

JOB DESCRIPTION

ROLE TITLE:	BANK MENTAL HEALTH SUPPORT WORKER
BAND:	Band 3
LOCATION:	Trust Wide
ACCOUNTABLE TO:	Trust Bank Professional Lead
LINE MANAGER:	Clinical Assurance Lead
REPORTING TO:	Nurse in charge
HOURS OF WORK:	Bank – as and when required
KEY RELATIONSHIPS:	Clinical Support Workers, Staff Nurses, Bleep Holder
JOB SUMMARY:	To carry out assigned tasks involving direct care in support of and supervised by a Registered Nurse.

MAIN DUTIES AND RESPONSIBILITIES FOR ALL AREAS

- To carry out assigned tasks which have been identified by the trained nursing staff in relation to patients' needs.
- To participate with other members of the multi-disciplinary team, in providing a programme of care and rehabilitation for patients.
- To work with patients with challenging behaviour and to report to the designated trained member of staff any observed changes in physical/behavioural state in the patients.
- To maintain accurate records of patient observations and case notes, including computerised records as required.
- To help supervise and support patients during and after mealtimes.
- To ensure infection control measures are adhered to at all times
- To effectively liaise with other members of the multi-disciplinary team in assisting with organised activities for patients; helping to create a homely atmosphere for patients and monitoring patients' personal hygiene standards and ensuring these are maintained.
- To carry out general housekeeping duties, e.g. helping to keep the ward tidy, assisting in setting of tables and serving meals, checking laundry items and any tasks which help with the smooth running of the ward/unit and assist the nurses in their delivery of care to the patients..
- To escort patients outside of the hospital unit on journeys, as directed by the nurse in charge, where access to a means of communication directly to the unit is available, i.e. mobile phone, walkie-talkie or radio.

- To handle patient's property and ensure that it is correctly recorded, in accordance with the senior nurse on duty.
- To report any complaints by patients/relatives to the trained staff on duty.
- To report any incidents of ill treatment, either alleged or witnessed, at once to the senior nurse on duty.
- To comply with the Mental Health Act (1983) regulations/procedures.
- To participate, train and update all mandatory training including Prevention and Management of Violence and Aggression in line with the Trust's Policies & Procedures.
- To undertake the Care Certificate training

FURTHER MAIN DUTIES AND RESPONSIBILITIES SPECIFIC TO THE LEARNING DISABILITY SERVICE:

- To be involved in the implementation and maintenance of Person Centred Plans for each patient under the direction of the senior nurse on duty and other trained staff.
- To accompany patients to their daily activity programme which may include attendance at the social Education Centre therapeutic unit.
- To accompany patients on leisure programmes, outings, shopping trips and social events and to use public amenities as assigned by the senior nurse. Where required to drive a vehicle where it has been specifically agreed in accordance with the relevant policy.
- To give out medication as per the Procedure for Support Workers in the Administration of Single Dose Drugs within the unit.
- To maintain adequate observation of assigned group of patients, thus minimising the risk of injury or accident and reporting immediately any such accidents/injuries to the qualified staff on duty.
- To carry out domestic tasks in the community unit, including general cleaning duties as laid down in the cleaning schedule by the senior nurse on duty

PERSON SPECIFICATION

BANK MENTAL HEALTH SUPPORT WORKER, BAND 3

	Knowledge, skills and training	Essential	Desirable	Assessment method
1.1	NVQ level 2/3 in Care.	Yes		Certification
1.2	Excellent interpersonal, communication and team working skills	Yes		Application form/references/ interview
1.3	Clear and legible writing skills	Yes		Interview
1.4	Knowledge of personal care duties, clinical observations, ward procedures	Yes		Application form/references/ interview
1.5	Completion of the National Care Certificate or a willingness to work towards	Yes		Application form/references/ interview
2.	Job specific experience	Essential	Desirable	Assessment method
2.1	Previous experience of working within a care environment in a care role	Yes		Application form/ references
2.2	Knowledge of the Mental Health Act		Yes	Application form/ interview/ references
3.	Information Technology	Essential	Desirable	Assessment method
3.1	Have basic IT skills to enable online training to be completed.	Yes		Application form/references/ interview
4.	Personal qualities/attributes	Essential	Desirable	Assessment method
4.1	Good skills in attentive listening, reinforced by personal qualities of being genuine, non-judgemental and respectful, and with the ability to demonstrate warmth and empathy towards patients in the provision of care.	Yes		Interview/references
5.	Business travel	Essential	Desirable	Assessment method
5.1	Subject to the provisions of the Equality Act, able to travel using own vehicle on Trust business.		Yes	Interview
6.	Additional requirements	Essential	Desirable	Assessment method
6.1	Demonstrable skills in written and spoken English, adequately to enable duties to be carried out effectively	Yes		Interview
6.2	A level of fitness and ability to complete Physical Intervention training and be able to participate in Physical Intervention in the workplace as required.	Yes		Interview

***Essential / desirable car user definitions**

Level 1 – (Essential) post holder is required to:

- travel an average of more than 3,500 miles a year;
- or travel an average of at least 1,250 miles a year; and necessarily use their car an average of 3 days a week; or spend an average of at least 50% of their time on such travel; including duties performed during the visits;
- or travel an average of at least 1,000 miles a year and spend an average of 4 days a week on such travel, including the duties performed during the visits.

Level 2 – (Essential) users who use their own vehicles for official journeys other than in the circumstances described under Level 1 above.

Level 3 (Desirable) non-essential car users who may exceptionally be required to travel on Trust business where such journeys could also reasonably be made by public transport.