



## **HERTFORDSHIRE PARTNERSHIP NHS FOUNDATION TRUST**

### **JOB DESCRIPTION FORMAT**

**Title:** Senior Support Time and Recovery (STaR) Worker

**Band:** 4

**Strategic Business Unit** West

**Responsible to:** Senior Social Worker

**Accountable to:** ACMHS Manager

**Base:** Civic Offices, Borehamwood

#### **Job Summary:**

- To work as part of a team which provides mental health services.
- To provide service users with support, give time and thus promote recovery
- To assess and provide interventions as indicated in Connected Lives assessments.
- To support the running of the clinics - and be confident in venipuncture or be willing to train in this area.
- To be part of a seven-day rota to support the FACT team – 'Flexible Assertive Community Treatment'.
- To work across service and/or care group boundaries as necessary.
- To work closely in association with the Team Leader and other senior staff.
- To work within the Care Programme Approach / Care Management process with a focus on Recovery Principles.

## **Job Responsibilities:**

- To provide *support*, give *time* to an allocated group of service users and thus promote their *recovery* and promote their place in the broader community.
- Responsible for providing support to the care co-ordinator, in the implementation of a recovery focused care plan for an allocated number of individual service users.
- To ensure that service users engage beneficially with the agreed Care Plan and access appropriate services provided on a regular and consistent basis.
- To positively promote independent living of service users within community.
- To enable the capacity of the team to develop a rapport with service users, based upon attentiveness, sensitivity, understanding, compassion and honesty.
- To develop plans that will enable the provision of practical support to service users and their carers in developing and managing dignity and independence.
- To enable staff to provide support with daily 'living of ordinary lives'
- To ensure the right information is available to enable staff and service users to gain access to resources, including benefits and welfare rights.
- To be responsible for reviewing information available to staff and service users for its quality and relevance.
- To help to identify early signs of relapse by monitoring the service users' progress, level of functioning and mental state and alert the appropriate staff involved in the service users' care.
- To report regularly to care co-ordinators and appropriate key workers.
- To maintain accurate records as required by existing procedures, entering appropriate details on the service users' case notes / electronic patient records as necessary.
- To ensure the service user understands and has a clear pathway of care across sector / agency boundaries with key contact points / named individuals.
- To participate in and be responsible for appropriate elements of staff development as part of STaR Team meetings as and when required.

- To liaise and work in close co-operation with the Team Leader, other mental health professionals, and voluntary and private sector agencies as required, to help ensure that best value services are delivered to the users of STaR services.
- To undertake direct service user work where this is deemed appropriate, and to proactively engage service users in working to achieve their own desired outcomes, in housing related matters, in line with recovery principles, and recorded in their care plans.
- To respond to urgent situations emergencies or crises using local protocols.
- To lead on the development of structured and semi-structured group work with service users within the community settings, and to contribute to the research of local need and the development of such groups to meet it.
- To use information systems including information technology and be willing to undertake appropriate training.
- To attend and actively participate in training sessions, team / care plan review meetings and supervision as appropriate.
- To undertake such other duties as may be determined from time to time within the general scope of the post.

,

### **Information Resources**

- IT literate and able to present information to a range of audiences through a range of media

### **Clinical Responsibility**

- The post holder will work under supervision, where professional staff will always be available for reference and support
- Allocation of work will be delegated by a professional carrying a caseload.
- The post holder will implement care packages under the supervision of registered clinical practitioners in a range of settings

### **Service Development and Improvement**

- Ability to understand the needs of service users and to assist in the development of business cases to meet the accommodation needs.

### **Planning and Organisational Skills**

- Ability to prioritise and manage their own case load in discussion with professional staff.

### **Physical Working Conditions and Environment**

- Driving required unless you have a disability as defined by the Equality Act 2010
- Visiting accommodations

### **Additional Information**

Post holders will be expected to conform to the values and principles adopted by the Trust in terms of their attitudes and behaviours.

### **Knowledge and Skills Framework:**

The post holder will be expected to meet the requirements of the NHS Knowledge and Skills Framework KSF appropriate outline for the post.  
*Approved outlines are available on the HPT e-ksf local library*

### **Health and Safety**

The post holder has a duty of care to themselves and to others with whom they come into contact in the course of their work as laid down in the Health and Safety at Work Act 1974 and any subsequent amendment or legislation.

### **Infection Control**

All Trust staff will:

Act as a role model and champion for the highest standard of all aspects of infection prevention and control and implementation of all Infection Prevention and Control Trust policies and guidelines.

Demonstrate respect for the roles and endeavours of others, in implementing good standards of hand hygiene.

Value and recognise the ideas and contributions of colleagues in their endeavours to reduce the incidence of healthcare associated infection.

### **Equality and Diversity**

Hertfordshire Partnership Trust is committed to providing an environment where all staff, service users and carers enjoy equality of opportunity.

The Trust works to eliminate all forms of discrimination and recognise that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

Providing equality of opportunity means understanding and appreciating the diversity of our staff, service users and carers and ensuring a supportive environment free from harassment. Because of this Hertfordshire Partnership Trust actively encourages its staff to challenge discrimination and promote equality of opportunity for all.

## **Confidentiality**

All staff must be aware of the Data Protection Act 1984, and its subsequent amendments, which is now in force. This means that protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, the Trust and the individual may be prosecuted.

## **Standards of Business Conduct and Conflicts of Interest**

The Trust has adopted a Standards of Conduct Policy, which reflects NHS Management Executive Guidelines. It is the responsibility of staff to ensure that they do not abuse their official position for personal gain or seek to advantage or further private business or other interests in the course of their official duties. Staff should be informing their line manager if they are working for any other organisation to ensure that this Trust complies with the Working Time Regulations.

## **Information and Records Management**

The post holder must be competent in using IT and have the relevant skills to carry out the activities required for the post.

To comply with the Data Protection Act 1998, Freedom of Information Act 2000 and Department of Health Code of Confidentiality in line with Trust procedures.

To adhere to the Trust's policies on records management including creation, use, storing and retention and disposal of records.

Adhere to the Trust's Corporate Identity using the standard templates – available on Trustspace.

## **Safeguarding Adults and Children**

The Trust is committed to ensuring adults and children are protected and come to no harm from abuse. All employees have a responsibility to be aware of national and local policies, their individual responsibilities with regards to the protection and safeguarding of both adults and children, and must adhere to them at all times.

## **Organisational Change**

As services develop and change, the post holder may be required to undertake other responsibilities within the Trust.

## **Review:**

This job description is an outline, which reflects the present requirements of the post and is not intended to be an inflexible or finite list of duties and

responsibilities. As these duties and responsibilities change and develop the job description will be amended from time to time in consultation with the post holder.





## HERTFORDSHIRE PARTNERSHIP NHS FOUNDATION TRUST

### PERSON SPECIFICATION FORMAT

**Title:** Senior Support, Time and Recovery Worker

**Band:** 4

**Strategic Business Unit** West

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications / equivalent experience: <ul style="list-style-type: none"> <li>NVQ level 3 qualification or mental health certificate level 3 or agreement to undertake such training as soon as resources permit</li> <li>NVQ/Mental Health Certificate Level 2</li> <li>Commitment to Continuing Personal Development</li> <li>Venepuncture training</li> </ul>	<ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
Skills and Knowledge: <ul style="list-style-type: none"> <li>Basic written communication skills</li> <li>Good verbal communication skills and the ability to listen effectively</li> <li>Empathy, compassion and patience</li> <li>Ability to create innovative solutions to help empower service users</li> <li>Ability to work unsupervised in a range of settings</li> <li>Ability to form positive therapeutic relationships with service users and carers</li> <li>A keenness to make a positive contribution to improving the quality of life for people with mental health problems</li> <li>Ability to use structured therapeutic skills, such as solution focussed therapy, or a commitment to acquiring such skills</li> <li>Ability to acknowledge diversity and promote anti-discriminatory practice/equal opportunities</li> <li>Ability to provide practical support with daily living activities</li> <li>An ability to act calmly in emergencies and to respond in a professional manner to stressful and challenging behaviour</li> <li>Basic food hygiene</li> <li>Basic first aid skills</li> <li>Basic health and safety awareness</li> </ul>	<ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>•</li> <li>•</li> </ul>

<ul style="list-style-type: none"> <li>• Moving and handling awareness</li> <li>• Awareness of local services</li> <li>• Knowledge of benefits/employment systems</li> <li>• An understanding of the mental health system</li> <li>• Relating to People Skills</li> <li>• SCIP Trained</li> <li>• Basic Interviewing Skills</li> <li>• Ability to supervise/mentor others</li> </ul>	<ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> </ul>	
<p>Experience:</p> <ul style="list-style-type: none"> <li>• Three years experience of providing mental health services from within a team setting, which may be combined with personal lived experience of mental health difficulties</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>	
<p>Other Requirements:</p> <ul style="list-style-type: none"> <li>• Self -awareness</li> <li>• Ability to be versatile and accessible</li> <li>• Ability to prioritise a workload</li> <li>• Ability to work under pressure and within agreed deadlines</li> <li>• Understanding of the need to maintain confidentiality at all times.</li> <li>• Car driver unless you have a disability as defined by the Equality Act 2010</li> </ul>	<ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> </ul>	

**NB: ALL INDICATORS SHOULD BE SUPPORTED BY APPROPRIATE EVIDENCE WHICH IS CLEAR AND CHECKABLE AT INTERVIEW**

