

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.

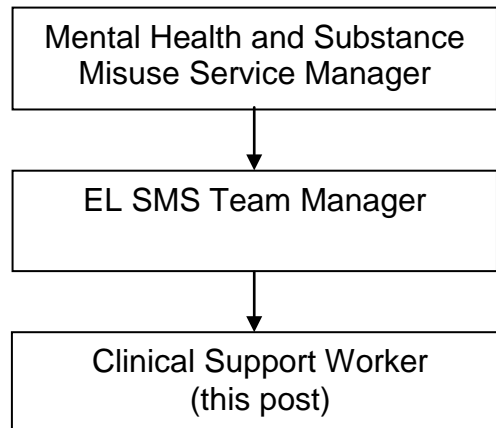
Criteria	Essential	Desirable	How assessed
Personal Traits	<p>Understand and possess the NHS Lothian Values: NHS Lothian Values</p> <p>Good at working under pressure and meeting deadlines</p> <p>Positive approach & willing to continuously to learn and grow.</p> <p>Enthusiasm for working with Mental Health 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:	Modern Apprentice Clinical Support Worker
Responsible to:	Substance Misuse Nurse Team Leader
Department(s):	Substance Misuse
Directorate:	Mental Health and Substance Misuse
Operating Division:	East Lothian Health and Social Care Partnership
Job Reference:	Mod App CSW EL SMS1
No of Job Holders:	One
Last Update:	27.10.2020
2. JOB PURPOSE	
<p>In partnership between ELSMS & Criminal Justice SW the postholder will review & plan care using the patient's individual care plan thereafter implementing the plan to ensure care delivery of a high standard.</p> <p>To engage specifically with Connect client group (women at risk of offending) estimated min 1 day weekly.</p> <p>To coordinate patient care facilitating engagement with services, promoting attendance at appointments.</p> <p>As part of a Health & Social Care multidisciplinary team (MDT), the post holder will carry out & co ordinate care for patients, in support of the registered nurse and other relevant professionals.</p>	
3. DIMENSIONS	
<ul style="list-style-type: none"> • Works in community, encompassing Domicilliary, Primary Care, Hospital & Clinic settings. • No maximum caseload size – but caseload will be manageable and under regular review. • Accepts referrals from E. Lothian Substance Misuse & Criminal Justice Social Work Services. • Liaises routinely with MDT and support agencies. • Required to work closely with 3rd sector colleagues <p>This post is employed & line managed within NHS Lothian with a requirement to work flexibly across Lothian to meet service demands.</p>	

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

The Substance Misuse team is part of an integrated mental health and substance misuse service based in East Lothian. It aims to provide a high quality, flexible and evidence-based treatment service to meet the needs of individuals with substance misuse problems. The service operates within the harm reduction model and works in collaboration with GPs, local authorities, non-statutory agencies, locality clinics and pharmacists, encompassing a shared care approach.

6. KEY RESULT AREAS

1. To carry out a range of clinical duties with minimal / no supervision, adopting a holistic approach to include clinical and psychological wellbeing, will be versed in clinical observations/monitoring of ECG, blood pressure, oxygen saturation levels, body temperature, pulse & respiration rate, glucose monitoring, urine & oral fluid sampling & fibro scan. Ensuring delivery of high quality patient care at all times. NB: this list is not exhaustive and will vary depending on area of work.
2. To undertake Dry Blood Spot Testing & Venepuncture procedures in a safe manner minimising any risk of infection.
3. To plan and implement follow up of patients in hospital and community settings ensuring treatments for physical health care needs are encouraged and facilitated.
4. To work assertively & actively participate in initiatives to maintain engagement & to re-engage with people who have proved difficult to engage or ceased to attend.
5. To co-operate with and maintain good working relationships with all members of MDT and patients, carers and relatives. Have an empathetic approach to patients, carers and relatives, answering any queries, suggestions or concerns they may have where possible, referring them to a registered nurse where appropriate.
6. To maintain up to date written and electronic records; reporting & escalating concerns, informing supervising staff of any changes or outcomes of clinical interventions undertaken including any observed change in the patient's condition. Recording any changes / treatments administered / action taken to comply with local, Professional and Health service standards. Maintain patient confidentiality at all times.
7. To liaise directly with referrers to co ordinate care and appointment attendance.
8. To be responsible for ensuring personal ongoing training as required, ensuring skills / competencies are maintained.

9. To work within defined standards, protocols, policies and procedures for NHS Lothian to ensure delivery of the highest level of patient care at all times.

10. To have an overall awareness of potential risks within the community area assessing these at all times to ensure the health and safety clients, visitors and staff and compliance with related legislation and guidelines.

11. To participate in clinical audit of services provided to ensure evidence based practice is identified and implemented.

12. To support NHS Lothian's values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviours and attitudes.

7a. EQUIPMENT AND MACHINERY

The following are examples of equipment which will be used when undertaking the role:

Manual Handling equipment:

Wheelchairs, glide sheets, pat slide, trolleys.

Communication aids:

Telephone, computers, nursing call system

Medical Equipment:

Glucometer, ECG Machine, Blood pressure and temperature monitoring system, blood collection systems, fibro scan machine

Other:

Various walking aids, weighing scales, height measurement tool.

7b. SYSTEMS

Maintenance of patient records

Database

TRAK system

Datix system

Excel

Word

Human Resource system

Intranet/internet

Risk assessments

E Learning modules

New systems may be introduced as the organisation and technology develops.

8. ASSIGNMENT AND REVIEW OF WORK

The Nurse Team Leader or a supervising registered nurse or Social worker will assign daily workload but the post holder is expected to be responsible for planning own workload with minimum supervision

The post holder will receive their work review and annual appraisal from Nurse Team Leader or designated supervisor.

9. DECISIONS AND JUDGEMENTS

Use initiative to assess patient condition, taking into consideration both emotional and physical needs and informing appropriate staff, Band 6 duty nurse or Nurse Team Leader of changes.

Makes recommendations to changes to care plan to Substance Misuse team to improve outcomes within the bounds of existing knowledge and skills.

Plans and prioritises work.

Recognise when patients may be under the influence of drugs/alcohol to ensure their safety and the post holders.

Aware of how & when to refer patients to support agencies/others.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB – maximum of 4 challenges

Time management & lone working in unpredictable community settings across multiple sites.

Establishing rapport, gaining & maintaining the confidence of patients and their families while meeting professional expectations.

Ensuring the safety of all patients but with a focus on those with a history of trauma who may express & be attempting to manage suicidal ideation/impulses.

Working with potentially life threatening communicable infections e.g. HIV, Hepatitis.

11. COMMUNICATIONS AND RELATIONSHIPS

Provide effective and efficient communication and working relationships with colleagues, patients, their relatives, statutory and third sector services.

Communicate effectively with patients & or relatives who may be distressed/worried or anxious taking account of the recipients cognitive abilities at the time of discussion & any history of trauma.

To establish therapeutic relationships with patients to encourage clinic attendance and ongoing monitoring/support.

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

Physical:

Venepuncture/DBST, IT skills, manoeuvring of equipment, fibro scanning, driving

Mental:

Maintaining high levels of patient interaction on a daily basis and concentration required when observing patients conditions and undertaking clinical duties which may be subject to interruption. Delivering patient care under in-direct supervision, within defined resources.

Interpersonal relationships with staff, patients, relatives and carers.

Concentration required when observing patient behaviours, which may be unpredictable.

Dealing with the psychosocial aspects in caring for patients with HIV & HepB & HepC.

Emotional:

Communicating effectively with distressed/anxious/worried patients/relatives (trauma informed).

Caring for patients and relatives following receipt of bad news under supervision.

Caring for patients detained under mental health act.

Caring for patients under escort from HM Prison.

Working with high risk patients

Dealing with patients/relatives/carers with severely challenging behaviour.

Supporting new staff and learners.

Environmental:

Exposure to high risk body fluids several times each shift.

Exposure to verbal & physical aggression.

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

SVQ Level 3 in Care or equivalent qualification e.g. NVQ or commensurate experience.

Experience of lone working and as part of a team.

Effective written and verbal communication skills

Good interpersonal skills.

Organisational and time management skills

14. JOB DESCRIPTION AGREEMENT

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

Job Holder's Signature:

Head of Department Signature:

Date:

Date: