

## HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST

### JOB DESCRIPTION

<b>Job Title:</b>	<b>Support, Time and Recovery Worker</b>
<b>Grade/Band:</b>	B3
<b>Department:</b>	Planned
<b>Responsible to:</b>	Band 6 Nurses/ Social Workers
<b>Accountable to:</b>	ACMHS Managers
<b>Base:</b>	Cygnets House, Ware, SG12 0DE

### Hertfordshire Partnerships University NHS Foundation Trust

- Hertfordshire Partnership University NHS Foundation Trust (HPFT) is an exceptional organisation with big ambitions, our aim is to be the leading provider of mental health and specialist learning disability services in the country.
- With a workforce of around 3,500 people and an annual income of some £330million this year, the Trust provides integrated health and social care services through a network of community and inpatient settings, serving diverse communities across Buckinghamshire, Essex, Hertfordshire and Norfolk. As a university NHS foundation trust, HPFT continues to develop strong links with the University of Hertfordshire, providing excellent learning and development opportunities, as well as strengthening our clinical research capability.
- Whilst it is a challenging period for the NHS, there has never been a more exciting time to join HPFT following our CQC rating of Outstanding awarded to us in April 2019.

### Our Services

We provide mental health and social care services - including Adults of Working Age, Older Adults, Children and Adolescents and Specialist Learning Disabilities services.

The Trust works in close partnership with Hertfordshire County Council and also with other NHS organisations to promote and support mental health in the community. We also provide specialist learning disability services in Norfolk and North Essex.

The Trust provides:



- Community Services including local teams for mental health.
- Acute and Rehabilitation Services including inpatient services and crisis team.
- Specialist Services such as mental health services for older people, eating disorders, and our mother and baby unit.
- Learning Disability and Forensic Services.

## Our Mission

**“We support people to live their lives to their full potential by enabling them to keep mentally and physically well.”**

Everything we do is aimed at providing consistently high quality, joined up care, support and treatment that:

- Empowers individuals to manage their mental and physical wellbeing.
- Keeps people safe from avoidable harm.
- Is effective and ensures the very best clinical and individual recovery outcomes.
- Provides the best possible experience.

## Our Vision

Our conversations with service users, carers, staff, commissioners and the wider communities we serve have informed a simple but ambitious vision:

***“Delivering great care, achieving great outcomes - together”.***

We will achieve our vision by:

- Putting the people who need our care, support, and treatment at the heart of everything we do – always.
- Consistently achieving the outcomes that matter to the individuals who use our services, and their families and carers, by working in partnership with them and others who support them.
- Providing the very best experience of joined-up care in line with what service users and carers have told us makes ‘Great Care’.

## Great Together

Great Together, our Trust strategy for 2023 – 2028, has been developed and co-produced with our service users, carers, staff, partners and local communities and gives us a clear roadmap to achieve our vision of great care and great outcomes.

Great Together places service users and carers at the centre of what we do; commits us to addressing inequalities and achieving equity; focuses on developing our people and creating a vibrant learning organisation whilst working in strong partnerships to deliver high quality care.

## Values and Behaviours



Our values and behaviours have been developed by over 800 service users, carers and members of staff. They describe how we aim to be with service users, carers and each other. By living our values, we will deliver our ambition to be a leading provider for everyone we work with.

	<i>we are...</i>	<i>you feel...</i>
<b>Our Values</b>	<b>Welcoming</b>	✔ Valued as an individual
	<b>Kind</b>	✔ Cared for
	<b>Positive</b>	✔ Supported and included
	<b>Respectful</b>	✔ Listened to and heard
	<b>Professional</b>	✔ Safe and confident

### **Our values set the tone for:**

- The way we plan and make decisions.
- The way we behave with service users and each other.
- The kind of colleagues we recruit.
- The way we induct, appraise, and develop our staff.

### **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/or care group boundaries as necessary.
- To work closely in association with the Team Leader, other senior staff and other agencies.
- 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.
- To work with other providers to maximise service user participation in their local community.
- To support our duty and initial Assessment Service.
- To undertake carers assessment and support of carers identified in the team.

### **Key Relationships**

- The post holder will be expected to liaise with external stakeholders and other non-statutory agencies.

## Duties and Responsibilities

- To provide *support, give time* to an allocated group of service users and thus promote their *recovery* and promote their place in the broader community.
- To assist the care co-ordinator or key worker to assess, plan, implement and evaluate individual service user lead support / recovery plans focusing on social care needs.
- To contribute towards the support of a team of STaR workers, by leading on clearly identified, appropriate day to day team tasks.
- Responsible for providing support to the care co-ordinator, in the implementation of a recovery focussed care plan for an allocated number of individual service users.
- To ensure that service users engage beneficially with the agreed Care Plan and access appropriate services provided on a regular and consistent basis.
- To positively promote independent living of service users within community.
- To enable the capacity of the team to develop a rapport with service users, based upon attentiveness, sensitivity, understanding, compassion and honesty.
- To develop plans that will enable the provision of practical support to service users and their carers in developing and managing dignity and independence.
- To enable staff to provide support with daily 'living of ordinary lives'
- To ensure the right information is available to enable staff and service users to gain access to resources, including benefits and welfare rights.
- To be responsible for reviewing information available to staff and service users for its quality and relevance.
- To help to identify early signs of relapse by monitoring the service users' progress, level of functioning and mental state and alert the appropriate staff involved in the service users' care.
- To report regularly to care co-ordinators and appropriate key workers.
- To maintain accurate records as required by existing procedures, entering appropriate details on the service users' case notes / electronic patient records as necessary.
- To ensure the service user understands and has a clear pathway of care across sector / agency boundaries with key contact points / named individuals.
- To aid in the induction of STaR workers at lower bands.
- To lead cross-service peer supervision groups of STaR Workers.

- outcomes, in housing related matters, in line with recovery principles, and recorded in their care plans.
- To respond to urgent situations emergencies or crises using local protocols.
- To lead on the development of structured and semi-structured group work with service users within the community settings, and to contribute to the research of local need and the development of such groups to meet it.
- To use information systems including information technology and be willing to undertake appropriate training.
- To attend and actively participate in training sessions, team / care plan review meetings and supervision as appropriate.
- To undertake such other duties as may be determined from time to time within the general scope of the post.

### **Clinical Responsibility**

- To act as primary worker to cases allocated by the Team Leader to ensure service users' progress, level of functioning and mental state and alert the appropriate staff involved in the service users' care

### **Leadership and Staff Management Responsibility**

- To participate in the training and induction and education of students in other staff in the setting.
- To actively seek opportunities to develop leadership skills.

### **Financial Responsibility**

- To manage stock, advising and obtaining resources to carry out the job.
- To be responsible for the safekeeping and use of equipment and materials.
- To follow Service procedures with regards to use of and recording of petty cash use within the unit.
- To be responsible for the completion of own expenses claim.
- To ensure effective and efficient use of resources.

### **Service Development and Improvement**

- Ability to understand the needs of service users and to assist in the development of the service.

### **Communications**

- IT literate and able to present information to a range of audiences through a range of media

## **Other Additional Information**

- • Good Humour
- Willing
- Confident
- Engagement skills

## **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 and 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 Trustspace.

### **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.

### **Flexible Working**

The Trust believes that its staff members are its most valuable asset and is committed to attracting and retaining the very best, and utilising all the talent and experience available. The Trust recognises the importance of helping its employees balance their work and home life by offering flexible working arrangements that enable them to balance their working life with other priorities, including parental and other caring responsibilities, life-long learning, charity work, leisure activities and other interests.

### **Health and Safety**

Health and Safety at Work In accordance with the Management of Health and Safety at Work Regulations 1992 (as amended) and other relevant Health and Safety legislation, staff have a duty to take responsible care to avoid injury to themselves and others by their work activities, to maintain a safe working environment for patients, visitors and employees and to co-operate in meeting statutory requirements

### **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.

## PERSON SPECIFICATION

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.

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**Department: Cygnet House ACMHS**

**Date last reviewed: 21/02/2023**

CRITERIA	ESSENTIAL	DESIRABLE
<p><b>QUALIFICATIONS/EDUCATION/TRAINING</b></p> <ul style="list-style-type: none"> <li>NVQ level 3 qualification or mental health certificate level 3 or agreement to undertake such training as soon as resources permit.</li> <li>NVQ/Mental Health Certificate Level 2</li> <li>Commitment to Continuing Personal Development</li> </ul>	A/I	A/I
<p><b>PREVIOUS EXPERIENCE</b></p> <ul style="list-style-type: none"> <li>Extensive experience of providing mental health services from within a team setting, which may be combined with personal lived experience of mental health difficulties</li> </ul>	A/I	A/I
<p><b>SKILLS/KNOWLEDGE/ABILITY</b></p> <p><b>COMMUNICATION SKILLS</b></p> <ul style="list-style-type: none"> <li>Basic written communication skills</li> <li>Good verbal communication skills and the ability to listen effectively.</li> </ul> <p><b>ANALYTICAL SKILLS</b></p> <ul style="list-style-type: none"> <li>Understanding of the Care Act</li> </ul>	A/I	A/I

<ul style="list-style-type: none"> <li>• Understanding of the Personal Budget process</li> <li>• Empathy, compassion and patience</li> <li>• Ability to create innovative solutions to help empower service users</li> <li>• Ability to work unsupervised in a range of settings</li> <li>• Ability to form positive therapeutic relationships with service users and carers</li> <li>• A keenness to make a positive contribution to improving the quality of life for people with mental health problems</li> <li>• Ability to use structured therapeutic skills, such as solution focussed therapy, or a commitment to acquiring such skills</li> <li>• Ability to acknowledge diversity and promote anti-discriminatory practice/equal opportunities</li> <li>• Ability to provide practical support with daily living activities</li> <li>• An ability to act calmly in emergencies and to respond in a professional manner to stressful and challenging behaviour</li> </ul> <p><b>PHYSICAL SKILLS</b></p> <ul style="list-style-type: none"> <li>• Computer skills for entering clinical notes on electronic patient record</li> <li>• Relating to People Skills</li> <li>• SCIP Trained</li> <li>•</li> </ul> <p><b>PHYSICAL EFFORT</b></p> <ul style="list-style-type: none"> <li>• Include office or ward base, amount of travel, main work location, e.g. in patient homes</li> <li>• Basic first aid skills</li> <li>• Basic health and safety awareness</li> <li>• Moving and handling awareness</li> <li>• Basic food hygiene</li> </ul> <p><b>MENTAL EFFORT</b></p> <ul style="list-style-type: none"> <li>• Awareness of local services</li> <li>• Knowledge of benefits/employment systems</li> <li>• An understanding of the mental health system</li> </ul>		
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<p><b>EMOTIONAL EFFORT</b></p> <ul style="list-style-type: none"> <li>• Self awareness</li> <li>• Ability to be versatile and accessible</li> <li>• Ability to prioritise a workload</li> <li>• Ability to work under pressure and within agreed deadlines</li> <li>• Understanding of the need to maintain confidentiality at all times.</li> </ul>		
<p><b>ADDITIONAL INFORMATION</b>  <b>Values/Motivational/Personal Qualities/Diversity</b></p> <ul style="list-style-type: none"> <li>• Welcoming</li> <li>• Kind</li> <li>• Positive</li> <li>• Respectful</li> <li>• Professional</li> </ul>	A/I	A/I

**A- Application Form**

**I – Interview**

**T – Test**



**Template: July 2023**