



Hertfordshire Partnership
University NHS Foundation Trust



JOB DESCRIPTION

Title:	Support, Time and Recovery Worker
Band:	3
Directorate:	Strategic Business Unit East and North
Responsible to:	Band 6 Nurses/ Social Workers
Accountable to:	CMHS Managers
Base:	Cygnets House, Ware

Job Summary:

- To work as part of a team which provides mental health services.
- To focus directly on the needs of service users using the Support Time and Recovery Model.
- To work across service and/or care group boundaries as necessary.
- To work closely in association with the Team Leader, other senior staff and other agencies.
- To work within the Care Programme Approach / Care Management process with a focus on Recovery Principles.
- To provide support, give time and thus promote recovery.
- To work with other providers to maximise service user participation in their local community
- To support our duty and initial Assessment Service.
- To undertake carers assessment and support of carers identified in the team.

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.
- To assist the care co-ordinator or key worker to assess, plan, implement and evaluate individual service user lead support / recovery plans focusing on social care needs.

- To contribute towards the support of a team of STaR workers, by leading on clearly identified, appropriate day to day team tasks.
- Responsible for providing support to the care co-ordinator, in the implementation of a recovery focussed 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 aid in the induction of STaR workers at lower bands.
- To lead cross-service peer supervision groups of STaR Workers.
- 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.

Working Relationships and Communication Requirements of the Job

Working relationships

- The post holder will be expected to liaise with external stakeholders and other non-statutory agencies.

Communication requirements

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

Clinical Responsibility

- To act as primary worker to cases allocated by the Team Leader to ensure service users' progress, level of functioning and mental state and alert the appropriate staff involved in the service users' care

Service Development and Improvement

- Ability to understand the needs of service users and to assist in the development of the service.

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 Disability Discrimination Act 1995
- Visiting accommodations

Additional Information:

- Good Humour
- Willing
- Confident
- Engagement skills

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.

Values and Behaviours

Our values and behaviours have been developed by over 800 service users, carers and members of staff. They describe how we aim to be with service users, carers and each other. By living our values we will deliver our ambition to be a leading provider for everyone we work with.

- We are **welcoming** so you feel valued as an individual
- We are **kind** so you can feel cared for
- We are **positive** so you can feel supported and included
- We are **respectful** so you can feel listened to and heard
- We are **professional** so you can feel safe and confident

Our values set the tone for:

- The way we plan and make decisions.
- The way we behave with service users and each other.
- The kind of colleagues we recruit.
- The way we induct, appraise and develop our staff.

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 postholder 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.





PERSON SPECIFICATION

Title: Support, Time and Recovery Worker

Band: 3

Strategic Business Unit East and North

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

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

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

