

Health Care Support Worker

JOB DESCRIPTION



About Us

Lincolnshire Partnership NHS Foundation Trust (LPFT) is a high performing organisation that delivers excellent mental health and learning disability for the people of Lincolnshire. We are proud to work in partnership with our staff, patients, carers, governors, commissioners and the public to ensure our services are the best that they can be.

Our people lie at the heart of what we do. Over 2500 excellent, well trained and motivated staff are what makes LPFT successful. You could be part of a Trust rated by our own staff as one of the best mental health trusts in England, in and around a location that is heralded as a fantastic place to live and work.

Our staff work in a range of inpatient and community settings, with a variety of individuals across the lifespan - from child and adolescent services, through to working age and older adult and dementia care. Mental Health and Learning Disability staff work with individuals, their carers, and the wider multi-disciplinary team to assess, plan, deliver and evaluate care according to each individual's specific needs.

Our staff members are skilled at establishing relationships with their service users to promote trusting, therapeutic relationships, and to advocate for their service users. Staff often walk alongside their service users in the scariest of times, offering them hope, working with them to develop an understanding of their experiences and establish coping mechanisms to manage their distress.

We are dedicated to offering opportunities for flexible working across all our services as we understand and value the importance of a great work-life balance and are committed to providing pathways and opportunities for development for all staff. We are proud of our partnership with the University of Lincoln and the Lincoln Medical School, which has been supporting the expansion of our academic offerings to nurture and value talent across the Trust.

Lincolnshire is a large county, which boasts 50 miles of coastline to the east, the city of Lincoln at the heart with many picturesque towns and villages over the rest of the large, rural county. There are many reasons to make Lincolnshire your home; outdoor pursuits, city culture and lots of family fun. Lincoln has a cathedral, castle and boutique shopping but a short drive out of the city and you will find rolling hills in the Lincolnshire Wolds as well as areas of outstanding natural beauty.

Lincolnshire is great for families, with around 90% of schools in the county rated as either good or outstanding by OFSTED and with two outstanding universities, seven further education colleges and many independent training providers your family's education is well catered for.

Our values and behaviours are at the very heart of LPFT and we would welcome an application from you if you share these values and believe that you can make a difference.



Job Description

Job Title: Health Care Support Worker

Pay Band: Band 3

Reports to (Title): To be confirmed on appointment

Accountable to (Title): Team Co-ordinator / Manager (dependent on area)

Location/Site/Base: Various locations – base to be confirmed during recruitment process

About the role

The post holder will be responsible for:

- Implementation of care plans and care packages to service users experiencing severe mental illness and / or mental health problems.
- Participate in the development, implementation and maintenance of high quality care through involvement in the assessment, planning, implementation and evaluation of patient care.
- Supporting the service user, their carers and the wider professional team.
- Actively promoting a caring attitude at all times, treating patients / service users with dignity and respect.

The post holder will organise their own time and work on own initiative as necessary, prioritising service user care under the supervision of an appropriate professional. They will support the delivery of planned care to service users as required in the provision of direct/indirect care.

Duties of the role

- Liaise with other members of the team and carry out assigned duties as a member of a multi- disciplinary mental health team.
- Working within policies, protocols and clinical procedures of the Trust. Ensure accurate record keeping in accordance with these policies and correct countersigning, where required.
- Promote equality for all patients, understand their health needs and carry out physical health checks when necessary.
- Demonstrate an awareness of service user and carer perspectives on the provision of treatment and continuing care.
- Consider the mental capacity and best interest of every service user in regards to every intervention.
- Participate regularly in clinical and/or managerial supervision sessions and performance reviews.
- Liaise with representatives from associated voluntary and statutory organisations and facilitate good communication processes.
- Attend in-service training and other study / refresher days to meet individual, statutory and service needs.
- Facilitate and participate in any necessary activities (for example recreational / physical activities, one to one and group interventions) in the provision of health and social care to service users.

- Demonstrate an understanding of the responsibilities in relation to patients' property and valuables ensuring you respect cultural values.
 - Always act in a manner that promotes and safeguards the interests and well-being of patients.
 - Demonstrate a caring attitude and treat all patients with dignity and respect, ensuring that no patient is the subject of any form of abuse.
 - To report any incident which does not comply with Trust policy regarding incident reporting.
 - Work with service users to promote independence, maximising daily living skills.
 - Work flexibly to meet the needs of service delivery.
 - Participate in the escorting of patients as per the unit procedures (dependent on location)
 - Maintain good order and cleanliness on the work area.
 - Assist in maintaining general and specific observations under the supervision of registered nursing staff (where applicable)
 - Roles based in the Community / Crisis teams may also work within the section 136 suite and the rapid response car.
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Skills and Abilities

- To communicate sensitively with service users, carers and families where there may be barriers to understanding, cultural differences and diversity.
 - Some individuals may be hostile towards the post holder, displaying verbal and/or physical aggression and this will require the postholder to be persuasive in order for them to be able to communicate in a manner that the service user, carer and families understand.
 - Participate in clinical reviews and case conferences as appropriate.
 - To liaise and communicate with other members of the team, other health and social care professionals, voluntary groups etc. with regard to the continuing care needs of clients. The information discussed will be sensitive and confidential, and may concern matters such as physical, verbal, sexual and child abuse.
 - Always act in a dignified and responsible manner with patients, visitors and colleagues, using appropriate language and communication skills which acknowledge cultural differences.
 - Contribute to the assessment and analysis of clinical and non-clinical situations, making routine judgements to resolve and prioritise service user's needs. This will require the comparison of a range of options.
 - Quick decision-making skills – calm approach and the ability to liaise and consult with other colleagues if required.
 - Under the indirect supervision of an appropriate professional plan, undertake and implement delegated duties to deliver planned individualised/personalised care to service users to promote their recovery.
 - Planning and organising own tasks as appropriate on a day to day basis and where necessary ensure whereabouts are known.
 - This will be dependent on service area and may include:
 - undertaking physical investigations where competent to do so (frequent exposure to unpleasant conditions) and nursing procedures such as urine analysis, phlebotomy, TPR and BP etc, recording findings and informing supervising nurse of results
 - For some roles the ability to travel around the county without the use of public transport is required (this would be confirmed during the recruitment process).
 - Requirement to adhere to individual risk assessments.
 - Use of supportive equipment such as wheelchairs, hoists etc.
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Responsibilities of the post holder

- Responsible for direct patient care, will need to act independently as well as consulting / liaising with the team.
 - Acknowledge personal limitations in respect of competencies required to undertake the role
 - Responsible for delivering and/or monitoring personal care activities.
 - Carry out safe practice in accordance with Trust policies and procedures, commenting on policies, procedures and developments as necessary.
 - Observe personal duty of care in relation to equipment and resources used in the course of work.
 - Awareness of the implication of the cost of any resources and ensuring liaison with line management.
 - Supervise other staff as required in the provision of care and other duties
 - Act as a role model to colleagues.
 - Provide ongoing work-based support and instruction to other staff to support performance improvement, NVQ and competency development.
 - Participate in performance review, supervision and undertake mandatory training and personal development as required of the post including competency development.
 - Record all self generated information within the service users clinical notes and/or using the Trust's clinical information systems.
 - Requirement to be involved in team and Trust wide development of services.
 - Undertakes surveys or audits, as necessary to own work. May occasionally participate in research and development, clinical trials and equipment testing.
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Effort and Environment

- In order to manage risk all postholders will undertake PMVA (Prevention and Management of Violence & Aggression) training.
 - Concentration required for patient / client observations and interventions as well as dealing with unpredictable patient behaviour.
 - Concentration when inputting data / information onto systems.
 - Dealing with patients with acute mental health illnesses and may involve exposure to matters such as physical, verbal, sexual and child abuse.
 - Working in frequently working conditions that may include supporting with personal care needs, including incontinence, and supporting patients with aggressive and challenging behaviour. This can be on a regular or occasional basis depending on specific caseload at the time.
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Equality and Diversity

All staff through their behaviours and actions will ensure that our services and employment practices are respectful of individual needs and differences including those characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex and Sexual Orientation).

Evidence for suitability in the role will be measured via a mixture of application form, testing and interview

Person Specification

Qualifications	
Essential <ul style="list-style-type: none"> • Care Certificate or willingness to work towards resourced by LPFT. • Level 3 in Care or equivalent • Training in mental health awareness or other training relevant to this post. 	Desirable <ul style="list-style-type: none"> • Certificate in Community Mental Health • European Computer Driving Licence qualification or equivalent to demonstrate ability to use basic IT packages / systems • Food Hygiene certificate (required for posts based in inpatient areas only)
Skills and Competences	
Essential <ul style="list-style-type: none"> • A patient and empathic approach • Effective communication with service users, other members of the team and outside agencies. • Ability to take and maintain clear and accurate clinical note keeping • Quick decision-making skills – a calm approach and have the ability to liaise and consult with other colleagues if required. • De-escalation skills and the ability to work with agitated service users to effectively and appropriately calm them down. • Planning and organisation skills • Skills related to physical healthcare interventions such as urine analysis, phlebotomy, TPR and BP etc, recording findings and informing supervising professional of results. 	Desirable <ul style="list-style-type: none"> • Immediate life support • Venepuncture

Knowledge & Experience	
<p>Essential</p> <ul style="list-style-type: none"> • Previous relevant experience working with people with mental health problems at a nursing assistant grade or equivalent within a health and/ or social care setting. • Knowledge of risk assessment principles. • Experience in providing support for people in the community or inpatient with mental health needs. 	<p>Desirable</p> <ul style="list-style-type: none"> • Voluntary or working capacity with mental health service or equivalent • Experience of working with the service user group where the post is based which may be: <ul style="list-style-type: none"> - Children and young people. - People with mental health needs in crisis - Armed forces / veteran community - People with dementia - People with eating disorders (if personal experience post recovery of at least 2 years) <p><i>[Note: Applicants will be matched with most suitable work area as part of the recruitment process depending on skills / experience and applicant preference].</i></p>
Special Requirements of the post	
Ability to travel around the county without the use of public transport (only required for some community based posts)	