



Leeds and York Partnership
NHS Foundation Trust



Healthcare Support Worker Band 3 Recruitment Profile

Together we are stronger

About the Role

As a Healthcare Support Worker, you will have the opportunity to learn skills and train to be a key member of one of our inpatient or community teams. You will play a vital role in improving lives on a daily basis in an interesting environment where every day is different.

Your responsibilities will include: -

- Providing a high standard of care by assisting in and carrying out a range of duties under the direction and supervision of a registered clinician.
- Work as part of the clinical team, assisting in delivering patient centred care, which promotes privacy, dignity and respect for the individual.
- Assist with the care of services users, particularly in relation to activities of daily living and other treatments as indicated by the registered nurse and other care professionals.
- Actively participate in group work and therapeutic activities under the supervision of a registered nurse and other care professionals. To offer support to service users through effective communication and promote communication with patients who have difficulties.

It is important that our service users have connections with the community outside of hospital and so our Healthcare Support Workers will work with our services in the local community as well as with ward-based activities. This may include accompanying a service user to an appointment, shopping, or a visit to a community centre for example.

The Trust encourages the use of the wisdom gained through personal 'lived' experience, to inspire hope in others and the belief that recovery is possible for all, we therefore welcome applications from people that have personal experience of mental health illness or care/live with someone that does.

Typical Shift Patterns

Long days = 07:30 – 20:30

Earlies = 07:30 – 15:20

Lates = 12:40 – 20:30

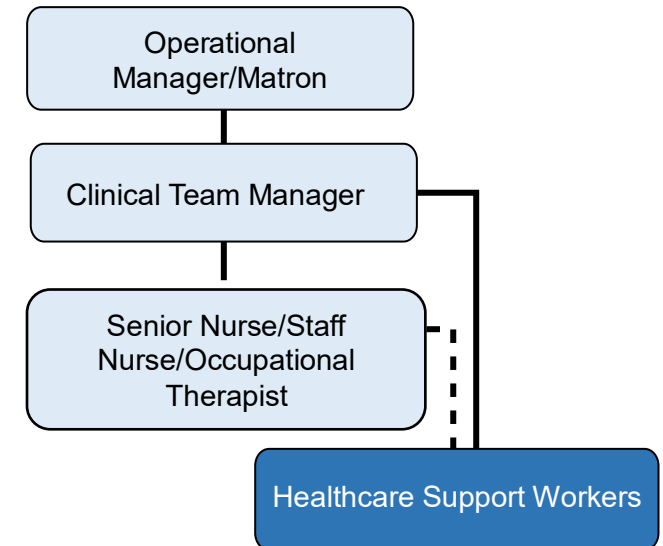
Nights = 20:00 – 08:00

Healthcare Support Workers typically do 1 or 2 set of nights shifts per 4-week rota. 1 set = 3 or 4 nights. Weekend shifts are shared out equally and fairly. This is just an example of a shift pattern, and not exhaustive.

Where candidates are successful at interview, the Trust is fully committed to receiving flexible working arrangement requests, and these will be taken into consideration and may be accommodated where the needs of the service allow. These could include job share or part time hours.

We operate a four week / six-week rota system to ensure staff are given appropriate notice of the shift pattern to help them manage work life balance. As many of our services are a seven-day service, the post holder will be expected to work shifts that support service user care. This may include working variable hours and days, including long days, evenings, weekend, and bank holidays.

Organisation Structure



About You

This section details the key personal traits we look for in this role. We encourage you to demonstrate these throughout the recruitment process.

Behaviours and Values

Integrity

- Be committed to always improve what you do because we want the best for our service users. Consider the feelings, needs and rights of others.
- Give positive feedback and positively challenge unacceptable behaviour.
- Be open about the actions you take and the decision you make, working openly and as one team with service users and colleagues.

Simple

- Keep what you do as simple as possible.
- Avoid jargon and make sure you are understood.
- Be clear what your goals are and help others achieve their goals

Skills and Abilities

- Communicate in a friendly and approachable way with service users, carers and colleagues in clear and simple language, and be able to build effective relationships.
- An effective team member who can relate to people at all levels.
- Follow written instructions, making sure you follow Trust processes, showing attention to detail.
- Cope well in a crisis situation and understands the need to record/report such situations correctly to senior staff.
- Service user focused in your daily work.
- Know the importance of your behaviour and body language when communicating and working with others.
- Understand the possible barriers in building a good relationship with service users and colleagues, and to be aware of ways to help improve communications and relationships.

<p>Caring</p> <ul style="list-style-type: none"> • Make sure people feel you have time for them when they need it. • Listen and act upon what people have to say. • Communicate with compassion and kindness. 	<ul style="list-style-type: none"> • Acts as a positive role model showing professional and caring attitudes and behaviour towards team members, service users and carers. • Be able to use and act on feedback from others on your performance and behaviour to increase your own self-awareness.
<p>Experience and Knowledge</p> <ul style="list-style-type: none"> • Experience of working with a range of service users with complex mental health needs • Have some understanding around psychological approaches in mental health and a willingness to learn. • Positive desire to work with people with mental health needs. • Previous experience of working with individuals with mental health needs. 	<p>Qualifications and Training</p> <ul style="list-style-type: none"> • Ideally you will have functional skills (or equivalent) in maths and English. If you do not, we will support you to develop this further. • Undertake additional training to develop, including completion of the Skills for Health Care Certificate if required. • Fully participate in clinical supervision and mandatory training. • NVQ level 2 in Health and Social Care. Or a recognisable equivalent qualification <ul style="list-style-type: none"> ▪ Or be willing to undertake training as an apprenticeship. ▪ Or have experience of working with a range of service users with complex mental health needs and / or have personal lived experience which you can demonstrate in your application form and at interview.