

NHS Lothian

Post: Band 3 – Modern Apprenticeship – Mental Health Community Support Worker

PERSON SPECIFICATION

In order to be shortlisted you must demonstrate you meet all the essential criteria and as much of the desirable as possible. When a large volume of applications are received for a vacancy and most applicants meet the essential criteria then the desirable criteria is used to produce the shortlist.

Criteria	Essential	Desirable	How assessed
Personal Traits	<p>Understand and possess the NHS Lothian Values: NHS Lothian Values</p> <p>Good at working under pressure and meeting deadlines</p> <p>Positive approach & willing to continuously to learn and grow.</p> <p>Enthusiasm for working with Mental Health patients and their carers</p> <p>Demonstrate honesty, integrity, care and compassion when dealing with others</p>		A, I, R
Qualifications and Training	<p>National 5 or above in English and Maths</p> <p>SCQF Level 6 in a Healthcare related subject</p>		A, C, I
Experience and Knowledge	<p>Evidence of ability to work within a team and work with others towards achieving shared goals and learning from mistakes.</p> <p>Make best use of resources including time, to achieve agreed goals for service delivery, taking responsibility for own actions and self-development</p> <p>Prior experience and a passion for working with patients within a healthcare environment</p> <p>Working knowledge of NHS & Social Care Services</p>	Experience working within a Mental Health Service.	A, I, R
Skills and/or Abilities	<p>Ability to carry out assigned tasks effectively in a busy dynamic environment</p> <p>Contribute and work as part of a wider team and across services.</p> <p>Ability to work accurately, paying attention to detail while working to deadlines.</p>		A, I, R

	<p>Strong IT skills when using a variety of Microsoft Packages</p> <p>Effective written and verbal communication skills</p> <p>Good interpersonal skills and communication skills to ultimately liaise with all parties you work alongside including those internal to NHS Lothian and education provider.</p> <p>Ability to carry out delegated responsibilities with in a dynamic clinical environment.</p> <p>Enthusiasm to learn and develop</p> <p>Ability to work on own initiative and understanding how to problem solve.</p>		
Specific Job Requirements	<p>To work within standards set out in HCSW code of conduct</p> <p>Good time keeping and flexibility to work across NHS Lothian sites</p> <p>Working shift patterns determined by service needs and requirements</p> <p>Commitment to adhering to learning agreement and schedule for duration of the MA programme.</p> <p>Commitment to complete Apprenticeship within identified period</p> <p>Undertake other appropriate development and training opportunities</p>		A, C, R
Key – how assessed			
A = Application form		I = Interview	
C = Copies of certificates		T= Test or exercise	
P = Presentation		R = References	

JOB DESCRIPTION TEMPLATE

1. JOB IDENTIFICATION

Job Title:	Mental Health Clinical Support Worker
Responsible to:	Nurse Team Leader
Department(s):	Mental Health Community
Directorate:	Adult
Operating Division:	East Lothian HSCP
Job Reference:	P-LPC-MH-CSW3
No of Job Holders:	2
Last Update (insert date):	December 2018

2. JOB PURPOSE

As part of a multidisciplinary team the post holder will provide care to patients in support of the clinical team and will carry out routinely agreed assessments delegated within the team and work unsupervised. In conjunction with the key worker, will be involved in the process of formulation, implementation and evaluation of individual careplans.

3. DIMENSIONS

- Budgetary Responsibilities (supplies ordering, petty cash)
- The post holder will work within a Team, providing support for a variety of patients with psychiatric and psychological conditions.
- The post holder will work in a variety of settings e.g. home visits, public places, clinics and working in groups.
- The post holder will work within a multidisciplinary team which consists of Consultant Psychiatrist, Team Leader, Clinical Lead, Band 6 Community Psychiatric Nurses, Band 5 Community Psychiatric Nurses, OT and Band 2 support staff

4. ORGANISATIONAL POSITION

Clinical Nurse Manager

Community Mental Health Nurse Team Leader

CPN's

**Mental Health Support Worker
(this post)**

The post holder is responsible to the Nurse Team Leader

5. ROLE OF DEPARTMENT

- To provide a holistic assessment of patients referred to IHTT with mental health needs from within a defined group of GP practices or from within a defined geographical area.
- To provide individualised care and interventions to the patient within their family and community environment.
- To work in partnership with other agencies and care providers locally and Lothian wide, within and external to the service.
- Service operates Monday to Sunday 8am-midnight

6. KEY RESULT AREAS

1. To provide patient care in support of a variety of professionals to ensure delivery of a high quality of patient care.
2. Assist professionals in planning, implementation and evaluation of patients' care.
3. Following initial assessment by multidisciplinary team in conjunction with the client, develop and carryout specific programmes of care (i.e. graded exposure programmes which are used in anxiety disorders and phobias) and deliver these making adjustments to the programme as required and informed by client need. Outcomes of this process are fed back to key workers at reviews as necessary.
4. Record and report patient observations in care plans to ensure maintenance of accurate and up-to-date records.
5. Co-operate with and maintain good relationships with other disciplines that are attending and treating clients to maximise patient care.
6. Maintain good relationships and an empathic approach to clients' carers and relatives and seek guidance, if necessary, from a trained nurse for any questions they may have on the clients' condition or for any suggestions or complaints that they wish to raise.
7. Work within agreed policies and procedures to ensure maintenance of safe working practices for patients and colleagues.
8. Adhere to procedures for the use of supplies and equipment in order to promote the effective and efficient use of resources.
9. Maintain stock levels of all supplies, assist with clerical work, answer the telephone, record and transmit information. Collate monthly statistical returns and submit accurate mileage claims.
10. Participate in personal career development plan to maintain skills and develop personal growth through training and education to reflect clinical requirements of the post e.g. carers issues, venepunction/Clozapine clinic, groupwork.
11. Maintain patient confidentiality at all times
12. Manage own time efficiently
13. Involvement in Team meetings, including patient reviews.
14. Following discussion with Mental Health teams regarding client need, have delegated responsibility for planning and delivery of groups and individual support to clients and carers.

7a. EQUIPMENT AND MACHINERY

Hoists, wheelchairs Mobile Phones
Walking Aids Computers Car
Alcometer, weighing apparatus, Syringes/Needles, Dosesets

7b. SYSTEMS

Maintenance of patient records, paper and computerised

8. ASSIGNMENT AND REVIEW OF WORK

Allocation of new referrals will be by Community Mental Health Nurse / Charge Nurse.

The post holder will be expected to work unsupervised and exercise initiative when providing patient care, however, a trained nurse will be available for advice and guidance if necessary.

Work review and formal appraisal of performance will be carried out by the Community Mental Health Nurse / Charge Nurse.

9. DECISIONS AND JUDGEMENTS

Planning order of work

Acknowledge changes in patients' condition and through knowledge and experience, recognise whether it is necessary to inform keyworker or act independently.

Prioritise due to unplanned changes as they arise.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Managing competing demands on time and prioritising workload as dictated by changing client needs.

Encouraging patients to follow treatment plan.

Ensuring patient safety at all times.

Encouraging changes in lifestyles through negotiation, education and advice.

11. COMMUNICATIONS AND RELATIONSHIPS

Communicate effectively with clients who have complex needs, whose ability to comprehend is often impaired (through the full range of clients, from Primary Care to Severe & Enduring).

Communicate and negotiate with families (including the children). This may include advice and guidance on extremely sensitive family related issues. Which relies on persuasion, negotiation and empathetic skills.

Child Protection responsibilities in line with NHS Lothian Policy.

Liaise and work effectively with voluntary and statutory organisations.

Liaise and communicate effectively with Team Members, GP's and other health professionals.

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical Skills:

Keyboard skills.

Driving

Venopuncture

Physical Demands:

Patient movement with use of mechanical aides, manoeuvre patients – occasionally.

Standing / walking /travelling & exposure to weather conditions.

Mental Demands:

Concentration required when undertaking therapy sessions, group work and personal care for patients.

Retention and communication of information.

Concentration required when carrying out tasks such as driving patients with mental health problems to venues – daily.

Emotional Demands:

Communicating with distressed/anxious/worried patients/relatives – daily.

Caring for patients following receipt of bad news – occasionally.

Dealing with patients with severely challenging behaviour – daily.

Dealing with patients in unexpected crisis – frequently.

Dealing with sensitive issues – daily.

Working Conditions:

Exposure to body fluids.

Exposure to verbal aggression – regularly.

Exposure to physically aggressive behaviour – occasionally.

Frequent exposure to cigarette smoke in clients' homes.

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

Working towards SVQIII in healthcare or equivalent experience.
Previous experience in a caring environment/role (minimum 3 years desirable).
Ability to work with people and as part of a multidisciplinary team.
Ability to work unsupervised.
Effective written and verbal communication skills.
Ability to carry out tasks effectively in a busy environment.
Ability to be flexible and adaptable to changing circumstances.
Literate in basic I.T. skills.

14. JOB DESCRIPTION AGREEMENT

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

Job Holder's Signature:

Head of Department Signature:

Date:

Date: