

## ADULT MENTAL HEALTH JOB DESCRIPTION



<b>Job Title:</b>	Mental Health Support Worker
<b>Grade:</b>	Band 2
<b>Location:</b>	Multiple
<b>Accountable to:</b>	Registered Manager

### 1. MAIN PURPOSE OF JOB

To contribute to the provision of home-based treatment, as an alternative to hospital admission, working within a 24 hour, 7 day a week mental health supported living unit.

To work proactively in accordance with the principles of social inclusion, promoting independence and recovery.

### 2. POSITION IN ORGANISATION

Reports to: Senior Support Worker or Locality Manager  
Accountable to: Registered Manager

### 3. SCOPE AND AUTHORITY

#### CLINICAL

- Work under the supervision of qualified staff.
- To observe report and record changes in the persons we support physical, mental health and behaviour.
- To provide care for persons we support as planned in Multi-disciplinary Team (MDT) meetings.
- 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 provide the necessary physical care to persons we support to help them complete daily living activities i.e. personal hygiene, diet and fluid intake, clothing and laundry, maintaining personal environment, maintaining rest and sleep and activity, physical observations.
- To act in a manner to respect the customs, individuality, values, sexuality and spiritual beliefs, activity, supporting the individual to fulfil these.
- To provide social activities, emotional support and stability to persons we support to ensure effective engagement whilst maintaining professional boundaries.
- To contribute in the assessment, planning, implementation and evaluating care.
- To create and maintain professional supportive relationships with all members of staff with other professionals and agencies to enhance recovery.

- To provide escort duties to the persons we support under the direction of the locality manager.
- To carry out observations as per individual support plans, needs, in line with ABL Care policy.
- To participate in, and where required co-facilitate, therapeutic and social engagement group work.

## **COMMUNICATION**

- To record all contacts with persons we support and case notes.
- To ensure effective communication with persons we support, relatives and carers, visitors, staff and others.
- To ensure that all communication is within the boundaries of persons we support's confidentiality and to seek guidance when unsure.
- Exchange factual information with persons we support using persuasion, tact, reassurance, empathy and acknowledging barriers to understanding.
- To document information to support mental state examination.
- To ensure that any information related to persons we support or other personal safety is communicated immediately to senior team members.

## **QUALITY**

- To assist in the collection of data for the purpose of audit, research and service performance.
- To contribute to the maintenance and monitoring of service standards.
- To promote the involvement of the persons we support in all aspects of their care.
- To contribute and make suggestions to the improvement of services.
- To identify issues of concern at work and alerting appropriate personnel.
- To present a positive image of the team, service and ABL Care.
- To act as an effective team member.

## **RISK ASSESSMENT**

- To have knowledge of risk assessment and management tools currently in use within the service and to provide care for service users within those guidelines.

- To recognise potential crisis situations and act responsively and responsibly until assistance arrives.
- 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 POVA and Child Protection and ABL Care Policies.
- To follow the ABL Care 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.

## **PROFESSIONAL/PERSONAL DEVELOPMENT**

- To participate in clinical support, appraisal and performance development.
- To identify appropriate training needs in line with professional development.
- To ensure attendance at all ABL Care essential training.
- To work towards achieving competencies outline within role and the collection of evidence within personal portfolio.

## **4. KEY RESULT AREAS**

- To provide physical and psychological care to persons we support in accordance with the specified plan of clinical support.
- To carry out duties as designated by the person in charge.
- To accurately record information belonging to persons we support.
- To provide support to relatives/carers.
- To work proactively in accordance with the principles of social inclusion, promoting independence and recovery.

## **HEALTH AND SAFETY**

It is the responsibility of all employees to work with managers to achieve a healthy and safe environment, and to take reasonable care of themselves and others.

## **EQUALITY AND DIVERSITY**

It is the responsibility of all employees to support ABL Care's vision of promoting a positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of Equality & Diversity Strategies and Policies.

## **INFORMATION GOVERNANCE**

As an employee you will have access to information that is sensitive to either an individual or to the organisation and you are reminded that in accordance with the requirements of Information Governance, Confidentiality Policy, Data Protection Act 2018 and also the terms and conditions in your contract of employment, you have a duty to process this information judiciously and lawfully; failure to do so may result in disciplinary action.

## **PERFORMANCE APPRAISAL AND PERSONAL DEVELOPMENT PLANNING**

ABL Care is committed to providing a high quality service through the effective management and development of its employees. The Performance Appraisal and Personal Development Planning process ensures that ABL Care is able to achieve its key aims of delivering cost effective, high quality and responsive community support, whilst enabling employees to understand how the outcome of their contribution fits within these overall aims.

## **STATUTORY AND MANDATORY TRAINING**

ABL Care will assess the requirements for Statutory and Mandatory training for all new staff prior to commencement and aims to ensure that all Statutory and Mandatory training requirements are completed before staff start their full duties. All required Statutory and Mandatory training must be completed within the first three months of staff start date and refresher training must also be undertaken on a regular basis and in accordance with ABL Care's policy.

## **SAFEGUARDING CHILDREN AND VULNERABLE ADULTS**

ABL Care is committed to safeguarding children, young people and vulnerable adults within its care. As an employee you are accountable to ensure that you know how to respond when you are concerned for the safety of a child, young person or vulnerable adult. ABL Care will support you in this process by providing training, support and advice. For children you should be aware of your responsibilities detailed in the '4 Local Safeguarding Children Boards Child Protection Procedures' and for vulnerable adults in the Safeguarding Adults Policy.

## **INFECTION PREVENTION AND CONTROL**

ABL Care has designated the prevention and control of infection as a core component in the organisations governance, managing risk and safety programs. All employees are expected to follow consistently high standards in the prevention and control of infection, especially with reference to hand hygiene, adherence to dress/uniform code. Be aware of and follow all ABL Care Infection Control guidelines and procedures relevant to their work. Participate in mandatory training and annual updates. Protecting persons we support from infection is everyone's responsibility.

## **SMOKING POLICY**

ABL Care operates a Smoke-free policy in our homes. This means that smoking is not permitted anywhere within owned or leased premises, other than the designated 'smoking areas'. In the interests of promoting responsible healthcare all staff are to refrain from smoking when off-site in uniform or wearing an identifying ABL Care badge in any public place.

The policy contains further details including support facilities; subsequent failure to comply with this policy may result in disciplinary action.

## **CONFIDENTIALITY**

In the course of your employment you will have access to confidential information of a personal and/or medical nature, including information relating to ABL Care, the persons we support, other employees and other parties. You must not use such information for your own benefit nor disclose it to other persons without the consent of ABL Care and the party concerned unless required to do so by law. This applies both during and after the termination of your employment. Any breach of confidentiality during employment may be regarded as serious misconduct and could lead to summary dismissal

## **REHABILITATION OF OFFENDERS ACT 1974**

This post is subject to an exception order under the provisions of the Rehabilitation of Offenders Act 1974. This stipulates that all previous convictions, including those that are 'spent' must be declared. Previous convictions will not necessarily preclude an individual from employment but must be declared in writing at the appropriate stage during the recruitment process.

## **DATA PROTECTION**

As your employer, ABL Care needs to keep information about you for purposes connected with your employment. The sort of information we will hold includes information for payroll purposes, references, contact names and addresses and records relating to your career with ABL Care. These uses are covered by our notification with the Information Commissioners Office under the UK GDPR and the Data Protection Act 2018.

The information which we hold will be for our management and administrative use only but we may need to disclose some information we hold about you to relevant third parties (e.g. HMRC).

## **RECORDS MANAGEMENT AND QUALITY**

As an employee, you are legally responsible for all records that you gather, create or use as part of your work within ABL Care and they remain the property of ABL Care. This includes financial, personal and administrative records, whether paper based or on computer. All such records are considered private records and you have a legal duty of confidence. You should consult the ABL Care Records Management Policy and ask for guidance from your manager if you have any doubt about the correct management of records with which you work. All staff has a responsibility to ensure information quality standards are achieved.

## **INFORMATION SECURITY**

Under the provisions of the Data Protection act, it is the responsibility of each member of staff to ensure that all personal data relating to patients and members of staff, whether held in manual or electronic format, is kept secure at all times. Computer passwords must not be shared either between systems or users. When using ABL Care equipment, we may monitor e-mail messages, any files stored on the networks or on equipment and usage of the Internet, and computer systems, irrespective of whether these relate to company or personal use. Access and usage of ABL Care computers must be in accordance with ABL Care's Policies. This is in order to protect ABL Care's supported persons and staff, and its reputation and to ensure that it complies with the law and other guidelines.

## PERSON SPECIFICATION

### POST: MENTAL HEALTH SUPPORT WORKER

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications:</b> special/vocational training: specific competence required (driver)	<ul style="list-style-type: none"> <li>• Literacy and numeracy skills</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience in a health care environment</li> <li>• Ability to travel</li> <li>• Clean driving licence</li> <li>• NVQ Level 3 in care or above</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Able to attend a five day full time induction programme</li> <li>• Able to attend and participate in all statutory training events</li> </ul>	
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Good communication skills</li> <li>• Good facilitation skills</li> <li>• Evidence of effective interpersonal skills</li> <li>• Good organisational skills</li> </ul>	<ul style="list-style-type: none"> <li>• Able to co-facilitate group work</li> <li>• Able to carry out supervision of staff</li> <li>• Good Computer Skills</li> </ul>
<b>Experience (general/specific)</b>	<ul style="list-style-type: none"> <li>• Demonstrate evidence of team working</li> <li>• Able to take direction and instruction</li> </ul>	<ul style="list-style-type: none"> <li>• Experience supporting people living with mental illness and/or learning disabilities</li> </ul>
<b>Approach</b>	<ul style="list-style-type: none"> <li>• Able to take direction and instruction</li> <li>• Honest and trustworthy</li> <li>• Demonstrate evidence of team working</li> </ul>	<ul style="list-style-type: none"> <li>• Well presented, confident, respectful, sympathetic, self reliant, aware of personal boundaries, resourceful, imaginative, enthusiastic, adaptable, affable</li> </ul>