



## POWYS TEACHING HEALTH BOARD JOB DESCRIPTION

<b><u>JOB DETAILS</u></b>	
<b>Job Title:</b>	Health Care Support Worker Mental Health Crisis
<b>Pay Band:</b>	3
<b>Hours of Work and Nature of Contract:</b>	To be completed on recruitment
<b>Service Group:</b>	Mental Health
<b>Department:</b>	CAMHS
<b>Base:</b>	To be completed on recruitment
<b><u>ORGANISATIONAL ARRANGEMENTS</u></b>	
<b>Managerially Accountable to:</b>	CAMHS Head of Service
<b>Professionally Accountable to:</b>	Senior Nurse
<b><u>VALUES &amp; BEHAVIOUR</u></b>	
	<p>Our Values and Behaviours are demonstrated through our 'Health Care Strategy' centred on the Needs of the Individual' through Respect, Trust, Integrity, Working Together, Kindness and Caring and Fairness and Equality.</p>

## **JOB SUMMARY / PURPOSE:**

Work as a Team member in providing a Crisis, Home Treatment Service and outreach support for young people presenting in mental health distress who live in Powys.

The CAMHS Crisis HWB will provide a service for children and young people up to the age of 18 who are experiencing a Mental Health crisis with complex needs and are at risk of admission to hospital.

Intensive Home Treatment will be provided in collaboration with the service user and in the least restrictive setting, 7 days a week, and 365 days a year as per rota.

Intensive Home Treatment will also facilitate the early discharge of those admitted to inpatient units, through intensive but time limited intervention in the community and to provide support to those at risk from admission to the DGH for a mental health need and/or Tier 4 provision.

As a Health Care Support Worker, you will support the delivery of CAMHS Crisis care to children and young people within a clinical setting and/or home environment, school, or community as part of a team and under direct supervision of a registered CAMHS Crisis Practitioner.

To be part of facilitating group work.

Deliver specific components of the service users care plan as delegated by the registered CAMHS Practitioner.

Demonstrate own duties to new or less experienced members of the team and students.

Under the guidance and supervision of a Registered CAMHS Practitioner, the post holder is required to implement care plans within the scope of their competence.

Required to work regularly without direct supervision but with the availability of a Registered Nurse at all times.

## **DUTIES & RESPONSIBILITIES**

Work within a Multidisciplinary Team under the direction of a Registered Nurse.

Deliver health care within the Care and Treatment plan.

Provide support to service users on both an individual and a group basis within the inpatient service.

With support from Registered Nurses be responsible for and manage own workload and safety.

Participate in supervision from Registered Nurses.

Actively participate in continuing professional development through the Knowledge Skills Framework.

Provide a range of interventions required to support service users meeting their personal care needs ensuring safety, privacy and dignity is always maintained.

Always observe the safety of service users and if requested account for their whereabouts.

Assist with safe and supportive levels of engagement of patients deemed to be at risk of self-harm.

Demonstrate a positive attitude towards service users' recovery which is based on commitment, hope and optimism.

Develop rapport based upon a working relationship which always maintains appropriate boundaries.

Work closely with service users to meet the needs and achieve the goals identified in their individual care plans.

Provide practical support to service users and their carers to meet activities of daily living. Being mindful to promote skill-development and independence as far as possible.

Provide information on health promotion and healthy lifestyle programmes.

Participate in the running of Groups and Clinics under the supervision or direction of a Registered Nurse.

Carrying out clinical observations e.g. blood pressure, pulse, temperature, weight, fluid balance and ensure results are accurately recorded.

Help to identify risk factors, monitoring the service users' progress, level of functioning and mental state, reporting regularly to the Registered Nurse.

Required to work within the post holder's level of competence and discuss any concerns with the line manager.

At no time should the post holder work outside their level of competence.

Provide written and verbal reports based on facts and observations.

With guidance from a Registered Nurse be responsible for prioritising and organising day to day workload and activities.

Required to attend relevant meetings, training and supervision as indicated by Registered Nurse.

Organise and facilitate therapeutic activities such as group work along with registered staff or as directed by registered staff.

Physical dexterity to carry out and record observations such as blood pressure and temperature etc.

Keyboard and information technology skills to complete accurate and timely case recordings, communication via email and intranet and e-learning.

Able to undertake Formal Restrictive Physical Intervention Training with annual up-dates.

Observe and report the effects of all interventions to the Registered Nurse and the multidisciplinary team through individual discussions, team meetings and clinical reviews.

Use a range of methods to promote effective communication both verbally and written including electronic systems, telephone calls, case recordings etc.

Overcome barriers to communication such as lack of motivation and distress because of mental illness.

Maintain accurate and timely records of all contact with service users/ carers/relatives and other clinical contacts.

Ensure effective communication with all members of the Multi-Disciplinary Team, advocates and relatives.

Ensure all incidents which may compromise Health and Safety are reported in an appropriate and timely manner.

Adhere to the Policies and Procedures of the Health Board e.g. Sickness management, Annual Leave etc.

Participate in supervision and Knowledge Skills Framework reviews, presenting evidence to support their personal and professional development.

Contribute to a positive learning experience for students.

Act in accordance with the legal requirements and statutory rules relating to practice and all Health Board Policies and Procedures.

Required to attend and participate in service development opportunities.

Act in manner which always promotes a positive image for Mental Health and the Health Board.

Create accurate, contemporaneous clinical records utilising established systems within clinical teams.

Produce accurate and timely statistics reflecting workload.

Participate and make information available for audit purposes.

<b>PERSON SPECIFICATION</b>			
<b>ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>Qualifications and/or Knowledge</b>	<p>Good standard of general education including literacy and numeracy skills</p> <p>NVQ level 3 or equivalent level of competency assessed training or equivalent relevant experience to level 3</p> <p>Understanding and appreciation of Mental Health issues</p> <p>Understanding of the need to maintain professional boundaries</p> <p>Able to undertake Formal Restrictive Physical Intervention Training with annual up-dates</p>		<p>Pre-employment checks</p> <p>Interview</p> <p>Application Form</p> <p>References</p>
<b>Experience</b>	<p>Previous experience working in a mental health setting</p>	<p>Experience of working with CAMHS patients and families</p>	<p>Application Form and Interview</p>
<b>Aptitude and Abilities</b>	<p>Good communication skills, both written and verbal</p> <p>Ability to work on own initiative</p> <p>Ability to work as part of a Team</p> <p>Ability to keep calm in stressful situations</p> <p>Ability to demonstrate a person centred approach</p> <p>Basic IT skills</p> <p>Ability to demonstrate compassion within the role</p>	<p>Ability to speak Welsh</p>	<p>Interview</p> <p>Application Form</p>
<b>Values</b>	<p>Demonstrate PTHB Values</p>		<p>Interview</p> <p>Application Form</p>

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Values cont'd</b>	Demonstrate patient-focussed care		
<b>Other</b>	<p>Flexible approach to work to met the needs of the service</p> <p>Confident and positive in approach</p> <p>Reliable and resilient</p> <p>Ability to travel between sites in a timely manner</p>		Application Form and Interview

## **GENERAL REQUIREMENTS**

Include those relevant to the post requirements

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high-quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with their organization's Compliance Notice under the Welsh Language Standards, as well as any local policies with regards the Welsh language; as well as taking every opportunity to promote the Welsh language in their dealings with the public.

- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Legislation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the HB or Trust Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB/Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB/Trust is committed to ensuring that no job applicant or employee receives less favourable treatment on any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have **direct contact** with patients / service users / children /vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau Enhanced Disclosure Check as part of the HB/Trust's pre-employment check procedure.
- **Safeguarding Children and Adults at Risk:** Powys Teaching Health Board is fully committed to safeguarding people. Employees and workers (including agency and bank workers) are responsible for ensuring they understand what actions to take if they have reasonable cause to suspect that a child or an adult is at risk of harm and mandatory safeguarding training is completed in line with their role specific competencies.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections.

- All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board/Trust Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board/Trust sites, including buildings and grounds, are smoke free.
- **Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

## Organisational Chart



