

OXLEAS NHS FOUNDATION TRUST

Person Specification

Bexley Home Treatment Team

Senior Healthcare Support Worker – Band 3

Requirements	Essential	Desirable	How Tested
Education and Qualification	Care Certificate English and Mathematics basic qualifications (eg GCSE at grade C or above) or equivalent	Level 2/3 Health and Social care qualification / working towards qualification	Application Form Interview References Proof of qualifications and professional registration if relevant
Experience and Knowledge	At least one year as a Healthcare Support Worker, or equivalent level of experience. Work with people with mental health problems and/or other disabilities. Experience of confidently managing difficult conversations or situations using compassion and empathy Use of data bases, inputting data and reference To be confident in IT systems. Knowledge of mental health issues	Experience of using a clinical management information system database Experience of using RIO or another similar medical records database.	Application Form Interview References
Skills and Abilities	Empathy for individuals who have experienced mental health problems and ability to cope with behaviour which may be challenging at times. Able to provide quality care that is responsive to service user's needs, without close supervision, and acting on own initiative, within protocols, policies, and care plans.	Training and experience in specialist skills such as ECG, Vital Signs, Phlebotomy Experience in facilitating groups Skill in brief intervention phone and face to face contact skills Ability to work as part of a team.	Application Form Interview References Assessment

	<p>Communications skills – receiving and conveying information accurately with staff and with service users and able to keep accurate records.</p> <p>Knowing when to escalate concerns and to whom</p> <p>Ability to calm and reassure people.</p> <p>Resilient: able to respond appropriately to potential difficult interpersonal situations or demands of the role including distress and agitation.</p> <p>Approachable and Self-aware and demonstrate an ability to self-reflect.</p> <p>Self-confident and intrinsically motivated to do a good job and to motivate others.</p> <p>Loyal and able to advocate for and show pride in the work area and organization and demonstrates values of trust and NHS.</p> <p>Positive attitude even when dealing with distressing situations.</p> <p>Advocates for all individuals, within professional boundaries and Trust policies.</p> <p>Consistently demonstrate trust values.</p>		
Other Requirements	<p>Empathy for individuals who have experienced mental health problems and ability to cope with behaviour which may be challenging at times.</p>		Interview

	<p>Flexibility to work 24hr Shifts, 7 days a week and across all clinical areas as required unless otherwise specified.</p> <p>Ability to fulfil all the requirements of the role (including physical requirements)</p> <p>Positive attitude towards mental ill health & disability.</p> <p>Ability to accept and use supervision appropriately and effectively</p> <p>Confident telephone manner</p>		
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