



HERTFORDSHIRE PARTNERSHIP NHS FOUNDATION TRUST

JOB DESCRIPTION FORMAT

Title:	Support Time and Recovery Worker
Band:	Band 3
Directorate:	Adult Mental Health
Responsible to:	Band 6 Nurses/ Social Workers
Accountable to:	CMHS Managers
Base:	To be advised on appointment

This post involves significant travel throughout quadrants.

Job Summary:

- To work as part of a team which provides mental health services.
- To focus directly on the needs of service users using the Support Time and Recovery Model.
- To work across service and and/or care group boundaries as necessary.
- To work within the Care Programme Approach / Care Management process with a focus on Recovery Principles.
- To provide support, give time and thus promote recovery.

Organisational Chart:

Organogram to follow

Job Responsibilities:

To provide Support, give time to an allocated group of service users and thus promote their Recovery and maintain them in their community environment.

To assist Care Co-ordinator or Keyworker to assess, plan, implement and evaluate individual user focussed support / recovery plans.

Working Relationships and Communication Requirements of the Job

Working relationships

- To liaise with other agencies and any other relevant professional, in consultation with the Senior STR Worker and Support Services Manager.
- Provide regular and practical support to service users and their carers in developing and managing their dignity and independence.

Communication requirements

- Develop a rapport with service users based upon attentiveness, sensitivity, understanding, compassion, and honesty but within appropriate and transparent boundaries.
- Report regularly to care co-ordinators and appropriate key worker(s).

Clinical Responsibility

- To be responsible for providing the link into the care co-ordination process for an allocated number of individual service users
- To ensure service users engage effectively with the agreed Care Plan and access to appropriate services provided on a regular and consistent basis.
- Positively promote independent living of service users within the community.
- Provide support with daily living; “living ordinary lives”.
- Help service users gain access to resources to include benefits and welfare rights.
- Provide information on health promotion to service users.
- Help to identify early signs of relapse by monitoring service user’s progress, level of functioning and mental state and alert the appropriate staff involved in the client’s care.
- To undertake structured and semi-structured group work with service users, within Day Care Services.
- The post holder will work under supervision, where professional staff will always be available for reference and support

Service Development and Improvement

- To attend and actively participate in training sessions, team/care plan review meetings and supervision as appropriate.

Planning and Organisational Skills

- The post holder must be have a good standard of organisation skills and work well under direction

Information Resources

- To maintain adequate records as required by existing procedures, entering appropriate details on the service users' case notes/electronic patient records as necessary.
- To use information systems including information technology and be willing to undertake appropriate training.

Additional Information:

- To undertake such other duties as may be determined from time to time within the general scope of the post.
- The post –holder will be expected to conform to the Trust values and principles and to demonstrate them through their attitudes and behaviours.

Knowledge and Skills Framework:

The post holder will be expected to meet the requirements of the NHS Knowledge and Skills Framework (KSF) appropriate outline for the post.

Health and Safety

The post holder has a duty of care to themselves and to others with whom they come into contact in the course of their work as laid down in the Health and Safety at Work Act 1974 and any subsequent amendment or legislation.

Infection Control

All Trust staff will:

Act as a role model and champion for the highest standard of all aspects of infection prevention and control and implementation of all Infection Prevention and Control Trust policies and guidelines.

Demonstrate respect for the roles and endeavours of others, in implementing good standards of hand hygiene.

Value and recognise the ideas and contributions of colleagues in their endeavours to reduce the incidence of healthcare associated infection.

Equality and Diversity

Hertfordshire Partnership Trust is committed to providing an environment where all staff, service users and carers enjoy equality of opportunity.

The Trust works to eliminate all forms of discrimination and recognise that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

Providing equality of opportunity means understanding and appreciating the diversity of our staff, service users & carers and ensuring a supportive environment free from harassment. Because of this Hertfordshire Partnership Trust actively encourages its staff to challenge discrimination and promote equality of opportunity for all.

Confidentiality

All staff must be aware of the Data Protection Act 1984, and its subsequent amendments, which is now in force. This means that protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, the Trust and the individual may be prosecuted.

Standards of Business Conduct and Conflicts of Interest

The Trust has adopted a Standards of Conduct Policy, which reflects NHS Management Executive Guidelines. It is the responsibility of staff to ensure that they do not abuse their official position for personal gain or seek to advantage or further private business or other interests in the course of their official duties. Staff should be informing their line manager if they are working for any other organisation to ensure that this Trust complies with the Working Time Regulations.

Information and Records Management

The postholder must be competent in using IT and have the relevant skills to carry out the activities required for the post.

To comply with the Data Protection Act 1998, Freedom of Information Act 2000 and Department of Health Code of Confidentiality in line with Trust procedures.

To adhere to the Trust's policies on records management including creation, use, storing and retention and disposal of records.

Adhere to the Trust's Corporate Identity (using the standard templates – available on www.hpt.nhs.uk).

Safeguarding Adults and Children

The Trust is committed to ensuring adults and children are protected and come to no harm from abuse. All employees have a responsibility to be aware of national and local policies, their individual responsibilities with regards to the protection and safeguarding of both adults and children, and must adhere to them at all times.

Organisational Change

As services develop and change, the post holder may be required to undertake other responsibilities within the Trust.

Review:

This job description is an outline, which reflects the present requirements of the post and is not intended to be an inflexible or finite list of duties and responsibilities. As these duties and responsibilities change and develop the job description will be amended from time to time in consultation with the post holder.



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PERSON SPECIFICATION FORMAT

The person specification must detail the level at which a person should have reached before you recruit them. You should use the dimensions and levels for the second gateway subset of the relevant KSF outline to assist with developing the person specification.

*Successful candidates **MUST** have the potential to achieve the knowledge and skills requirements of their second gateway.*

Job Title: Support, Time & Recovery Worker (Band 3)

Department: North Hertfordshire Community Mental Health Services

Date last reviewed:

CRITERIA	ESSENTIAL	DESIRABLE
<p>KNOWLEDGE, TRAINING AND EXPERIENCE:</p> <p>Examples:</p> <ul style="list-style-type: none"> • Ability and willingness to obtain both underpinning knowledge of mental health and NVQ level 2 qualification or Mental Health Certificate level 2 at the second KSF Gateway. • Commitment to Continuing Personal Development. • SCIP Trained. 	<p style="text-align: center;">*</p> <p style="text-align: center;">*</p>	<p style="text-align: center;">*</p>
<p>AREAS OF EXPERIENCE AND KNOWLEDGE:</p> <p>Examples:</p> <ul style="list-style-type: none"> • Experience of mental health services (as a worker, volunteer, carer or service user) 		<p style="text-align: center;">*</p>

<p>COMMUNICATION SKILLS</p> <ul style="list-style-type: none"> • Basic written communication skills. • Good verbal communication skills and the ability to listen effectively. 	<p style="text-align: center;">*</p> <p style="text-align: center;">*</p>	
<p>ANALYTICAL SKILLS</p> <ul style="list-style-type: none"> • Ability to create innovative solutions to help empower service users. 		<p style="text-align: center;">*</p>
<p>DIVERSITY</p> <ul style="list-style-type: none"> • Ability to acknowledge diversity and promote anti-discriminatory practice/equal opportunities. 	<p style="text-align: center;">*</p>	
<p>PHYSICAL SKILLS</p> <ul style="list-style-type: none"> • Car driver (unless you have a disability as defined by the Equality Act 2010). <p>Example</p> <p><i>*Car driver (unless you have a disability as defined by the Equality Act 2010).</i></p>	<p style="text-align: center;">*</p>	
<p>EMOTIONAL EFFORT</p> <ul style="list-style-type: none"> • Empathy, compassion and patience. • An ability to act calmly in emergencies and to respond in a professional manner to stressful and challenging behaviour. 	<p style="text-align: center;">*</p> <p style="text-align: center;">*</p>	
<p>GENERAL</p> <ul style="list-style-type: none"> • Ability to work unsupervised in a range of settings. 		<p style="text-align: center;">*</p>

<ul style="list-style-type: none"> • Ability to form positive therapeutic relationships with service users and carers. 	*	
<ul style="list-style-type: none"> • A keenness to make a positive contribution to improving the quality of life for people with mental health problems. 	*	
<ul style="list-style-type: none"> • Ability to provide practical support with daily living activities. 	*	
<ul style="list-style-type: none"> • Basic food hygiene. 		*
<ul style="list-style-type: none"> • Basic first aid skills. 		*
<ul style="list-style-type: none"> • Basic health and safety awareness. 		*
<ul style="list-style-type: none"> • Moving and handling awareness. 		*
<ul style="list-style-type: none"> • Awareness of local services. 	*	
<ul style="list-style-type: none"> • Knowledge of benefits/employment systems. 		*
<ul style="list-style-type: none"> • An understanding of the mental health system. 		*
<ul style="list-style-type: none"> • Relating to people skills. 		*
<ul style="list-style-type: none"> • Self-awareness 	*	
<ul style="list-style-type: none"> • Ability to be versatile and accessible 	*	
<ul style="list-style-type: none"> • Ability to priorities a workload 		*
<ul style="list-style-type: none"> • Ability to work under pressure and within agreed deadlines 		*
<ul style="list-style-type: none"> • Understanding need to maintain confidentiality at all times. 	*	

NB: ALL INDICATORS SHOULD BE SUPPORTED BY APPROPRIATE EVIDENCE WHICH IS CLEAR AND CHECKABLE AT INTERVIEW