

JOB DESCRIPTION

TITLE OF POST : Health Care Support Worker

HOURS OF DUTY: Average 38.5 hours per week including days, nights, w/ends and BH.

REPORTS TO: Ward Manager

Job Purpose

- Compliment and provide support to the qualified nurses.
- Work as part of the Multi-Disciplinary Team to support implementation of the treatments and therapy as per the service users' care plans.
- To meet the physical and emotional needs of the service users in a caring and empathic manner.
- To play an active role in maintaining physical and mental wellbeing by providing and supporting individual or group work.
- Work flexibly regarding shift and ward changes according to the needs of the hospital.
- To be aware of the Cygnets core values and behaviours and use them to provide a framework for ways of working with service users and colleagues.
- Undertake any reasonable request within own competencies and understanding.
- Follow Cygnets Health Care Policy and Procedures and maintain level of service, which meets the standard for the hospital.

Duties & Responsibilities

COMMUNICATION

This relates to effectively communicating the needs and requirements of service users and others to provide excellent care and service. Effective communication is a two way process.

- Work with other members of the nursing team to ensure the therapeutic needs of the service users are conducive to their recovery, assessed, care planned and actioned.
- Manage and overcome barriers to communication
- Be jointly responsible with the named nurse in keeping service user files up to date including recording relevant data in a written format and filing appropriately, ensuring countersignatures by qualified staff are obtained.

SERVICE IMPROVEMENT

This is about improving services in the interests of the users of those services and the public as a whole. The services might be services for service users or customers, or services that support the smooth running of the organisation.

- Be willing to contribute to service improvement by always considering safer, smarter and more efficient ways of working and communicating ideas and thoughts to the line manager.
- Alert line manager if new service improvements are having a negative impact on the ward or service.
- Adapt own ways of working and take on new tasks as agreed.

QUALITY

This relates to maintaining high quality in all areas of work and practice, including the important aspect of effective team working.

- Be actively involved in the admission, assessment, and implementation of care plans and discharge of service users as required under the supervision of the named nurse/ nurse in charge.
- Work as required by company policies and procedures.
- Use resources efficiently and effectively thinking of cost and the environment.
- Undertake all duties delegated by the nurse in charge to ensure the efficient running of the ward.
- Promote and ensure the good reputation of the hospital.
- Act as a positive role model, maintaining professionalism and demonstrate a positive attitude to service users, their families, visitors and others.
- Utilize regular supervision to reflect on and develop own practice.

EQUALITY AND DIVERSITY

It is the responsibility of every person to act in ways that support equality and diversity. Equality and diversity is related to the actions and responsibilities of everyone (SU's customers; work colleagues; employees, people in other organisation).

- Ensure that the Service User's rights and dignity are maintained at all times.
- Always support equality and value diversity.
- Always challenge bias, prejudice and intolerance if appropriate or bring it to the attention of a manager.
- Always use plain language when communicating with others.
- Consider and be aware of the impact of your behaviour on others.
- Ensure that everybody is treated fairly, equally and with respect.
- Encourage and support people to feel confident in speaking up if they feel there is bias in a system or process or if they feel they have witnessed bias, prejudice or intolerance.
- Maintain your knowledge and that of others about what diversity is and why it is important.

HEALTH, SAFETY AND SECURITY

This focuses on maintaining and promoting the health, safety and security of everyone in the organisation or anyone who comes into contact with it either directly or through the actions of the organisation.

- Collaborate with other members of the Multi-Disciplinary team in ensuring a safe environment is maintained for Service Users and staff.
- Understand and take responsibility for safeguarding adults and children.
- Understand how to escalate concerns regarding care and treatment and how the whistleblowing policy compliments this.
- Adhere to all company policies and procedures.
- Participate in responding to emergencies in the hospital.
- Contribute to the prevention and management of abusive, aggressive and challenging behaviour in line with least Restrictive practice and PMVA.
- Ensure high levels of hygiene and infection control systems are maintained.
- Maintain service user, staff and organizational confidentiality at all times.
- Escort service users in adherence to Section 17 of the MHA 2003 (AMENDED 2007) to various destinations as directed by senior staff.
- Be willing and helpful to support and provide cover to other wards at short notice under direction of senior staff.

LEADERSHIP AND MANAGEMENT

This relates to the development and promotion of the values and goals of the organisation/ unit through the effective leadership and management of the organisation its people and its processes.

- Take part in the induction, training and act as a buddy for new staff and students when directed to do so by senior staff.

PERSONAL AND PROFESSIONAL DEVELOPMENT

This is about developing oneself using a variety of means and contributing to the development of others during ongoing work activities.

- Take joint responsibility to ensure your annual appraisal takes place in a timely fashion.
- Take responsibility for attending all statutory and mandatory training as stipulated.
- Ensure you contribute to scheduling your clinical supervision sessions and be prepared to reflect on your work and identify areas for development in partnership with your supervisor.
- Be willing and committed to successfully completing The Care Certificate.

Person Specification

SELECTION CRITERIA	ESSENTIAL	DESIRABLE	HOW ASSESSED
QUALIFICATIONS	Basic literacy and numeracy skills. A Care Certificate or desire and commitment to undertake one.	Adult Care Worker 2 or/and Lead Adult Care Worker 3 or equivalent in relevant care setting.	Application form. Production of valid Certificates.
KNOWLEDGE AND EXPERIENCE	Working in a team. Transferrable work place skills.	Previous experience in care environment preferably mental	Application form. Interview/Assessment.

		<p>health.</p> <p>Specific secure mental health experience.</p> <p>Understand the principles of recovery and supporting service users in their care pathway.</p>	References.
PRACTICAL AND INTELLECTUAL SKILLS	<p>Communicate effectively and appropriately with people in the workplace.</p> <p>Listen and respond in formal and informal discussions, asking questions to clarify understanding.</p> <p>Understand a range of texts, write simply and clearly and complete straightforward forms and work records.</p> <p>Complete simple calculations and understand and use simple charts, tables and graphs.</p> <p>Use IT as directed, maintaining confidentiality.</p> <p>Sense of humour.</p> <p>Positive attitude/positive regard for service user.</p> <p>High level of motivation and enthusiasm.</p>		<p>Interview/Assessment.</p> <p>References.</p>
CIRCUMSTANCE AND PERSONAL	<p>Flexible.</p> <p>Work day/night rotation, weekends and bank holidays.</p> <p>Be deemed medically and physically fit for the role.</p> <p>Able to participate in and complete a 4 day PMVA course.</p>	Car driver.	<p>Application form</p> <p>Interview</p> <p>Reference.</p> <p>Occupational Health Interview.</p> <p>References.</p> <p>DBS Enhanced checking including appropriate ISA Barred List.</p>