

Welcome



Dear Candidate

If you are looking to work alongside highly experienced and compassionate colleagues, where the well-being of our staff and the treatment and recovery of patients is fundamental to your practice, then we welcome your interest in this post.

Dumfries and Galloway Mental Health Directorate hosts a range of NHS services who work in partnership to deliver evidence based patient centred pathways, which includes access to a holistic range of professionals that aims to meet patient and carer needs.

We have strong working relationships with colleagues in other statutory and third and independent sectors. This can be seen in a wide range of creative projects, including staff support, blue light pathway, Early Intervention Psychosis (EIP) , and Psychology providing trauma training through for our Community Justice Partnership.

Our Specialist Drug and Alcohol Service and our Prison Healthcare Service have received a number of positive reports from a range of external scrutiny bodies, and our Intellectual Disability Services are committed to working towards the ambitions described in the Keys to Life, where choice and control for people with learning disabilities is paramount.

We also have the fortune of a purpose built In Patient Mental hospital, recognised, not only for its outstanding architectural design, but also for a range of patient safety initiatives that have won a number of national awards.

We know that working in Mental Health Services can be challenging, and we know the importance of looking after ourselves and each other. We strive to create a working environment that is supportive, encourages talent, and recognises and nurtures the strengths we all bring to work. We have a strong commitment to clinical and managerial supervision, staff training and development and of striving to make the work we do meaningful, rewarding and fun.

If you want to find out more, please feel free to pick up the phone and talk to us. Details of the contact for the post you are interested is included in this recruitment pack.

Many thanks for your interest, and wishing you the best of luck!!

Justin

Justin Murray
General Manager

Welcome



Dear Candidate

Thank you for taking the time to learn more about us and the opportunities we have to offer at NHS Dumfries and Galloway.

We are a proud and dedicated team serving the communities of Dumfries and Galloway, and nursing here is more than a job—it's a vocation rooted in compassion, connection, and the pursuit of safe, high-quality care.

I have the great privilege of representing nurses and nursing in Dumfries and Galloway. Nursing continues to evolve in exciting and innovative ways. From generalist roles to highly specialist posts, there is something here for every stage of your career. Whether working with children, adults, or older people—in hospital, at home, or in the community—our nurses are pivotal in supporting people to live well, not just recover from illness. We are united by a shared commitment to person-centred care and by a strong belief that everyone deserves to be treated with dignity, kindness, and respect. That ethos shapes how we care for our patients—and how we support one another.

We want our nurses to thrive, and we actively encourage leadership, innovation, and continuous learning all underpinned by our core values of kindness, care and compassion.

As a smaller and more rural health board, we may face unique challenges—but it is precisely that environment which fosters creativity, flexibility, and a deep sense of community. Here, your voice is heard, your ideas matter, and your contribution can make a real difference.

If you are looking to join a team that is not only professionally rewarding but personally fulfilling, we would love to welcome you. We value diverse experiences and fresh perspectives, and we believe that together we can continue to improve care for everyone we serve.

Please don't hesitate to get in touch with the hiring manager listed in the post if you would like an informal chat about any of our roles.

Warmest regards,

Mark

Mark Kelly
Executive Director of Nursing

Job Description

1. JOB IDENTIFICATION

Job Title: Senior Clinical Healthcare Support Worker (HCSW)
(Mental Health/Learning Disabilities)

Department(s):

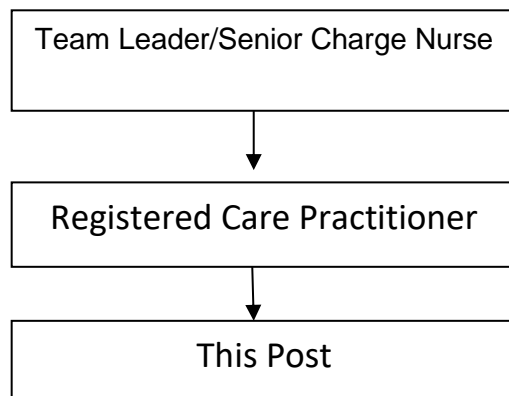
Job Holder Reference: NURS021MH.16

No of Job Holders:

2. JOB PURPOSE

- 2.1 Under the supervision of a registered care professional, work independently with the multidisciplinary team to provide clinical care for a delegated caseload.
- 2.2 Ensure high standards are maintained in a safe environment, which promotes equality and sensitivity for all individuals.
- 2.3 Ensure patient safety is maintained and patient experience is positive by treating all patients, family, relatives and colleagues with respect, dignity and courtesy in accordance with Organisation's core values.

3. ORGANISATIONAL POSITION



4. SCOPE AND RANGE

- 4.1 Contribute to the multidisciplinary team in the provision of assessment and treatment to service users with mental health and/or learning disabilities.
- 4.2 Ensure practice is in line with HCSW Code of Conduct.

- 4.3 Contribute to the delivery of safe, effective, person centred care.
- 4.4 Demonstrate judgement and decision making in line with HCSW Development Framework.
- 4.5 Ensure practice is evidence based, engaging in supervision arrangements.

5. MAIN DUTIES/RESPONSIBILITIES

- 5.1 Keep clear, accurate and timely records of care provided.
- 5.2 Develop competence in the HCSW role to support the delivery of holistic care to people with mental health issues and /or learning disabilities, their carers and families.
- 5.3 Acknowledge and support the carer's contribution to the assessment process and care plan.
- 5.4 Assist with all aspects of personal care, whilst encouraging independence, when assessed need has identified a necessary intervention.
- 5.5 Work in a way that facilitates delivery of safe, effective, rights based, person centred care.
- 5.6 Work effectively as part of a multi disciplinary team by valuing the HCSW role and respect the part played by other members of the team.
- 5.7 Develop therapeutic relationships that promote self determination and self management.
- 5.8 Use a range of engagement strategies to develop and maintain relationships.
- 5.9 Promote physical activity, advocating the physical health benefits, as well as enhancing quality of life, mental health and wellbeing.
- 5.10 Make sure patients, members of the public, visitors and colleagues are protected from dangers and risks and that nothing you do, or don't do, results in harm or risk to others.
- 5.11 Actively involve patients in shared decision making.
- 5.12 Contribute to the organisation's efficient management of resources.
- 5.13 Carry out, routine and familiar tasks whilst prioritising own work and tasks.

- 5.14 Develop knowledge and understanding of patient's physical, mental health and wellbeing and report any changes to registered professionals.
- 5.15 Understand and be able to carry out reflective practice.
- 5.16 Able to problem solve related to the task at hand.
- 5.17 Recognise the fundamental care needs of patients.
- 5.18 Maintains effective communication with colleagues.
- 5.19 Demonstrate knowledge and understanding of patient advocacy service, appropriately signposting or referring to and signpost/refer as appropriate, in consultation with the registered care practitioner.
- 5.20 Provide support and therapeutic interventions for patients experiencing critical and acute physical and mental health problems.
- 5.21 Complete interventions described in care plans based on assessed needs and discussion with the wider multidisciplinary team.
- 5.22 Work in Partnership with patients, families and carers with guidance, support and supervision, coordinate care delegated by the senior registered care professional.
- 5.23 Provide support to patients to complete structured activities, meaningful occupation/educational/vocational goals.
- 5.24 Facilitate therapeutic interventions, under the guidance of the registered care professional.
- 5.25 Encourage patients to make informed choices.
- 5.26 Participate in regular management supervision, appraisal and personal development planning.
- 5.27 Respect the dignity, wishes and beliefs of all patients, basing care and support on a consensual approach, shared decision making and partnership.
- 5.28 Uphold values based practice and person centred approaches to care within the team.
- 5.29 Support the principles that underpin recovery and values based practice.
- 5.30 Responsible and accountable for keeping own and others knowledge and understanding and skills up to date through continuing professional development.

- 5.31 Participate in mandatory training.
- 5.32 Provide educational support, facilitation skills and therapeutic interventions for patients.
- 5.33 Contribute to risk assessment and management for the care provided to individuals in partnership with registered care professionals.
- 5.34 Work effectively across professional and agency boundaries, actively involving and respecting others' contribution.
- 5.35 Awareness and Understand of organisation goals are reflected in personal objectives, annual development review and personal development planning process.
- 5.36 Adhere to confidentiality and appropriate disclosure.
- 5.37 Act as a positive role model.
- 5.38 Utilise time/resources effectively and safely to ensure quality of care.
- 5.39 Actively involvement and contribution to service improvement, audit and research.
- 5.40 Build peer networks promoting exchange of knowledge and understanding, skills and resources.

6. SYSTEMS AND EQUIPMENT

- 6.1 Will use relevant electronic/IT systems to record information.
- 6.2 Will be expected to access transport to carry out duties.
- 6.3 Expected to use technical equipment required to deliver aspects of care.

7. DECISIONS AND JUDGEMENTS

- 7.1 Maintain a safe environment, understanding roles and responsibilities adhering to Health and Safety guidelines.
- 7.2 Demonstrate knowledge and understanding of legislation, paying special attention to the protection of vulnerable people and how this relates to practice.
- 7.3 Understand the need to raise any concerns in the workplace, and is familiar with the organisation's policies that support this.
- 7.4 Understands and adheres to Standard Financial Instructions.

- 7.5 Work under direction and guidance from registered care professional.
- 7.6 Recognise patient's response to care.
- 7.7 Contribute to the development and review of risk assessment and management with registered care professional.
- 7.8 Contribute to the assessment process, by describing own observations.
- 7.9 Provide delegated support and supervision to HCSW.
- 7.10 Understand the roles of others in the multidisciplinary team and wider teams.
- 7.11 Recognise diversity, individual differences and perspectives to better understand and respond to people's personal needs.

8. COMMUNICATIONS AND RELATIONSHIPS

- 8.1 Advocate for patients to make sure that what matters to individuals is always considered.
- 8.2 Use a range of engagement strategies to develop and maintain relationships.
- 8.3 Work within confidentiality guidelines.
- 8.4 Communicate routine information to patients, relatives and staff, adapting styles of communications according to communication needs.
- 8.5 Participate in regular clinical supervision/ reflective practice.
- 8.6 Provide educational support, facilitation skills to junior members of staff and students.

9. PHYSICAL DEMANDS OF THE JOB

- 9.1 Required to move and assist patients using prescribed manual handling techniques.
- 9.2 Adhere to conflict management policy.
- 9.3 Required to drive a car/have access to transport.
- 9.4 As part of daily duties will be expected to utilise IT equipment on a regular basis including frequent use of electronic keyboards and visual display units.
- 9.5 Postholder will be exposed to physical and verbal abuse on a daily basis and will be in direct contact with bodily fluids

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- 10.1 The post-holder will be required to impart routine sensitive information to patients and their carers, exhibiting a level of empathy and reassurance to maintaining therapeutic relationships with all concerned.
- 10.2 The post-holder may have to deal with a rapidly changing work environment and consequently will be expected to be able to work under pressure.
- 10.3 At times, will be a 'lone worker' and as such will carry out and undertake familiar duties with minimum supervision, adhering to lone worker policies.

11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- 11.1 Evidence of learning at SCQF Level 7/ SVQ level 3 or equivalent experience.
- 11.2 Completion of and adheres to the HCSW standards, or equivalent professional code of conduct.
- 11.3 Current knowledge of developments within mental health/learning disability services.
- 11.4 Knowledge of current physical and psychological treatments in mental health and/or learning disabilities.
- 11.5 Knowledge of Mental Health Legislation.

12. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder (Print):

Job Holder's Signature:

Head of Department (Print):

Head of Department Signature:

Date:

Date:

Person Specification

	ESSENTIAL	DESIRABLE
Qualifications	Willing to work towards SVQ level 3 or equivalent e.g. SCQF level 7	SVQ Level 3 or equivalent e.g. SCQF level 7
Experience	Experience working in a health or social care environment Experience in accurate record keeping	Experience working with people with mental health or learning disability Experience working as part of a team
Knowledge/Skills	Demonstrate knowledge of <ul style="list-style-type: none"> • Developments within mental health /learning disability services. • Physical and psychological approaches in mental health /learning disabilities. • Mental Health Legislation & other Legal Frameworks Effective communication skills Computer skills	Knowledge of Healthcare Support Worker Standards Trained in venepuncture For in patients – cleanliness champion For Inpatients – undertaken Clinical Skills Programme In patients and CMHT – have completed ASSIST and/or STORM training
Personal Characteristics	Stress tolerant Ability to adapt to different situations and environments Ability to provide support and guidance to others For community, needs to be able to travel independently to locations throughout D&G	

Find Out More

NHS Dumfries & Galloway

For information on NHS Dumfries & Galloway, including details of further staff benefits, how to get started with us, advice for moving to the area, our facilities and beautiful surroundings, check out our **Work with Us** Portal.

To access the Work with Us web pages, copy and paste the following link into your web browser: www.nhsdg.co.uk/workwithus

Dumfries and Galloway Health and Social Care Partnership

For information on Dumfries and Galloway Health and Social Care partnership:
<https://dghscp.co.uk/>