



Eileanan Siar
Western Isles

Community Mental Health Support Worker

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Western Isles Health Board
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Job Advert



Community Mental Health Support Worker Lewis & Harris

Band 3 - £21,709 - £23,603 per annum
Plus £1,117 Distant Islands Allowance per annum
Hours per Week 37.5
Permanent Post

We are looking for a highly- motivated individual preferably with experience within the Mental Health Field. Community experience is desirable, however, applications from other HCSWs who have a passion for working in the community may also be considered.

The successful applicant will be part of the Community Mental Health Nursing Service assisting in addressing a range of health care issues across the spectrum of health conditions, helping to prevent unnecessary hospital admissions, promote timely and safe hospital discharge or transfer of care and engage with a range of community based activities and opportunities and support their relatives and carers. This post will be pivotal and will build on, and further enhance the skills and resources of local Community Mental Health specialist services within the local community. Thereby creating a more integrated and co-ordinated service that will respond effectively to the needs of the local population.

For further information regarding this post please contact Debbie Macrae, Community Mental Health Nurse Manager on Tel No: 01851 703069.

The successful applicant will be required to register with the PVG Scheme (Protecting Vulnerable Groups Scheme). This post is not eligible for relocation expenses.

All NHS Western Isles vacancies appear on the NHS Scotland website: <https://apply.jobs.scot.nhs.uk/> along with a job description and an application form.

For further queries please contact 01851 762027

1. JOB IDENTIFICATION

Job Title: Community Mental Health Support Worker

Department: Mental Health & Learning Disability Services

Location: Community Psychiatric Nursing Service

Job Holder Reference:

No of Job Holders:

2. PURPOSE

The post holder will be part of the community psychiatric nursing service assisting in addressing a range of health care issues across the spectrum of health conditions, helping to prevent unnecessary hospital admissions, promote timely and safe hospital discharge or transfer of care.

The post holder will work under the supervision of Community Mental Health/learning Disability Nurses, and the mental health OT to facilitate, enable and support people suffering from severe and/or enduring mental health problems to access and engage with a range of community based activities and opportunities and support their relatives and carers.

The post holder will provide both clinical and administrative support following agreed protocols to assist in the implementation and progress of set care plans / therapy programmes.

Whilst working out-with direct supervision the post holder will be accountable to the appropriate Registered Nurse or OT and adhere at all times to defined pathways.

JOB SUMMARY

- To encourage and enable patients to be fully involved in their care and treatment with a clear emphasis on the recovery model.
- To provide physical and psychological care to service users in accordance with the specified plan of clinical care and in line with the recovery model.
- To carry out duties as designated by the team leader.

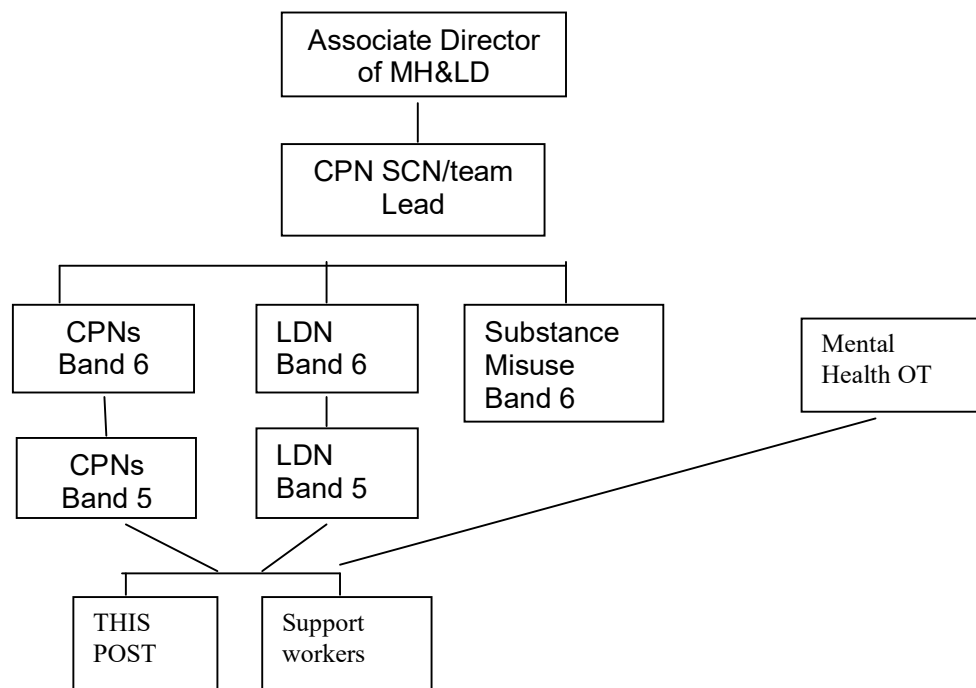
- To provide support to the person responsible for the clinical care of the service user.
- To accurately record service user information.
- To provide support to relatives/carers.
- To monitor acutely unwell patients in their home environment.
- To assist the interdisciplinary team in maintaining an efficient working environment.

The CPN team provides acute nursing care to support the individual to remain in their own home, avoiding unnecessary admission into hospital, and facilitating early discharge from acute care.

The service takes referrals from a broad range of health and social care professionals, carers and individual patients/clients. The community mental health service covers the 24 hour period and is offered to all adult patients under the care of a General Practitioner within the Western Isles.

The Community Mental Health team carries a varying caseload throughout the 24 hour period and the service provides urgent short term personal care supporting individuals to remain in their own homes whilst maintenance packages of care are developed and commenced.

3. ORGANISATIONAL CHART



4. MAIN DUTIES AND RESPONSIBILITIES OF THE POST

Clinical

- Functioning as support worker within a multi-disciplinary team, to a defined patient caseload.
- Contributing to the nursing assessment by implementing and reporting on aspects of the prescribed plan of care to the named nurse/ keyworker
- Carrying out all relevant forms of nursing care pertinent to the needs of individual patients in the least restrictive and disruptive manner as possible.
- Identifying and responding to the health promotion needs of patients focusing on improving the mental and physical well-being of patients
- Identifying and responding to the needs of patients which might be related to vulnerability, gender, health, domestic abuse, child protection.
- Developing effective professional relationships with patients and carers ensuring that care needs are identified and met within a participative framework demonstrating principles of equality, dignity and respect accounting for spiritual and cultural diversity. Working in partnership with other members of the wider MDT team to aid effective communication.
- Working within agreed parameters and under direct supervision undertaking therapeutic/ psychological / educational approaches to care with individuals and/ or group settings where required.
- Work in partnership with patients and carers using values based practice to deliver person centred care promoting and supporting mental well being and prevention of relapse
- Ensure work and conduct is consistent with the HCSW Code of Conduct, legislative frameworks, policies and procedures. Maintaining patient confidentiality at all times.
- Strive to ensure effective team communication, contributing to clinical audit, evidence-based practice, a culture of learning and innovation, participating in research activity and strategies to maintain safety and minimise the risk of untoward clinical incidents.
- To observe, report and record changes in the service user's physical health, mental health and behaviour.
- To be aware of and work to the principles of the Mental Health Act (MHA).
- To give and receive clear messages by telephone and/or personal contact.
- To identify and provide the necessary physical care to service users to help them complete daily living activities i.e. personal hygiene, diet and fluid intake, clothing and laundry, maintain personal environment, maintaining rest, sleep and activity, physical observations.
- To act in a manner to respect customs, individuality, values, sexuality and spiritual beliefs, actively supporting the individual to fulfil these.
- To identify and provide social activities, emotional support and stability to service users to ensure effective engagement whilst maintaining professional boundaries.
- To provide escort duties to the service user under the direction of a qualified team member.
- To create and maintain professional supportive relationships with all members of staff, with other professionals and agencies to enhance recovery.
- To carry out observations as per individual care plans and service user needs.
- To participate and where required facilitate therapeutic and social engagement group work under the direction of a registered nurse or OT.
- To undertake prescribed physical observations as follows: blood pressure, temperature, pulse, respirations, blood sugars, urinalysis, weight and height and report exceptions to

the relevant health care lead.

- Participating in regular caseload /Line Management Supervision
- Participating in regular Clinical Supervision/ reflective practice
- Supporting and sharing knowledge with learners working within the team and student nurses and contributing to the ongoing quality development of the practice learning environment
- Responsible and accountable for identifying and addressing own development needs required for ensuring safe, effective, person centred care.

Organisational

- To use sound reasoning skills when delivering care and therapy programmes / interventions in line with goals agreed with the individual and set by a registered health or social care professional, this would only be expected following appropriate training or when competency reached
- To assist in the maintenance , cleaning and storage of equipment
- To promote the understanding of the role of the support worker to students and other health and social care staff.
- To attend team meetings and contribute to discussions on service and policy development and provide comments on proposals.
- To be responsible for equipment used in carrying out duties and to adhere to departmental policy ensuring competence in use.
- To be actively involved in the collection of appropriate data and statistics for the use of the department.
- To be aware of Health and Safety aspects of your work in the community setting and implement any policies, which may be required to improve the safety of your work area, including your prompt recording and reporting of accidents and incidents to senior staff and ensuring that equipment use is safe.
- To comply with organisational and departmental policies and procedures and to be involved in the reviewing and updating as appropriate.
- the post holder will plan work and home visits following delegation by the clinical team.
- To undertake any other duties that might be considered appropriate by the team leader.

Communications and Relationships

Give and receive routine information in relation to patient care, to patients, other staff, relatives and members of multi disciplinary teams in both written and verbal format. Use tact, reassurance and sensitivity when necessary to overcome barriers to understanding.

Internal

The post holder will be expected to communicate and liaise regularly with a wide range of professions and departments including: -

- Patients, carers and/or their representatives
- Line manager and all other members of the CMHT multi-disciplinary team

- HSCP Health & Social Care interface services
- Professional Nurse Advisor/ Practice Development Nurse
- Practice Educators/ Practice Education Facilitators
- Care Programming

External

The post holder will be expected to communicate and liaise regularly with a wide range of external agencies and professionals including: -

- Social Services
- Independent Sector agencies
- Housing Depts. / Associations/ Benefits agencies

Risk Assessment

- To recognise potential crisis situations and act responsively and responsibly until assistance arrives.
- To contribute to the CPA process and supporting Service Users through this.
- To be aware of the potential for vulnerability and abuse amongst the service users/families and using the local policy to inform appropriate personnel in line with Adult Protection and Child Protection policies.
- To follow the Board's Lone Working Policy ensuring that home visiting, and any autonomous activity is effectively reported and logged.
- To take all possible precautions to safeguard the welfare and safety of staff, service users, visitors and the public, by implementing all policies related to health, safety and risk.

Equipment and Machinery

The safe use of equipment used in the course of the day.

The equipment likely to be used on a regular basis will typically include:

- Computer and associated software most notably Microsoft Office applications
- Telephone, including paging and fire / emergency functions
- Various items of clinical equipment required to carry specific interventions and procedures

Systems

The post-holder will be required to have a sound working knowledge of a wide range of local systems which will include: -

- Electronic Patient Information Systems
- Care-planning and record-keeping systems
- Fire and emergency procedures
- Clinical and managerial policy relevant to the clinical area

- Health and safety policy relevant to the clinical area
- Infection control policies and guidance
- Staff appraisal and professional development systems

Decisions and Judgements

The post-holder will be regularly required to make decisions and judgements related to:

- The application of nursing care in order to respond effectively and appropriately to the needs of patients
- Responding to emergency situations in a manner which minimises clinical risk
- Early identification and reporting of changes in the patient's condition and responding accordingly in a manner which minimises clinical risk.
- Taking into account the limitations of your role and competency when accepting delegated work

5. SUPPORTING EVIDENCE

Physical Demands of the Job

- Daily moving and handling of individuals with varying physical and cognitive abilities which may be inconsistent and unpredictable e.g. Transfers, washing and dressing practice.
- Daily moving and handling of equipment that can be unwieldy and heavy in and out of cars and up and down stairs e.g., wheelchairs, hoists, commodes.
- Driving.
- Keyboard skills.
- To be prepared to work in any location within the locality to accommodate the needs of the service.

Mental Effort

- To use observation, listening and tactile skills in all therapeutic interventions in order to monitor progress and feedback appropriately.
- Regular reading of CMHT information, writing in patient notes and inputting clinical data with accuracy
- Regular time management in terms of meeting and responding to planned care needs
- Frequent need to concentrate for periods of time whilst carrying out clinical/personal care procedures.

Emotional Effort

- Regularly working with clients with chronic or terminal illness using empathy, tact and diplomacy.
- Spending prolonged lengths of time in individual homes.
- Driving and navigating in all weather conditions.
- Exposure to verbal abuse and physical aggressive behaviour, from uncooperative clients or carers including dealing with volatile family dynamics
- Frequent communication with distressed/anxious/worried patients/relatives.

Working Conditions

- To kneel twist and bend often in working in confined spaces.
- Awkward positions may need to be adopted when carrying out treatment and fitting of equipment in the domiciliary setting e.g. chair raisers.
- Occasionally working in unsanitary conditions beyond the control of the board.
- Regular requirement for lone working in a variety of home/ near to home community environments
- Regular requirement to travel to and between clinical appointments (car driving)
- Frequent exposure to bodily fluids when undertaking clinical duties with patients
- Occasional exposure to unpleasant noise/ dirt/ smells when visiting home/ homely/ community environments

6. STANDARD ELEMENTS

Confidentiality

Comply with all approved NHS WI Policies and Procedures.

Comply with NHS WI Communication Strategy and Media Strategy.

This involves taking the necessary precautions when transmitting information only disclosing it to those who have the right and the need to know it.

All personal health information is held under strict legal and ethical obligations of confidentiality.

NHS Staff must follow guidance (NHS Code of Practice on Protecting Patient Confidentiality) before disclosing any patient information. All staff must respect confidentiality of all matters that they may learn relating to their employment, other members of staff, patients and their families.

Health and Safety:

Assist in maintaining own and others' health, safety and security.

This involves:

- a) Complying with Board health and safety policies, procedures and participating in mandatory training.
- b) Maintaining a safe working environment and reporting any issues of concern as appropriate.

NHS Western Isles attaches the greatest importance to the health and safety of its employees. It is the Board policy to do all that is reasonable to prevent personal injury and hazard to health by protecting staff and others including the public from foreseeable hazards compatible with the provision of proper services to patients. The Board expects its entire staff to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions at work. More detailed information is given in departmental safety policies where appropriate.

Ensure own actions support equality, diversity and rights.

This involves:

- a) Acting in ways consistent with the Board's policies and procedures.
- b) Treating those you come into contact with equitably and with respect.
- c) Recognising the need for aids or adaptations.



<p>JOB DESCRIPTION AGREEMENT</p> <p>I, (Print Name)..... confirm that the job description(s) /person specification(s) attached have been discussed with me and are an accurate and up-to-date account of the duties and responsibilities and skills/qualifications required to undertake the post.</p> <p>Job Holder's Signature:</p>	<p>Date:</p> <p>Date:24.06.2021</p>
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NHS WESTERN ISLES

PERSON SPECIFICATION

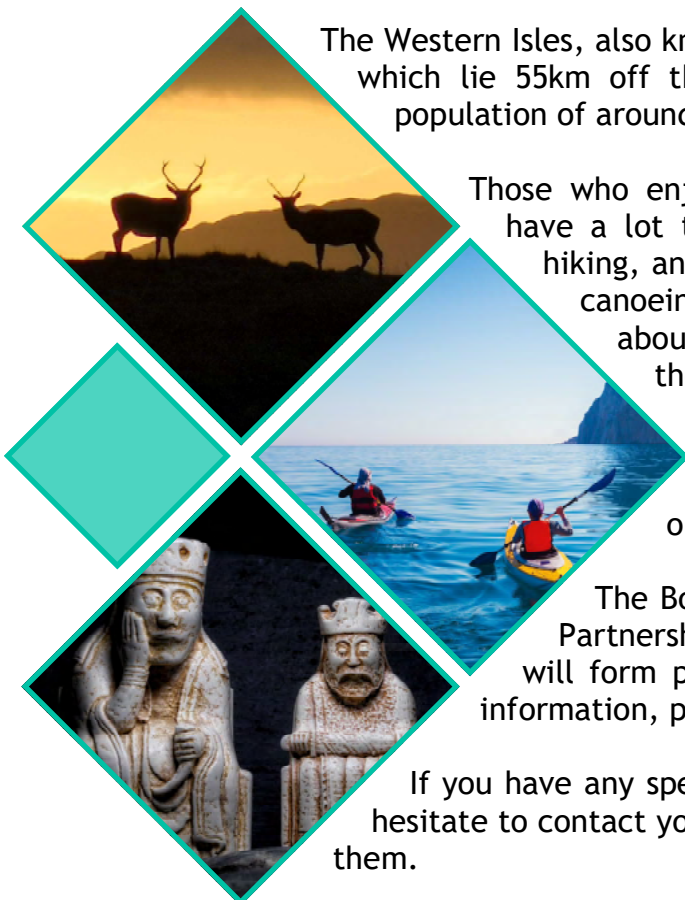

Job Title: Community Mental Health Support Worker

Department: Mental Health & Learning Disability Services

Location: Community Psychiatric Nursing Service

FACTOR	ESSENTIAL	DESIRABLE
Education and Qualifications	<ul style="list-style-type: none"> • Literacy and numeracy skills • Previous experience in a mental health setting or experience of working in a caring environment. • Basic computer skills • Ability to fulfil travel requirements of the post • Educated SVQ3 /SCQF level 6. 	
Knowledge and skills	<ul style="list-style-type: none"> • Positive encouragement, negotiation and engagement skills to undertake practical assistance • Good listening skills • Knowledge of mental illness and the effects on service users and carers • Good communication skills • Good facilitation skills • Evidence of effective interpersonal skills • Good organisational skills • Ability to work autonomously • Evidence of using digital technology/information systems/email and basic applications 	

Attributes, Aptitudes and personal Characteristics	<ul style="list-style-type: none"> • Demonstrate evidence of team working • Able to work flexibly according to service need • Able to demonstrate empathy • Demonstrate assertive qualities • Able to take direction and instruction • Honest and trustworthy • Confident, respectful, self reliant, aware of personal boundaries and resourceful. • Willingness to co-facilitate group work • Keen to develop self, to challenge / usefully criticise existing practice and service provision, and develop new ways of working according to changing priorities 	Imaginative, enthusiastic, adaptable, affable
Other	<ul style="list-style-type: none"> • Car driver 	



The Western Isles, also known as the Outer Hebrides, are a chain of islands which lie 55km off the west coast of Scotland. The islands have a population of around twenty-seven thousand people.

Those who enjoy outdoor activities will find that the islands have a lot to offer. Outdoor pursuits such as horse riding, hiking, and fishing are popular, as are water sports such as canoeing, surfing, and kayaking. Further information about outdoor and sporting activities can be found on the Outer Hebrides Tourism Information website.

The local Council website provides information regarding schools, jobs, bus timetables, and opening times of the leisure centre.

The Board works in partnership with Hebridean Housing Partnership (HHP), which means that Key Worker Status will form part of their Housing Allocation Policy. For more information, please visit the HHP website.

If you have any specific queries regarding your move, please do not hesitate to contact your Line Manager, who will do their best to answer them.

Links

visitouterhebrides.co.uk
welovestornoway.com
hebrides-news.com
hebrideanhousing.co.uk
cne-siar.gov.uk

About NHS Western Isles

The Western Isles Health Board employs over one thousand members of staff, excluding GPs and Dentists. There are three main hospitals situated in the Western Isles:

Stornoway—Western Isles Hospital (Ospadal nan Eilean Siar)

Benbecula—Uist and Barra Hospital (Ospadal Uibhist agus Bharraigh)

Barra—St Brendan's Hospital

There are a number of GP and Dental Practices across the Western Isles. Community nursing services operate out of general practice premises and at community offices in key locations.

There are only two medical practices in Stornoway: the Broadbay Medical Practice on Francis Street (tel 01851 703588) and the Group Practice on Springfield Road (tel 01851 703145). Both have a pharmacy attached to the practice for the dispensing of prescriptions.

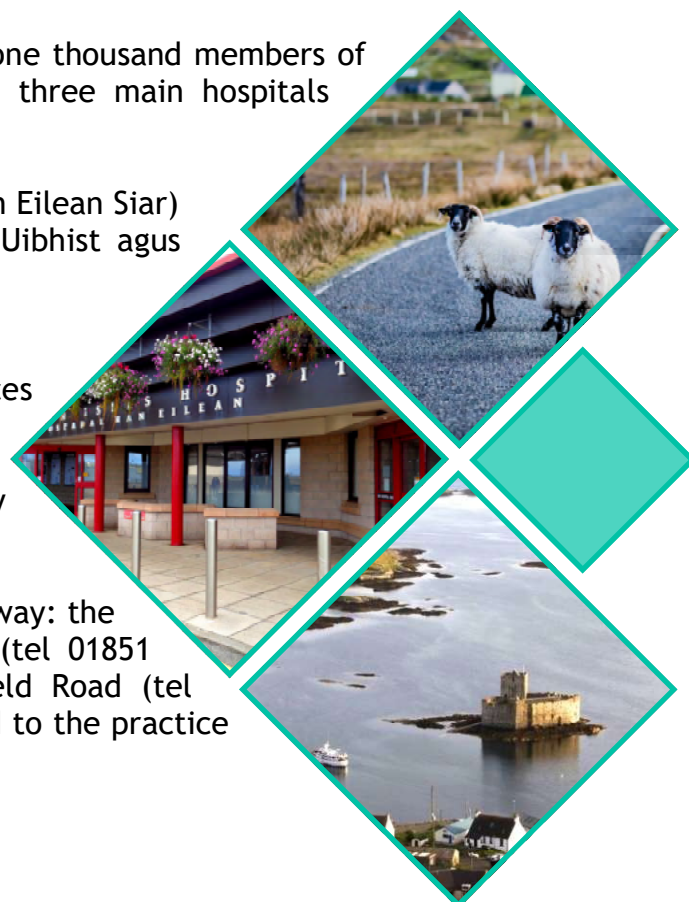
Web

wihb.scot.nhs.uk

The latest information about the Board's response to the COVID-19 pandemic can be found on the Board's dedicated website.

Web

coronavirus.wi.nhs.scot



Transport Information

The islands are accessible from mainland Scotland by ferry or by plane (please note that both services can be affected in the winter).

There are three airports on the Western Isles: Stornoway Airport, Benbecula Airport, and Barra Airport. The following destinations can be reached from these airports:

Stornoway Airport—Benbecula, Edinburgh, Glasgow, Inverness, Manchester

Benbecula Airport—Glasgow, Inverness, Stornoway

Barra Airport—Glasgow

All flights to and from the Western Isles are operated by Loganair.

If you live in the Highlands and Islands region of Scotland, you can apply for cheaper air travel through the Air Discount Scheme. Further information on the discounts available can be obtained via the Air Discount Scheme website.

There are nine ferry ports operating in the Western Isles. Routes run between the islands, as well as to and from the mainland. All routes are operated by Calmac. Further information on the individual routes, including timetables and prices, can be obtained via the Calmac website.



Links

Ferry Travel:
calmac.co.uk

Air Travel:
loganair.co.uk

Car Hire:
carhire-hebrides.co.uk
lewis-car-rental.com

Air Discount Scheme:
airdiscountscheme.com