

## JOB DESCRIPTION

Oxford Health is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

**Job Title:** Support Worker

**Band:** 3

**Responsible to:** Team Manager

**Accountable to:** Team Manager

**Place of work:** Saffron House – Easton St. High Wycombe

**Hours:** 37.5

Author:

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## **JOB PURPOSE**

To provide a range of support to an agreed number of service users and ensure that they are given the time needed to promote their recovery and enable them to live safely within the local community. To assist in the assessment, planning, implementation and evaluation of individual care plans.

## **DUTIES AND RESPONSIBILITIES**

1. To provide support and give time to an allocated group of service users in order to promote their Recovery and maintain them in a community environment helping them to build their own support network.
2. To provide regular and practical support to service users in developing and managing independence and maintaining dignity and self-respect.
3. To support service users to identify their needs and to assist care co-ordinators to assess, plan, implement and evaluate individual care plans.
4. To have the individual service user's needs at the fore at all times and use agreed values and skills to underpin their day to day work.
5. To work as part of a team under direction of the Care Co-ordinator which provides mental health services and to focus on the direct needs of service users, working across boundaries of care, organisation and role, co-ordinated through the Care Programme Approach.
6. To build rapport with service users this will include working with them, and developing a working relationship.
7. To help ensure the service user understands and has a clear pathway of care across sector/agency boundaries with key contact points/named individuals. To support service users to engage effectively with the agreed Care Plan and access appropriate services.
8. To positively promote independent living of service users within the community by maintaining extensive knowledge and links with community resources and actively supporting service users to use them e.g. accessing clubs, centres, libraries and daytime services. Where appropriate liaise with other agencies e.g. Benefits Agency, Housing Department, gas and electricity services.
9. To provide support with daily living including self-care and home management e.g. budgeting, cooking, cleaning and shopping.
10. To help service users to access information about resources including, for example, health services (physical health) benefits, welfare rights and health promotion topics.
11. To contribute to the delivery of CPA planning by providing regular and practical support to service users and their carers.
12. To encourage service users to take action in response to any changes including relapse.

Or, if needed, in the interests of the service user's health or safety or the protection of others, for the support worker to initiate appropriate action, within the framework of the care plan and care planning policy.

### **Other Responsibilities:**

1. To ensure confidentiality and security of patient data is maintained at all times in compliance with the Data Protection Act.
2. To ensure confidentiality of staff, patients and carers is maintained in line with Trust policy.
3. To attend appropriate mandatory training courses in line with requirements of the role, Health and Safety Regulations and as part of personal development, e.g. systems training, fire awareness training, appraisals.
4. To carry out any other duties as requested by the Team Manager/Community Lead to ensure the quality of service provided by the team.

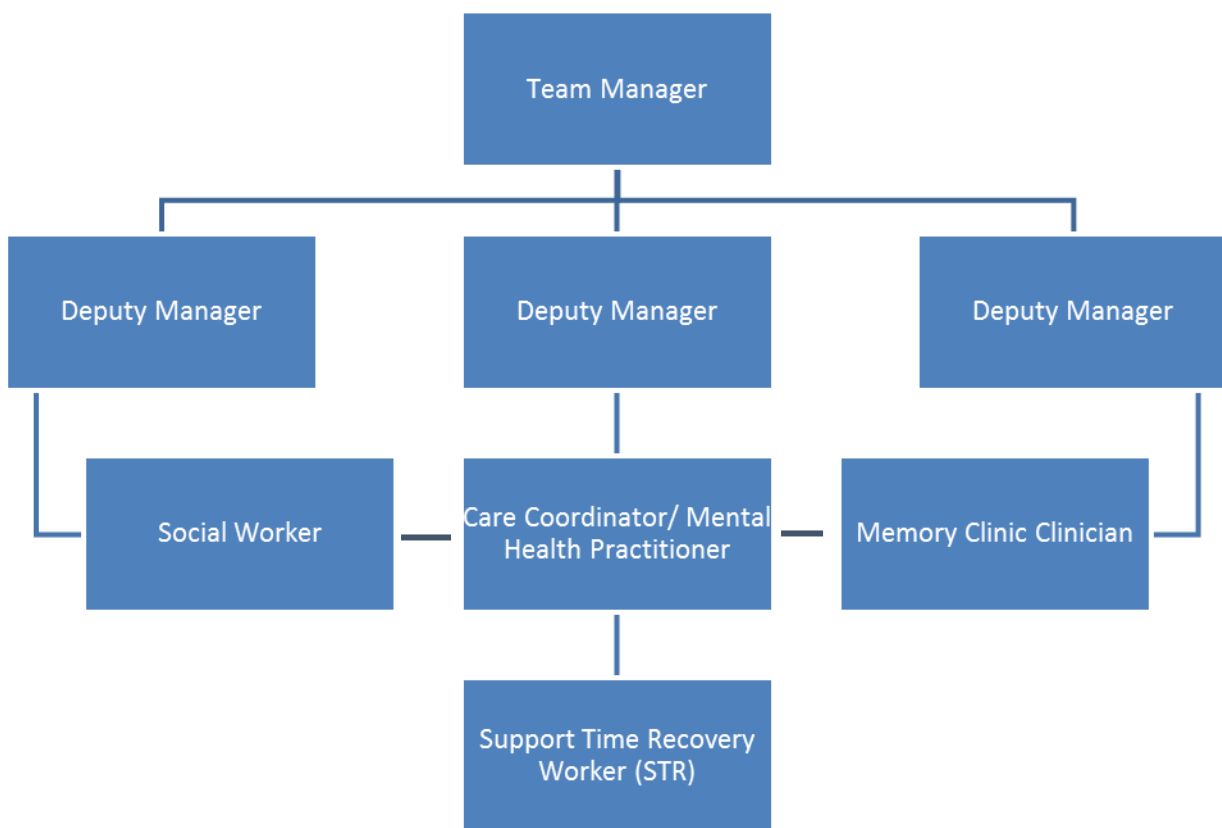
### **Working Relationships:**

Working relationships will be maintained with:

- Local Older Adult Mental Health Teams and Inpatient Services
- Departments within the Trust

Other working partners including GP's, CCG's, Health and Social Care Services, Voluntary Organisations and Patient and Carer Representatives.

This job description is not restrictive or definitive in any way and should be regarded only as a guideline to the duties required, and may be amended in the light of changing circumstances following consultation with the post holder. The job description does not form part of the Contract of Employment.



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## **CODE OF CONDUCT**

All staff are required to work in accordance with their professional group's code of conduct (e.g. NMC, GMC, DoH Code of Conduct for Senior Managers).

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

In addition to undertaking the duties as outlined above, the post-holder will be expected to fully adhere to the following:

### **Personal Development**

- To actively participate in an annual performance review (appraisal) and the development and implementation of a personal development plan.
- To take responsibility for their own professional development ensuring professional standards are maintained and statutory and mandatory training is in date.
- To attend any training as requested.

### **Code of Conduct**

- To adhere to the Professional Code of Conduct relating to your profession (if applicable).
- To uphold the principles and values set out in the NHS Code of Conduct for Managers.
- To support the organisation in developing an effective work/life balance for employees that meets the needs of the organisation.
- To ensure that the health and wellbeing of patients is at the centre of all activities and that all staff engage and communicate with patients as appropriate.
- To always promote quality and safety of patients, visitors and staff thus enabling the Trust to meet its regulation requirements (Care Quality Commission Registration – Regulations and Outcomes) that relate most directly to patients and also strive for continuous quality improvement.

### **Equal Opportunities/Diversity**

- To observe Oxford Health NHS Foundation Trust's Equal Opportunities Policy providing equality of treatment and opportunity to employees, service users and service providers irrespective of sex, sexuality, age, marital status, ethnic origin or disability.

### **Health & Safety**

- To take responsibility for the health & safety of themselves and other persons who may be affected by their omissions or actions at work.
- To promote the Trust's Health and Safety Policy and ensure matters are managed in accordance with it.
- To co-operate with the Trust to ensure that statutory and departmental regulations are adhered to.
- Report accidents, incidents and near misses, implementing corrective action where necessary.

## **Infection Control**

- To comply with Trust policies for infection control and hand hygiene such as hand hygiene, decontamination Policy, uniform and workwear code and standard precautions Policy to reduce the spread of healthcare-associated infections (HCAIs).
- Employees with clinical responsibilities must incorporate into their clinical activities up to date evidence that supports safe infection control practices and procedures, such as the use of aseptic techniques and the safe disposal of sharps.

## **Confidentiality and Data Security**

- To comply fully with the duties and responsibilities outlined the the Trust's Information Governance Policy.
- To comply with the Data Protection Act 1998, NHS Confidentiality guidelines (eg. Caldicott, GMC) and any code of practice on Confidentiality and Data Protection as accepted by the Trust. Departmental codes of practice and procedures for confidentiality are available from the head of department.
- To ensure that all information collected, stored and used is done so in compliance with the above Act and any relevant Trust Policy.
- To preserve the confidentiality of any information regarding patients, staff records in your area (in connection with their employment) and the Trust business. This obligation shall continue in perpetuity.
- To raise any matters of concern with your Manager/Director

## **Safeguarding**

- To recognise that promoting the welfare and safeguarding children, young people and adults is everyone's business and access training and supervision as appropriate to the role.
- To support the organisation in ensuring service users are protected from abuse or the risk of abuse and their human rights are respected and upheld.
- To ensure concerns are responded to appropriately in line with the Trust's Safeguarding Adults Policy and the Child Protection Policy and interagency safeguarding procedures.
- To comply with recruitment and other checks as requested by the organisation including undertaking an Enhanced Disclosure via the Criminal Records Bureau.

## **Other**

- To be aware of and work in line with all Trust policies and procedures.
- To carry out any other tasks as reasonably directed.

## PERSON SPECIFICATION

### Band 3

Specification	Essential	Desirable
<b>Education and Training</b>	<ul style="list-style-type: none"> <li>The post holder will be expected to attend and fully complete a nationally agreed induction programme and undertake an on-going training to achieve a minimum of NVQ2 / VRQ</li> </ul>	<ul style="list-style-type: none"> <li>NVQ level 2 or 3 or other relevant qualifications</li> </ul>
<b>Occupational Experience</b>	<ul style="list-style-type: none"> <li>Experience of working with vulnerable or older people.</li> <li>Experience of working in a team</li> <li>Experience of working in a health or care setting</li> <li>Experience of working with people in the community</li> <li></li> </ul>	<ul style="list-style-type: none"> <li>Experience of dealing with people in emotional distress</li> <li>Experience of mental health services (as a worker or service user / carer</li> </ul>
<b>Skills required – IT / Admin</b>	<ul style="list-style-type: none"> <li>Ability to form positive working relationships with service users, carers and colleagues</li> <li>Ability to make a positive contribution to improving the quality of life for people with mental health problems</li> <li>Ability to acknowledge and accept diversity and treat people with dignity and respect</li> <li>promote anti-discriminatory practice/equal opportunities</li> <li>Ability to engage with service users and as appropriate to any carers, to contribute to the service user's quality of life</li> <li>Ability to provide practical support with daily living activities and to work in a way which will enable service users to obtain/retain responsibility for their decision making</li> <li>Ability to communicate effectively verbally and in writing at all levels</li> <li>Effective time, workload and self-management skills</li> <li>Ability to enable service users to create effective solutions.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Potential to develop the skills needed to work unsupervised in a range of settings and as part of a team</li> <li>• Ability to recognise and support the personal resourcefulness of people with mental illness</li> <li>• An ability to act calmly in emergencies</li> <li>• Experience and or training in how to responding to potentially challenging behaviour</li> <li>• Empathy and sensitivity to the needs of people with mental health needs</li> </ul>	
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>• Able to travel within the geographical work area in an effective manner</li> <li>• Ability to access a range of settings including visiting people at home</li> <li>• Able to work weekends/evenings as appropriate</li> <li>• Be committed to continuous development of job related knowledge and skills, including essential IT skills</li> <li>• Car driver is essential</li> </ul>	<ul style="list-style-type: none"> <li>• Word processing and other IT skills.</li> </ul>