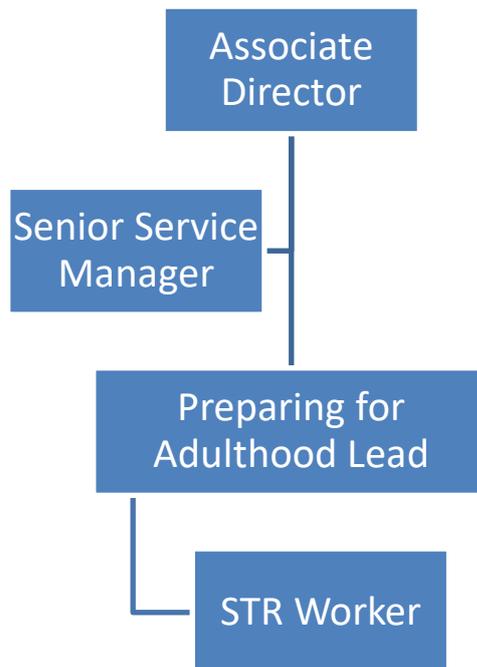


HR Use Only	
Job Ref:	Occ. Code
CHC_CNY09N	

JOB DESCRIPTION

JOB TITLE:	Support, Time and Recovery (STR) worker
PAY BAND:	Band 4
DIVISION:	Stoke Community Directorate
TEAM/SERVICE:	Preparing For Adulthood
BASE:	Blurton Health Centre
RESPONSIBLE TO:	Preparing For Adulthood Lead
ACCOUNTABLE TO:	Associate Director/Senior Service Manager
RESPONSIBLE FOR:	Junior Staff

Organisational Chart



Job Summary:

The purpose of this post is to work as part of a service which provides mental health support and focuses on the direct needs of service users between the ages of 16 – 25 years old who are transitioning or who have transitioning from CAMHS, working across boundaries of care, organisation, and role, coordinated through the Care Programme Approach/Care Management process.

To provide **Support**, give **Time** to an allocated group of service users with more complex needs who are around the age of transition and thus promote their **Recovery** and maintain them in their community environment.

To assist care coordinator or key worker to assess, plan, implement and evaluate individual care plans.

To achieve the objectives of this role, the post holder must have the individual service user's needs at the fore at all times and use the agreed set of values and skills to underpin their day to day work

Key Duties/Responsibilities

Responsible for providing the link into the care coordination process for an allocated number of individual service users. This will include attending and actively participating in training sessions, team/care plan review meetings and supervision as appropriate.

To ensure that service users engage effectively with the agreed Care Plan and access appropriate services provided on a regular and consistent basis.

Positively promote independent living of service users within their community.

Developing a rapport based upon companionship and friendship but within appropriate and transparent boundaries.

Provide regular and practical support to service users and their carers in developing and managing dignity and independence.

Provide support with daily living; "living ordinary lives"
Help service users gain access to resources to include benefits and welfare rights.

Provide information on health promotion.

Help to identify early signs of relapse by monitoring the service user's progress, level of functioning and mental state and alert the appropriate staff involved in their care.
Report regularly to care coordinators as appropriate key worker(s)

To maintain adequate records as required by existing procedures, entering appropriate details on the service user's case notes 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.

Participate in the planning of protocols to develop the service to the clients.

Participate in the review of the service provided to clients overall by STR workers and advise any changes to the Senior STR worker/Care Coordinator.

Specialist/technical requirements

These will include being able to demonstrate knowledge of:

- How to listen and communicate effectively
- How to build community links
- How to spend time effectively

- How to be empathic, compassionate and patient
- How to deal sensitively with distress, disturbance and unpredictability
- How to be non-judgmental
- First Aid skills
- Food Hygiene
- Health and Safety
- Moving and Handling

The post holder will need to:

- Be versatile
- Be accessible and flexible in availability
- Think and act calmly
- Demonstrate a good understanding of mental health issues
- Have the practical skills to assist daily living
- Be prepared to assist with basic practical tasks
- Promote the rights, responsibilities and recovery of service users
- Engender empowerment and well-being
- Acknowledge diversity
- Promote anti discriminatory practice
- Maintain confidentiality
- Promote equal opportunities
- Ensure service users are treated with dignity and respect as part of their ethical practice

GENERIC CLAUSES

- To maintain a broad understanding of the work of North Staffordshire Combined Healthcare NHS Trust as a whole, and actively contribute your ideas for the improvement of service provision.
- To ensure own actions contribute to the maintenance of a quality service provision.
- To be responsible for the self-development of skills and competencies through participation in training and development activities and to maintain up to date technical and professional knowledge relevant to the post.
- To participate in the Performance and Development Review and to undertake any identified training and development related to the post.
- To undertake statutory and mandatory training as deemed appropriate by the Trust.
- To develop and maintain effective working relationships with colleagues.
- To adhere to all Trust policies and procedures.

Trust Values:

As an employee and representative of the Trust, you are required to demonstrate and uphold the Trust's Values. These are:

Proud to CARE:

Compassionate

- Caring with compassion, it's about how we listen, what we say, what we do.

Approachable

- Friendly, welcoming, sharing ideas and being open

Responsible

- Taking personal and collective responsibility, being accountable for our actions

Excellent

- Striving for the best, for high-quality safe care and continually improving

Health & Safety:

All staff have a duty to ensure the health and safety of themselves and others whilst at work. Safe working practices and health and safety precautions are a legal requirement. ALL incidents/ accidents must be reported to your manager and in line with the general philosophy of the Trust, you must participate in accident prevention by reporting hazards and following relevant policies and procedures including Moving and Handling guidelines and mandatory health and safety training.

Infection Control:

Infection Prevention and Control (IPC) is everybody's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and Procedures and make every effort to maintain high standards of infection prevention and control at all times. This includes good antimicrobial stewardship, hand decontamination, cleanliness and adhering to the Dress and Appearance policy. This will reduce the risk of Healthcare Associated Infections including MRSA and Clostridium Difficile in accordance with the Code of Practice on the prevention and control of infections and related guidance (2015).

Risk Management:

You are required to contribute to the control of risk and use the incident reporting system to alert the Trust of incidents or near misses that may compromise the quality of services.

Data Security:

To ensure that the Trust Policies and Procedures regarding data security are adhered to, and that staff are aware of their obligations under these policies.

Confidentiality:

Working within the trust you may gain knowledge of confidential matters which may include manual/electronic personal and medical information about patients and staff. Such information must be considered strictly confidential and must not be discussed or disclosed. Failure to observe this confidentiality could lead to disciplinary action being taken against you.

Equality & Diversity:

The Trust is committed to ensure that no job applicant or employee receives less favourable treatment on the grounds of age, disability, gender, race, religion or belief, sexual orientation, marital status, gender reassignment or pregnancy/maternity. We fully support the right of all staff to equal opportunities and are committed to the development of a diverse workforce.

Safeguarding:

The Trust is committed to safeguarding and promoting the welfare of children and vulnerable adults and is signed up to Stoke-on-Trent Safeguarding Children Board Procedures, Staffordshire Safeguarding Children Board Procedures and the Staffordshire and Stoke-on-Trent Safeguarding Adults Partnership Procedures. All Trust staff must be familiar with, and adhere to, these procedures. It is the post-holder's responsibility to attend the Trust's mandatory Safeguarding Training, and to follow the relevant Trust's Policies and Practice Guidance.

Codes of Conduct and Accountability:

You are required to comply with Trust codes of conduct and accountability and codes of conduct which are relevant to this post.

Raising Concerns

If you have any concerns about a risk, malpractice or wrongdoing at work you are expected, as a Healthcare professional, to raise these concerns at the earliest opportunity, either with your line manager or lead clinician. This may be done verbally or in writing. As a result of raising a genuine concern under the Raising Concerns procedure, you will not be at risk of losing your job or suffering any detriment (such as a

reprisal or victimisation) provided you are acting in good faith and the matter is not raised maliciously. Please refer to the Raising Concerns (formerly Whistleblowing) procedure for further information.

Registration:

Registration with a professional body imposes a duty on health care professionals to maintain the safety of the public through working within professional standards, to provide good quality care to patients and to promote professional education and conduct. It is the policy of the Trust that all health care professionals register or re-register and act in accordance with the requirements of their professional body.

Disclosure & Barring Service (DBS)

This post may be exempt from the Rehabilitation of Offenders Act 1974. If so, should you be offered the post it will be subject to a criminal check from the DBS before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions. North Staffordshire Combined Healthcare NHS Trust may require a Disclosure through the DBS for this post to ensure suitability for employment. Should an employee be subject to a caution, reprimand, final warning or convictions during the course of their employment then they must share this with their manager at the first possible opportunity, to assess their continued suitability for employment in the post.

THE TRUST OPERATES A NO SMOKING POLICY

EMPLOYEE

SIGNATURE:

DATE:

Person Specification

	Essential	Desirable	Method of assessment
Qualifications	<p>NVQ Level 2 NVQ Level 3 or commitment to train towards achieving it. Certificate in Mental Health or commitment to work towards achieving it.</p>	<p>NVQ Level 3 Certificate in Mental Health Evidence of other updating and development in social/mental health care</p>	<p>Application form / interview / assessment</p>
Experience	<p>Experience of working with people with mental health needs. Providing support to individuals and carers. Supporting people with activities of daily living and promoting self-care and social functioning. Experience of working under pressure and assisting in crisis management</p>	<p>Working in a community setting. Experience of working with people with psychosis. Understanding of the needs for people in receipt of benefits.</p>	<p>Application form / interview / assessment</p>
Knowledge and skills	<p>Knowledge and understanding of the needs of and issues facing people and their carers who have mental health support needs. Understanding of the philosophy and principles of Early Intervention. Awareness of some of the assessment, management, treatment & interventions for people with first episode psychosis. Understanding of the Care Co-ordination Approach and the STR worker role within it. Recognise the importance of recovery in mental illness. Excellent communication skills, verbal/written. Good listening skills. Able to accurately pass on information clearly and precisely. Able to engage with service users and carers and develop relationships. Ability to work under pressure and use own initiative. Be creative, innovative and flexible in approaches to care. Able to participate in and contribute to the work of the multi-professional team. Able to work independently and under supervision. Possess or have the commitment to learn information technology. Able to motivate people in relation to self-care and social functioning.</p>	<p>Awareness of the Mental Act, National Service Framework and Clinical Governance. Understand the importance of relapse recognition and management. Understanding of substance use issues in people with mental health problems. Multi-disciplinary team working experience. Understanding of Counselling skills. Able to encourage individuals to take a problem solving approach for difficult issues.</p>	<p>Application form / interview / assessment</p>

	<p>Ability to enable people to access community services/agencies to meet their health and social needs.</p> <p>Have a problem solving approach to care.</p>		
Personal	<p>Have client centred recovery values.</p> <p>Be flexible, creative, innovative, approachable, empathic, determined and enthusiastic.</p> <p>Possess a “can do” attitude.</p> <p>Be reliable and punctual.</p> <p>Be able to meet the travel requirements of the post.</p>		<p>Application form / interview / assessment</p>