

OXLEAS NHS FOUNDATION TRUST JOB DESCRIPTION

JOB TITLE: Crisis and Home Treatment Team Senior Support Worker

GRADE: Band 3

DIRECTORATE: Adult Acute and Crisis Mental Health

HOURS OF WORK: 37.5 hours per week to be worked over a 24-hour shift period

RESPONSIBLE TO: Bexley Home Treatment Team Manager
(Line manager)

ACCOUNTABLE TO: Service Director

Borough Crisis Teams manager

LIAISES WITH: Liaison Services, CMHT, Inpatient Wards, Other Services

BASE: Hawthorne Unit / Queen Mary Hospital

Crisis and Home Treatment Team (CHTT) overview

Bexley Home Treatment team have an exciting opportunity for a senior Support worker band 3 to join our well-established team which provides a 24-hour crisis resolution and home treatment to the residents in the Borough of Bexley. Come and join a successful and dynamic service which has recently been Accredited by the Royal College of Psychiatry, in providing an effective alternative to inpatient treatment for people in mental health crisis, 365 days a year.

The Home Treatment Team is an essential component of the Crisis Care Concordat 2014 and forms part of comprehensive borough-based crisis services, alongside the Mental Health Liaison, Community mental health Team and Crisis Café. The team is multi-disciplinary and employs several nursing, medical, social work and support worker staff who work closely to provide a viable alternative to hospital admission with a focus on a social systems approach. The Senior Healthcare Support Worker is the role for those who

have experience and training, in clinical practice, in a ward or other clinical setting. Senior Healthcare Support Workers provide personalised care to service users, undertaking clinical tasks with supportive supervision as required. Those in this role will spend significant amounts of time engaging with people who use our services. Senior Healthcare Support Workers may go on to progress to become a Nursing Associate or Assistant Practitioner once they have completed the necessary training and demonstrated the necessary competences.

Description of Duties

Clinical Skills

1. Working under the guidance of a Registered Nurse/ AP/NA/B4, to implement the delivery of quality nursing care, contributing to the physical, psychological, social, recreational, and spiritual care in a recovery-focused way through therapeutic engagement and activities, and taking steps to address any issues that arise.
- 2. Principle Accountabilities**
 - The Senior Support Worker will be a member of an adult mental health team and will provide a comprehensive service to clients referred to the Team who need assessment and short-term treatment/intervention.
 - The Senior Support Worker is accountable to the Director for Acute Mental Health Services for Oxleas NHS Foundation Trust / Director of Education & Social Care, London Borough of Bexley.
 - a) Undertaking 1-1 engagement with service users in an honest, open, and non-judgmental way
 - b) Recognising and valuing service users as individuals, acknowledging the importance of always maintaining the service user's respect and dignity and ensure that the care provided respects equality and diversity.
 - c) Escalating any concerns to a Registered Nurse.
 - d) Monitoring and recording service user clinical observations, such as Physical observations and vital signs and escalating as appropriate any signs or symptoms of deterioration or that do not fulfil the personal parameters to the relevant professional.
3. Implementing the principles of 'recovery': encouraging and supporting service users to engage with healthy lifestyles, facilitating psychosocial activities and other activities of their interest.
4. Escorting service users, as required, in line with Trust policies.
5. Facilitating the admission and discharge of service users, ensuring needs of the patient are met including activities such as property checks, orientation to

services, and ensuring that community support needs are met under direction of a senior clinician.

6. Advocating for service users' needs and rights within Trust policy.

Knowledge and Frameworks

7. Demonstrating an enhanced understanding of Mental Health signs and symptoms and an understanding of how these may present in practice including recognition of impact on patient presentation and behaviour including risk factors.

8. Recognizing and responding appropriately to challenging behaviour in line with Trust policies and training, actively seeking the supervision and guidance of a Senior Health Care Support Worker, Assistant Practitioner, or Registered Nurse.

9. Demonstrating knowledge and understanding of the fundamentals of the MHA, MCA and DOLS and other legislation applicable to the practice area and how they are implemented in practice.

Communication:

10. Contributing to an effective communication process with appropriate and accurate information to patients, carers, family, friends, and colleagues. Engaging and listening carefully and actively and responding using appropriate language and accessible communication methods and skills. Developing communication skills to enable and support difficult conversations, acknowledging cultural differences and professional boundaries.

11. Demonstrating effective clinical communication and documentation: effective verbal and written handover of relevant and objective information, ability to determine key information, ability to recognize and effectively describe symptoms of mental illness, distress or of a deteriorating patient, and ability to escalate issues of concerns effectively and in a timely manner.

12. Maintaining timely and accurate service user written/electronic records in line with Trust policy. Use care plans, pathway documents and Information System progress notes appropriately and in a timely manner.

13. Reporting, without delay, any safety or security concerns to maintain the safety of service users, carers, staff and others to appropriate authorities and organisations.

14. Reporting safeguarding concerns to a Registered Nurse.

15. Responding respectfully to concerns / complaints raised by patients, families and carers and escalate in accordance with trust policies.

16. Maintaining confidential information in accordance with Trust Policies.

Teamworking and Professional development:

17. Protecting service users, self, and others by maintaining a clean and healthy environment in accordance with health and safety and infection control policies. Supporting senior staff in ensuring audit and compliance activities and reports are kept up to date.

18. Working in ways that support shared responsibility within the team: demonstrating support, respect, and courtesy towards colleagues; working in a professional manner and with Trust values always in mind, respecting the boundaries of the relationship with service users/patients, carers and staff.

19. Attending and participating in team meetings.

20. Engaging in reflective practice to ensure effective patient care is based on evidence-based practice and with Trust values in mind. Attending staff training and meetings including reflective practice groups and activities including the development of reflective portfolio.

21. Participating in supervision by nominated senior staff member, including annual review of performance as part of the appraisal (or PADR) system. Providing supervision to junior staff members as nominated.

- 22. Demonstrating own role to others and always acting as role model to others in accordance with Trust values.
- 23. Undertaking mandatory training as required by Trust policy plus Care Certificate, Trust Level 2 Apprenticeship if appropriate and other CPD training related to the role or area of work.
- 24. Ability to fulfil all the requirements of the role (including physical) and if unable to then reasonable adjustments may need to be made either to your role or place of work to ensure safety of self, staff, and patients.
- 25. Undertake any other duties that are commensurate with the band and nature of the post

Frameworks within which you work

As a member of the clinical team, providing patient care, we encourage you to be:

- Caring
- Competent
- Courageous
- Committed
- Communicative
- Compassionate

You will be working with nurses and may aspire to train to become a registered nurse. The Nursing and Midwifery Council requires nurses to:

- Priorities people
- Practice effectively
- Preserve safety
- Promote professionalism

You will work within the Appropriate Code of Conduct for non-regulated nursing staff. This includes the Trust's Code of Conduct and Skills for Health Code of Conduct for Health and Social Care for non-regulated staff.

General information for all employees

Below is the section of the Job description with general information for all employees and the requirements on all employees to support and comply with Policy and Legislation.

Relevant policies are highlighted and must be read by all employees – policies are available on the intranet to employees, or you can ask your manager for the policy.

Anyone who has any difficulty understanding these requirements please highlight this to your line manager.

CONTINUOUS IMPROVEMENT

All members of staff are required to play an active role in development and improving services to the benefit of service users.

CONFIDENTIALITY

The post holder must ensure that personal information for patients, members of staff and all other individuals is accurate, up to date, kept secure and confidential at all times in compliance with the Data Protection Act, the Caldicott principles and the common law duty of confidentiality. The post holder must follow record-keeping guidelines to ensure compliance with the Freedom of Information Act 2000.

VALUING DIVERSITY AND HUMAN RIGHTS

No person should receive less favourable treatment on the grounds of sex, sexual orientation, marital/partnership status, race, religion, age, creed, colour, ethnic origin, disability, part time working status and real or suspected HIV/AIDS status and must not be placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. Each Trust has an Equality Policy, and it is for each employee to contribute to its success. All employees have responsibility to ensure their practice adheres with both legislation and policies. All public authorities have a legal duty to uphold and promote human rights in everything they do. It is unlawful for a public authority to perform any act which constitutes discrimination.

INFECTION CONTROL AND HEALTH AND SAFETY

The prevention and control of infection is the responsibility of all employees. Employees must be aware of Infection Control Policies, procedures, and the importance of protecting themselves and their clients in maintaining a clean and health environment. All staff undertaking patient care activities must attend infection control training and updates as required.

The Registered Nurse or other person in charge of any patient or residential area has direct responsibility for ensuring that the cleanliness standards are maintained throughout that shift.

All staff must comply with all Health & Safety Policies and Procedures. Staff must be aware of the responsibilities placed on them under Health and Safety legislation and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients, and visitors.

Employees must act in a responsible manner to ensure the care of their own health and safety and that of others who may be affected by their omissions at work.

All staff must ensure that waste produced within the Trust is segregated and disposed of in such ways that control risk to health, or safety of staff and the public alike in accordance with relevant legislation and procedures.

SAFEGUARDING

It is the responsibility of all staff to safeguard and protect children and adults at risk at all times and staff must report any concerns as per Safeguarding Children and Safeguarding Adults policies, which are available on the Trust's intranet. Every member of staff must undertake regular mandatory safeguarding training at a level relevant to the role.

NO SMOKING

There is a Smoke Free Policy in operation. In accordance with this policy smoking is positively discouraged and is not permitted anywhere within the buildings, on the premises or grounds. Designated smoking areas or smoking rooms are not permitted. Smoking Cessation Support is provided for staff members who wish to stop smoking.

DATA PROTECTION

If you have contact with computerised data systems you are required to obtain, process, and/or use information held on a computer or word processor in a fair and lawful way, to hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed.

All staff who contribute to patients' care records are expected to be familiar with, and adhere to, the Information Governance Policy. Staff should be aware that

patients' care records will be subject to regular audit. All staff have an obligation to ensure that care records are maintained efficiently, and that confidentiality is protected. Staff are also subject to this obligation both on an implied basis and on the basis that, on accepting their job description, they agree to maintain both patient / client and staff confidentiality. In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with the Data Protection Act. All Trust staff are expected to use and to enter data onto the Electronic Clinical Record System and to use other required IT applications where it involves their work. All clinical staff will also need to have the essential IT skills. Initial and on-going IT applications and IT skills training will be provided.

RISK MANAGEMENT

All Trust employees are accountable, through the terms and conditions of their employment, professional regulations, clinical governance and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required. All staff have a responsibility to manage risk within their sphere of responsibility. It is a statutory duty to take reasonable care of their own safety and the safety of others who may be affected by acts or omissions.

STANDARDS OF BUSINESS CONDUCT

The post holder will be required to comply with the Standing Orders and Standing Financial Instructions and, to all HR Policies. All employees must deal honestly with their employer, with colleagues and all others, including patients, relatives/carers, and suppliers.

JOB DESCRIPTION REVIEW

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder on a regular basis. You may be required to work at other locations within the Trust as determined by the duties of your post. You may be required to undertake any other duties at the request of the line manager which are commensurate with the role, including project work, internal job rotation and absence cover. This job description describes responsibilities, as they are currently required. It is anticipated duties will change over time and the job description may need to be reviewed in the future.

TRUST MISSION AND VALUES

At Oxleas our mission is to "Improve Lives"

Our values express what the Trust sees as the heart of Oxleas. They are the lens we look through that informs how we act, the decisions we make, and how we work with our service users, patients, families, carers, and colleagues.

Our values are.

- **We're Kind:** We show consideration, concern and thoughtfulness towards everyone.
- **We're Fair:** We embrace difference, treat everyone with respect and we promote diversity, equity and inclusion.
- **We Listen:** We always seek to understand, learn, and improve.

•**We Care:** We work together and innovate to put the patient at the heart of everything we do.

Terms and Conditions

The post holder is subject to the terms and conditions of OXLEAS NHS FOUNDATION TRUST.

This Job description gives an outline of the post and is subject to review in consultation with the post holder.

Signed by Titilayo Olanrewaju

Signed by post holder

Date 10/5/2023

Date

Print Name

Print Name