

**OXLEAS NHS FOUNDATION TRUST
JOB DESCRIPTION**

JOB TITLE: Social Care Support Worker

GRADE: Band 3 AfC

DIRECTORATE: Forensic and Prison Services Directorate

HOURS OF WORK: 37.5 (Full and Part Time)

RESPONSIBLE TO: Clinical Team Leader

BASE: HMP The Verne, Portland, DT5 1EQ

ACCOUNTABLE TO: Head of Healthcare

LIAISES WITH: NHS professionals, Prison colleagues, Local Authorities and other statutory and non-statutory agencies involved with care and aftercare supervision; general and acute and primary healthcare services

JOB SUMMARY:

This is a prison based Social Care Support Worker role, supporting clients with a variety of needs including personal care, with a strong emphasis on promoting independence.

Working alongside Buddies, trained in supporting non-personal care, the Social Care Support Worker will promote;

- Managing and maintaining nutrition
- Maintaining personal hygiene
- Managing toilet needs
- Being appropriately clothed
- Being able to make use of their accommodation safely

The post of Social Care Support Worker will cover 24 hours a day, 7 days a week with the following shifts; part time hours are available.

07:30-20:00

19:30-08:00

From time to time clients outside of the Social Care Unit may need support with personal hygiene. This will be provided by the Social Care Support Worker role, in conjunction with a care plan from Dorset Council.

MAIN DUTIES AND RESPONSIBILITIES

- Provide physical care to clients in accordance with their care plan
- Communicate effectively with clients and the multi-disciplinary team
- Inform the Social Care Lead and/or Registered Nurse as soon as possible when any change in a client's condition is noticed
- Report any complaints or requests for information from clients to the Social Care Lead in a timely manner to enable prompt response
- Respond to the needs of clients in an honest, non-judgemental and open manner, which respects the rights of individuals and groups
- Understand the need for, and assisting clients to attain optimal physical health and assisting with physical procedures in support of a Registered Nurse
- Contributing appropriately to risk assessment and individualised care planning
- Use resources effectively
- Report all risks to the Social Care Lead
- Participate in appraisal and training to develop a personal development plan and strive to achieve the set objectives
- Undertake any other duties commensurate to the grade and as requested by the line manager
- Attend staff meetings, updates and attend mandatory training as required
- Take responsibility for carrying a radio and responding as required
- Demonstrates a commitment to equal opportunities for all people. Responding to the needs of people sensitively with regard for age, culture, race, gender, ethnicity, religion and disability, especially regarding privacy and dignity
- Demonstrates a knowledge of the term 'professional boundaries' and how to applying this to working with clients and others

CLINICAL GOVERNANCE AND QUALITY

- Main comprehensive and timely records at all times
- As directed participate in any aspect of the integrated clinical governance arrangements and plans.
- Support the implementation of any initiatives to improve quality
- Inform senior staff of all incidents and report any incidents as per Trust and prison policy
- Participate in client satisfaction reporting to improve care provision
- Comply and participate in the collection of activity and data required for auditing purposes as required
- Contribute as required to investigations relating to serious untoward incidents, complaints and allegations as requested by relevant persons

COMMUNICATION/ RELATIONSHIP REQUIREMENTS

Work with other professional and statutory groups involved in care management to:

- Communicate with the multi-disciplinary team to provide best outcomes for all clients
- To contribute to HMPPS procedures through responding and completing procedural documents as required
- Demonstrate knowledge of information technology application and use such knowledge as appropriate in line with Trust and prison policies.

CUSTODIAL RESPONSIBILITIES

- Assume personal responsibility for the security of issued keys
- Understand and comply with prison orders, procedures and instructions in your area of work
- Comply with all security requirements
- Respond to any situation or circumstance that might indicate a threat to security of the establishment or to the safety of an

individual, completing Incident, Security, Injury or other reports as appropriate

- Report breaches of order and discipline including reporting and recording untoward incidents according to local protocol
- Use breakaway techniques in situations where your personal safety is at risk
- Contribute to effective risk assessment and management procedures

DIMENSIONS OF POST HOLDER

- Develop and maintain inter-disciplinary and inter-agency working with all relevant agencies and organisations as directed
- Develop and maintain close working partnerships with HMPS and senior management teams and staff, NHS acute and community services, probation services, CPS, police and all other statutory and non-statutory agencies that are integral to offender healthcare and offender management.
- Undertake other duties agreed in conjunction with registered staff as directed

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.

Confidentiality

The Post holder must maintain the confidentiality of information about offenders, staff and other health service business in accordance with Trust Policy.

Risk Management

The Post holder will ensure compliance with the Trust's risk management policies and procedures. These describe the Trust's commitment to risk management, the recognition that our aim is to protect offenders, staff and visitors from harm and stress and that all staff have a responsibility to minimise risk.

Infection Control

All staff are required to be familiar with the Trusts infection control policies, and national guidance in relation to infection control. All staff whose normal duties are directly or indirectly concerned with offender care must ensure that they complete mandatory infection control training and are compliant with all measures known to be effective in reducing Healthcare Associated Infections.

Equality, Diversity and Human Rights

The Post holder will treat all colleagues, service users, carers and members of the public with respect and dignity regardless of their gender, age, race, religious beliefs, religion, nationality, ethnic origin, social background, sexual orientation, marital status, disability, HIV/Aids status, criminal background and Trade Union status. The Trust has a Policy for Equality and Human Rights and it is the responsibility of all staff to ensure that this is implemented.

Health & Safety

All staff must be aware of the responsibility placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe condition for employees, offenders and visitors.

Professional and NHS Codes of Conduct

You are required to act at all times in accordance with the relevant professional Codes of Conduct and Accountability (including, where applicable, those for Board Members). In addition, all management staff must comply with the 'Code of Conduct for NHS Managers' and 'Standards of Business Conduct for NHS Staff'.

Safeguarding Children

Safeguarding children is everyone's responsibility. Whatever your role within the trust the welfare of children should be your paramount consideration. In cases of suspected abuse or neglect the duty of care that member of Oxleas staff owes to a child, will take precedence over any obligation to the parent or

other adult. All members of Oxleas staff who have contact with service users, or their families, should be familiar with guidance on Child Protection/Safeguarding Children from their own Professional organisations; the trust and the London Safeguarding Children Procedures. Staff are also required to attend mandatory safeguarding children training.

Financial Management and Control of Resources

All staff are responsible for the security and the property of the Trust, avoiding loss or damage and being economical and efficient in the use of resources. Staff are required to act in accordance with the rules and regulations as described in the Trust's Policy relating to the Financial Management and Control of Resources'.

Customer Care

It is the aim of the Trust to provide offenders and clients with the best possible care. All staff are required to put the offender/client first and do their utmost to meet requests and needs courteously and efficiently.

Personal/Professional Development Planning/Mandatory Training

All staff should have a personal development plan and in conjunction with their manager, should actively determine and pursue agreed training and development needs and opportunities. All staff are required to attend mandatory training as designated by the Trust.

No Smoking

Oxleas NHS Foundation Trust has a no smoking policy. Staff are not permitted to smoke within or on Trust premises.

Signed by Line Manager

Signed by post holder

Date

Date

Print Name

Print Name

Note:

Please attach an organisational chart alongside, a person specification, and Job Description.

Person Specification – Support Worker Band 3

Qualifications	<p>Complete secondary education or equivalent</p> <p>Able to read English and communicate it verbally and in writing to a good standard.</p> <p>NVQ Level 3 Health Care qualification or appropriate equivalent or willing to work towards</p>
Experience	1 years working in a primary care, social care or mental health setting
Skills/Abilities/Knowledge	<p>To have experience in, or be willing to develop skills in relevant to clinical area.</p> <p>Good basic hygiene skills (e.g. Food handling, hand washing etc.)</p> <p>Ability to communicate clearly and effectively (to understand and be understood)</p> <p>Ability to follow a clear instruction and feed back to senior staff</p> <p>Good IT skills (SystemOne is Desirable)</p> <p>Ability to work effectively as part of a team</p> <p>Ability to work with limited supervision</p> <p>Caring for people/empathy with the offender/client group</p>
Effort and Environment	<p>Ability to use initiative and creativity in problem solving</p> <p>Ability to work in a secure environment which can be challenging at times</p>