

JOB DESCRIPTION

TITLE OF POST :Senior Health Care Support Worker

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

REPORTS TO: Ward Manager or Registered Manager

Job Purpose

- Compliment and provide support to the qualified nurses.
- Work as part of the Multi-Disciplinary Team supporting implementation of the treatments & therapy as per the service users care plans.
- Meet the physical & emotional needs of the service users in a caring and empathic manner.
- Play an active role in maintaining physical & mental wellbeing by providing and support individual or group work.
- Provide day to day supervisory responsibility for HCSWs on rotated shift.
- Take responsibility for operational aspects of a shift i.e. allocation, breaks and escorts.
- Work flexibly regarding shift and ward changes according to the needs of the hospital.
- Aware of the Cygnet values & behaviours and use them to provide a framework for your ways of working with service users and colleagues.
- Undertake any reasonable request within own competencies and understanding.
- Follow Cygnet 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.

- Collaborate with other members of the Multi-Disciplinary team in ensuring a safe environment is maintained for Service Users and staff.
- Manage and overcome barriers to communication.
- Work with other members of the nursing team to ensure the therapeutic needs of the Service User, are conducive to their recovery, assessed, care planned and actioned.
- Use a range of communication channels to help build relationships.

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 your 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.

- Promote & ensure the good reputation of the hospital.
- Work as required by company policies and procedures.
- To act as a positive role model, maintaining professionalism & to demonstrate a positive attitude to service users, their families, visitor and others.
- Be actively involved in the admission, assessment, implementation of care plans and discharge of service users under the supervision of the named nurse/ nurse in charge.
- 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.
- Undertake all duties delegated by the nurse in charge to ensure the efficient running of the ward.

- Use resources efficiently and effectively thinking of cost and the environment.
- 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.

- Understand and take responsibility for safeguarding adults and children.
- Understand how to escalate concerns regards care and treatment and how the whistleblowing policy compliments this.
- Maintain service user, staff and organisation confidentiality at all times.
- Escort service users to various destinations unsupervised as directed by senior staff in adherence to Section 17 of the MHA 1983 (amended 2007).
- Willing and helpful to support and provide cover to other wards at short notice under direction of senior staff.
- Ensure your own actions reduce risks to health & safety.
- Adhere to all company policies and procedures.
- Collaborate with other members of the Multi-Disciplinary team in ensuring a safe environment is maintained for Service Users and staff.
- 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.

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.

- Assist and support other HCSW's in supporting service users with their needs in respect of activities of daily living.
- Play an active part in the induction, training and supervising of HCSW's and students when directed to do so by senior staff.
- Provide informal coaching to HCSW's.
- Able to take on the role as care certificate assessor.
- Take a lead on ensuring basic physical healthcare observations and checks are performed, documented and escalated.

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 responsibility for attending all induction and statutory and mandatory training as stipulated.
- Take joint responsibility to ensure your annual appraisal takes place in a timely fashion.
- Keep up to date with local governance.
- Ensure contribution to scheduling own clinical supervision sessions and be prepared to reflect on work and identify areas for development in partnership with the supervisor.

Person Specification

SELECTION CRITERIA	ESSENTIAL	DESIRABLE	HOW ASSESSED
QUALIFICATIONS	Basic literacy and numeracy skills. Care Certificate.	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	2 years' experience working with mental health service users. Transferable work place skills. Understand the principles of recovery and supporting service users in their care pathway.	Specific secure mental health experience.	Application form. Interview/Assessment. References.
PRACTICAL AND INTELLECTUAL SKILLS	Communicate effectively and appropriately with people in the workplace. Listen and respond in formal and informal discussions, asking questions to clarify understanding. Understand a range of texts, write simply and clearly and complete straightforward forms and work records. Complete simple calculations and understand and use simple charts, tables and graphs, Use IT as directed, maintaining confidentiality. Sense of humour. Positive attitude/positive regard for service user. High level of motivation and enthusiasm.	Experience of coaching. Experience of delegation and effective time management.	Interview/Assessment. References.
CIRCUMSTANCE AND PERSONAL	Flexible. Work day/night rotation, weekends and bank holidays. Be deemed medically and physically fit for the role. Able to participate and complete a 4 day PMVA course.	Car driver.	Application form Interview Reference Occupational Health Interview. References. DBS Enhanced checking including appropriate ISA Barred List.

Signed.....

Date.....