team, and under the direction of a registered nurse, in providing a programme of assessment and treatment for patients.
- 1.4 Reporting to the designated registered member of staff any observed changes in physical/behavioural state in the patients.
- 1.5 Being an active member of the multi-disciplinary team in assisting and engaging patients in organised, planned meaningful activities for patients, monitoring patients' personal hygiene standards and ensuring these are maintained.

- 1.6 To participate in Cardio Pulmonary Resuscitation (CPR), Physical Intervention (PI), breakaway training and manual handling; and to be able to perform the required techniques as and when required.
- 1.7 To attend the multi disciplinary team meeting as and when required and contribute to the patients care review.
- 1.8 To be able to follow and demonstrate the delivery and implementation of care plans, under the direction of a registered nurse.
- 1.9 To provide a level of privacy and dignity to all patients, including being able to respond effectively to patients that are displaying an act of aggressive behaviour, or patients that have inhibitions.
- 1.10 To work collaboratively with the inpatient staff to support service users in their discharge
- 1.12 To participate and contribute to team meetings.
- 1.13 Accompanying patients on journeys which they may wish to undertake
- 1.14 To follow the Code of Procedure identified within the Trusts Code of Practice for Support Workers, including the standards of behaviour and attitude that are required of all Support Workers who work within the Trust.
- 1.15 Adherence to national guidelines and best practice evidence on infection prevention and control.

## 2. **GENERAL**

- 2.1 Reporting any complaints by patients/relatives to the registered Nurse on duty. To complete incident forms as required in line with the Trust's Adverse Incident Reporting Policy.
- 2.2 To comply with the Trusts Dress Code Policy.
- 2.3 Attending training courses and participating in personal development training as identified by the Ward Manager/Clinical Team Leader.
- 2.4 Successfully complete all mandatory training as identified by the Trust.
- 2.5 Any other duties as required by the ICSD Team Leader.

## 3. **POLICY & SERVICE DEVELOPMENT**

- 3.1 Being aware of the Health and Safety at Work Act (1974) and understanding its implications and practical use, and having a sound knowledge of unit policies in relation to fire procedures, sickness/absence.

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- 3.2 To complete the required training, and to comply with the Mental Health Act (1983) & (2007); and the Deprivation of Liberty Safeguards and the Mental Capacity Act 2005
- 3.3 To assist and participate in the development of Recovery agenda in relation to Dementia

#### 4. **INFORMATION / DATA RESPONSIBILITIES**

- 4.1 Making accurate electronic records of patient observations on the Integrated Electronic Service User Record system.

#### 5. **ENVIRONMENTAL**

- 5.1 Following training, the post holder will be required to participate in the Physical Intervention of service users.

**PERSON SPECIFICATION**  
**Mental Health Support Worker Band 3**  
**Intensive Community Support for Dementia**

<b>1. Knowledge, skills and training</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessment method</b>
1.1 NVQ 3 in a care related subject or equivalent level of training and/or experience, or willing to undertake training to achieve this standard.	Yes		Application form/Certification /Interview
1.2 Demonstrable skills in written and spoken English for effective performance in the role.	Yes		Application form/Certification
1.3 Ability to achieve a pass mark (75%) in the ICT Basic Skills test	Yes		Interview
<b>2. Information Technology</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessment method</b>
2.1 Basic IT skills, normally obtained through practice or practical training	Yes		Application form/Certification
<b>3. Personal qualities/attributes</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessment method</b>
3.1 Calm under pressure, and to be able to cope with difficult and personally challenging situations such as receiving personally directed abuse	Yes		Interview
3.2 Able to work effectively as part of a team	Yes		Interview
3.3. Be able to work on your own in a patient's home and escalate concerns as appropriate	Yes		Interview/References
3.4 Positive attitude, ability to engage and motivate others	Yes		Interview/References
3.5 Assertive, ability to use own initiative	Yes		Interview/References
3.6 Reliable	Yes		Interview/References
3.7 Flexible	Yes		Interview/References
3.8 Honesty	Yes		Interview/References
<b>4. Business travel</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessment method</b>
4.1 Subject to the provisions of the Equality Act, able to travel using own vehicle on Trust business.	Level 1*		Interview/Driving Licence
<b>5. Additional requirements</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessment method</b>
5.1 A level of fitness and ability to perform Physical Intervention and/or Breakaway techniques; patients manual handling training (practical and theory) and Cardio Pulmonary Resuscitation (CPR), following training.	Yes		Occupational Health

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5.2 Demonstrable skills in written and spoken English to a standard which enables the post holder to carry out the full range of duties and responsibilities of the role effectively.	Yes		Application form/ Interview/References
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**\*Essential / desirable car user definitions; Level 1 –**

**(Essential)** post holder is required to;

- travel an average of more than 3,500 miles a year;
- or travel an average of at least 1,250 miles a year; and necessarily use their car an average of 3 days a week; or spend an average of at least 50% of their time on such travel; including duties performed during the visits;
- or travel an average of at least 1,000 miles a year and spend an average of 4 days a week on such travel, including the duties performed during the visits.

**Level 2 – (Essential)** users who use their own vehicles for official journeys other than in the circumstances described under Level 1 above.

**Level 3 (Desirable)** non- car users who may exceptionally be required to travel on Trust business where such journeys could also be reasonably

