

JOB DESCRIPTION

For HR use only Job Reference number:	
Job Title:	Health Care Support Worker (Forensic Services) Arnold Lodge
Reports to (post title):	Nurse in Charge
Evaluated Banding:	Band 2
Role Purpose: Under the supervision of a registered nurse, participate in the development and maintenance of high quality patient care through involvement in the assessment, planning, implementation, and evaluation of patient care.	
Role Context: This role requires an individual with the ability to develop the skills required to provide patient care services to set standards within clinical areas. There is a need for awareness of both security and patient/client issues.	
Key Accountabilities	Performance Measures
Clinical Practice: <ul style="list-style-type: none"> • Support registered nurses recording all relevant • information countersigned by a registered nurse and • maintain strict confidentiality of patient information at • all times. • Develop an understanding of and support the principles of advocacy. • Always act in a manner as to promote and safeguard the interests and well-being of patients. • Actively promote a responsible caring attitude at all times, treating all patients with dignity and respect. • To develop and maintain a professional non-judgmental attitude when engaging in a therapeutic relationship with patients. • To develop and maintain an awareness and understanding of issues surrounding equality and diversity. • Accept and participate in regular supervision with a suitably experienced member of staff. • Demonstrate an understanding of the responsibilities in relation to patient's property and valuables respecting cultural values. • Participate in the escorting of patients as per hospital procedures. • Participate in ward-based groups and diversional activities as directed by Nurse in charge. • Assist in maintaining general and specific patient observations under the supervision of registered • nursing staff. • To carry out procedural and physical security checks • as per local procedure and to report relevant findings • to Nurse in charge. • Maintain good order and cleanliness on the ward. 	<p>Standards of care are met</p> <p>Appropriate professional standards and agreed criteria are met in accordance with the healthcare assistant code of practice.</p> <p>Adherence to relevant and appropriate risk assessment. Accurate & timely recording in health care records</p> <p>Personal Developmental Plans</p> <p>Mandatory training records</p> <p>Supervision Records.</p>

<ul style="list-style-type: none"> Facilitate the monitoring and maintenance of supplies of materials and equipment within the care environment, reporting all deficits as per procedure 	
Dimensions	
Assist in the care of 10 – 16 patients/clients.	
Safeguarding	
All employees are responsible for taking all reasonable measures to ensure that the risks of harm to children and vulnerable adults are minimised. They should take all appropriate actions to address concerns, working to agreed local policies and procedures including the guidance on Safeguarding, in partnership with other relevant agencies. This includes accessing appropriate training, advice, and support.	
Disclosure and Barring Services	
Where this post relates to the types of work, activity, employment, or profession as set out in The Exceptions Order made under the Rehabilitation of Offender Act 1974; the post will be subject to a DBS Disclosure check at the point of recruitment and thereafter, as the Trust determines appropriate. The level of the check will be determined by the type of activities undertaken and the level of contact the post holder will have with children and/or adults in receipt of health services.	
Infection Control	
All employees of Nottinghamshire Healthcare NHS Foundation Trust have an individual responsibility to have knowledge of and employ the basic principles of infection prevention and control practice. All employees must comply with Infection Prevention and control mandatory training requirements specific to their role.	
Equality & Diversity	
All staff should be able to demonstrate an understanding of and commitment to Equality, Diversity and Inclusion as identified within the Trust's Equality and Diversity Policy and associated Equality, Diversity and Human Rights legislation.	
Sustainability	
It is the responsibility of all staff to minimise the Trust's environmental impact wherever possible. This will include recycling, switching off lights, computers, monitors, and equipment when not in use. Helping to reduce paper waste by minimising printing/copying and reducing water usage, reporting faults and heating/cooling concerns promptly and minimising travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.	
Data Quality Statement	
All staff of Nottinghamshire Healthcare NHS Foundation Trust have a responsibility for data quality, improved data quality leads to better decision-making across the Trust. The more high-quality data, the more confidence the organisation has in decisions. Good data decreases risk and can result in consistent improvements in results. Employees within data roles have a responsibility for inputting high quality data (accurate, valid, timely, complete) and for ensuring that high quality data is maintained.	
Communication	
<p>Always act in a dignified and responsible manner with patients, visitors, and colleagues, using appropriate language and communication skills which acknowledge cultural differences and professional boundaries. Maintain high standards of both written and verbal communication.</p> <ul style="list-style-type: none"> Providing and receiving information which requires tact or persuasive skills. Ensure own documentation is clear and accurate in content and has been countersigned by registered nursing staff. Refer questions from patients and visitors to the nurse in charge on specific issues relating to patients' conditions of treatment. 	
Knowledge, Training and Experience	
<p>To participate in appropriate training courses or updates in accordance with mandatory requirements and/or individual Personal Development plans. Attendance as required on designated courses. Personal Development targets are met. English to pass GCSE or equivalent.</p>	

- Good general educational background.
- Effective communication and positive interpersonal skills.
- Motivated to work in a forensic mental health setting.
- Experience of using own initiative.
- Life experience.
- Responsible and caring attitude.

Analytical and Judgement Skills

Judgements involving facts or situations, some requiring analysis.

Ability to recognise variances in the patient's condition and report to the registered professional in timely and accurate way.

Accurately report and record clinical observations and treatment to the registered professional.

Planning and Organisational Skills

Works under supervision within the parameters of the individual's care plans.

Physical Skills

Standard keyboard skills

Management of Violence and Aggression which may include restraint.

Manual handling which may include Manoeuvring of wheelchairs/trolleys/beds etc.

Assisting patients with all aspects of daily living.

Responsibility for Patient/Client Care

The post holder will assist patients with their personal, physical, and emotional needs.

Responsibility for Policy/Service Development

The duties and responsibilities of the post will be undertaken in accordance with the policies, procedures, and practices of Nottinghamshire Healthcare NHS Trust. It is the post holder's responsibility to ensure they keep up to date with these policies / local operational protocol procedures.

Responsibility for Financial and Physical Resources

May be required to handle or process cash, cheques, and patients' valuables.

Responsibility for HR

Demonstrates own duties and workplace routines and support for new or less experienced staff.

Responsibility for Information Resources

Records personally generated information to healthcare records which should be countersigned / verified / validated by a registered professional as per Trust policies and procedures.

Responsibility for Research and Development

Undertakes surveys and audits as necessary to own role.

Freedom to Act

The post holder is required to follow defined procedures and protocols. Registered professionals are always available for reference/support and the post holder will understand what standards should be met.

Physical Effort

- Frequent requirement to exert intense physical effort throughout the period of work.
- To undertake relevant mandatory training and engage in the management of violence and aggression.
- Escorting and maintaining custody of patients both within and outside of secure environments.
- Response to serious and emergency incidents, participating as a member of the response team.
- Routine room / patient searching and checking of property.

Mental Effort

- Frequent concentration where the work pattern is predictable, occasionally unpredictable

Emotional Effort

- Frequent and prolonged exposure to highly distressing or highly emotional circumstances.
- Working closely in clinical practice with patients in a medium secure forensic setting. The backgrounds and presentation of many of these clients can present exceptional challenges both in working with the patients, in managing personal emotional responses and those of other e.g., carers.
- Frequent exposure to high levels of stress when dealing with incidents within the unit. Maintaining high levels of self-awareness, mindfulness, and environment risk. Ability to maintain a balanced/objective perceptive while working under potentially stressful situations and conditions.

Working Conditions

- Medium secure mental health environment that cares for mentally disorder offenders who are assessed as posing a serious and immediate danger to themselves and the public. This involves being responsible for security procedures, keys and working in a restrictive, locked environment.
- Frequent exposure to highly unpleasant working conditions.
- Frequent exposure to potential physical violence and verbal abuse and emotionally stressful situations.

This includes:

Locks and fences.

Constant observation of staff and patients.

Continual risk of patient assault – verbal and physical.

Exposure to aggressive behaviour of patients and carers.

Security procedures - searches, patient movement restrictions.

Being alert to emergency, security procedures.

Knowledge and adherence to organisational security policies and procedures.

Demonstrate an understanding of the need to integrate security requirements within therapeutic activities in the provision of care rehabilitation for patients.

Effectively use hospital radio communication equipment as required.

Organisation Chart

- Ward Manager
 - Band 6
 - Band 5
 - Band 4
 - Band 3
- This post (Band 2)

Signatures

Please sign to confirm agreement

Post holder:

Date:

Line Manager:

Date:

EMPLOYEE SPECIFICATION FOR THE POST OF BAND 2 – HEALTH CARE ASSISTANT

All staff should be able to demonstrate an understanding of and commitment to Equality, Diversity and Inclusion as identified within the Trust's Equality and Diversity Policy and associated Equality, Diversity and Human Rights legislation

Attribute	Essential	Weight	Desirable	Weight	How Identified
Physical Requirements	Good health and attendance records, physically fit and able to undertake training in physical interventions. Has the physical ability to undertake the full range of duties as required.	5			Occupational Health Interview
Qualifications - Academic / Craft / Professional			Commitment to undertake NVQ or equivalent training. Good general education (e.g. GCSE English and Maths)	5	Interview Application Form
Training	Willingness to undertake training that will enhance service delivery.	5			Interview Application Form
Experience			Relevant experience of working in a healthcare setting. Relevant experience of working with patients who display challenging behaviour.	5	Interview Application Form
Knowledge	Basic understanding of Arnold Lodge and mental health conditions.	5			Interview
Skills	Good verbal / written communication skills. Ability to work as part of a team. Diplomatic, caring & sympathetic. Ability to be flexible. Good observation skills with the ability to verbalise observations of incidents, events, and behaviours, in an accurate and timely manner. Committed to user involvement. Standard keyboard skills.	5	Positive attitude and evidence of ability to encourage interests in patients.	5	Interview Application Form References
Contractual Requirements	Shift Working. 24-hour rotational systems. Ability to work to meet the needs of the service.	5			Interview

PLEASE NOTE THAT ALL CRITERIA WILL BE SUBJECT TO REASONABLE ADJUSTMENTS WHERE THE APPLICANT HAS DECLARED A DISABILITY AS DESCRIBED IN THE EQUALITY ACT