

POST TITLE: Support Worker

RESPONSIBLE TO: Nurse-in-charge

REPORTING TO: Head of Care

JOB DESCRIPTION

PURPOSE AND SUMMARY OF JOB:

To support other members of staff in the provision of care; ensuring patients retain as much of their dignity and individuality as possible as well as being involved in the general activities of the Hospital / Unit.

MAIN DUTIES AND RESPONSIBILITIES:

1. Promote and ensure the good reputation of the Hospital. To maintain and demonstrate positive attitudes towards patients, their families, staff, visitors and others.
2. Support Patients who need assistance with independent living skills/ personal hygiene encouraging independence.
3. To demonstrate non-discriminatory practice in all aspects of work.
4. Carry out any levels of observation as directed by Nurse-in-charge.
5. Under the supervision and guidance of trained Staff, care and report on the wellbeing of Patients.
6. Read care planning needs for Patients and complete written daily records as instructed by trained Staff.
7. To support the development of the process, practices and delivery of Active Care and Recovery.
8. Assist in framework of social activities by interacting with Patients and helping them continue with hobbies and activities in the Hospital and the community.
9. Answer Nurse Call System, giving assistance as required, as well as answering the door and telephone appropriately.
10. Carry out regular checks on Patients at intervals determined by trained Staff.
11. Closely monitor Patients who may be confused and / or have behavioural problems due to learning difficulties/ mental health needs. To assist in de-escalation or Management of Violence and Aggression as required.
12. Make visitors welcome and offer them refreshments.

13. Support/encourage patients to change beds, ensuring that rooms are clean, tidy – Activities of Daily Living.
14. If applicable, check Patients' clothing and rooms as named support worker and ensure that all clothing is clearly marked.
15. Where relevant, you may be required to escort Patients during transport to and from their Hospitals as well as on social outings.
16. Encourage Clients to make their own drinks and wash up when they have finished with the area of preparation.
17. Report immediately to the Head of Care or the Hospital Manager any illness of an infectious nature or accident incurred by a client, colleague, self or another.
18. Notify the Head of Care or the Hospital Manager as soon as possible of the inability to work, and also on return to work, from all periods of absence.
19. Maintain complete confidentiality of all matters concerning the Hospital, Patients, Staff and related work. Have the ability to work within therapy boundaries.
20. To assist in ensuring quality targets are met in accordance with agreed standards.
21. Participate in Staff and Client meetings and attend training all mandatory and necessary sessions, it is a requirement of employment to ensure annual updates are maintained.
22. To participate in agreed systems of appraisal and individual performance review with the role of employee.
23. Understand and ensure the implementation of the Hospital's Health and Safety Policy, Emergency and Fire Procedures.
24. Report any faulty appliances, damaged furniture or equipment and any potential hazard to the Hospital Manager.
25. Ensure the security of the Hospital is maintained at all times
26. Adhere to all Group policies and procedures within the defined time scales, NCSC standards and guidelines, Department of Health guidelines and legislation, including the Mental Health Act and Code of Practice.
27. Undertake other duties, as required, by a team leader, Head of Care or Hospital Manager.
28. Have a clear understanding of safeguarding and the hospital's policy in regards to always protecting the clients

PERSON SPECIFICATION

For new appointments, a selection panel will assess each of the points below against what you have written on the application form – so, as a job applicant, you should explain, by using examples from previous jobs, voluntary work or whilst you were in education, how you match these points.

To do this job effectively a person will need:-

Knowledge

1. Knowledge of Mental Health Issues
2. Understanding of Mental Health diagnosis

Skills

3. Ability to communicate at all levels.
4. Ability to work in a Team.
5. Able to contribute to the planning of care.
6. Able to use and work on own initiative.
7. Ability to undertake the shift patterns
8. Ability to negotiate
9. Good interpersonal skills
10. Able to assist patients with daily living skills

Qualifications

At The Time Of Appointment

11. GCSE English and Maths or equivalent training or qualification, or able to demonstrate the same.

Through Professional Development (whilst in post and provided as organisational need and available resources dictate or, through self-funding if preferred by the post holder)

12. NVQ2/NVQ3

Experience

13. Experience within a rehabilitation setting
14. Evidence of working within a team
15. Evidence of post school training and qualifications.
16. Previous experience in the care of Mental Health patients/clients.
17. Previous experience in care environment.

Jobholder Signed Date:

ManagerSignedDate: