

## **JOB DESCRIPTION**

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| <b>JOB TITLE:</b>         | <b>MENTAL HEALTH SUPPORT WORKER</b>  |
| <b>BAND:</b>              | Band 3   |
| <b>LOCATION:</b>          | Acute Inpatient Services   |
| <b>ACCOUNTABLE TO:</b>    | Ward Manager   |
| <b>LINE MANAGER:</b>      | Ward Manager   |
| <b>KEY RELATIONSHIPS:</b> | Ward Manager, Ward Team, Site Manager, Clinical Lead, Service Managers, Service Users.   |
| <b>HOURS OF WORK:</b>     | This is a full- time post of 37.5 hours per week. The post holder may be required to work flexibly to meet the needs of the service. |
| <b>JOB PURPOSE:</b>       | To carry out assigned tasks involving direct care in support of and supervised by a Registered Nurse.                                |

### **MAIN DUTIES AND RESPONSIBILITIES:**

#### **1. CLINICAL**

- 1.1 To carry out assigned tasks which have been identified by the trained nursing staff in relation to patients' needs.
- 1.2 To participate, with other members of the multi-disciplinary team, in providing a programme of care and to change the patients recovery.
- 2.1 To report to the designated trained member of staff any observed changes in physical/behavioural state in the patients.
- 2.2 To be an active member of the multi-disciplinary team in assisting in organised activities for patients; helping to create a Therapeutic Environment for patients, monitoring patients' personal hygiene standards and ensuring these are maintained.

- 2.3 To carry out general housekeeping duties, e.g. helping to keep the building tidy, assisting in setting of tables and serving meals, checking laundry items and any tasks which help with the smooth running of the ward/unit and assist the nurses in their delivery of care to the patients.
- 2.4 To escort patients outside of the hospital unit on journeys, as directed by the nurse in charge, where access to a means of communication directly to the unit is available, i.e. mobile phone, walkie-talkie or radio.
- 2.5 To report any complaints by patients/relatives to the trained staff on duty.
- 2.6 To ensure that ward and hospital areas remain clean and tidy, working closely with the Senior Clinical Nurse to create a Therapeutic Environment.
- 2.7 To carry out any other duties as required by the Ward Manager

### **3. POLICY & SERVICE DEVELOPMENT**

- 3.1 To be aware of the Health and Safety at Work Act (1974) and understanding its implications and practical use, and having a sound knowledge of unit policies in relation to fire procedures, sickness/absence, reporting defects to Estates.
- 3.2 To comply and ensuring adherence to Risk Management and Risk Assessment Policy and guidelines.
- 3.3 To comply with the Mental Health Act (1983) regulations/procedures
- 3.4 To fully implement and comply with discharge procedures and standards including CPA/Care Management and involvement of audit.

### **4. INFORMATION / DATA RESPONSIBILITIES**

- 4.1 To make accurate records of patient observations
- 4.2 To maintain high standards of record/case note recording, including computerised records, as required (RiO/Ulysses).

### **5. ENVIRONMENTAL**

- 5.1 Following training, the post holder will be required to participate in the Prevention and Management of Violence and Aggression (PMVA) of patients.

## PERSON SPECIFICATION

### MENTAL HEALTH SUPPORT WORKER, BAND 3

| <b>1. Knowledge, skills and training</b> |  | <b>Essential</b> | <b>Desirable</b> | <b>Assessment method</b>              | <b>Interview Score*</b> |
|--|--|------------------|------------------|---------------------------------------|-------------------------|
| 1.1                                      | Literate   | Yes              |                  | Application form/references           |                         |
| 1.2                                      | Numerate   | Yes              |                  | References                            |                         |
| 1.3                                      | NVQ level 2 or 3 or equivalent level of experience                                 | Yes              |                  | Application form/references           |                         |
| <b>2. Job specific experience</b>        |  | <b>Essential</b> | <b>Desirable</b> | <b>Assessment method</b>              |                         |
| 2.1                                      | Ability to work in a team  | Yes              |                  | Interview/References                  |                         |
| 2.2                                      | Experience of working within a care setting  |                  | Yes              | Application form/References           |                         |
| <b>3. Information Technology</b>         |  | <b>Essential</b> | <b>Desirable</b> | <b>Assessment method</b>              |                         |
| 3.1                                      | Basic IT keyboard skills, normally obtained through practice or practical training | Yes              |                  | Application/interview                 |                         |
| <b>4. Personal qualities/attributes</b>  |  | <b>Essential</b> | <b>Desirable</b> | <b>Assessment method</b>              |                         |
| 4.1                                      | Good communication skills.   | Yes              |                  | Application form/references/interview |                         |
| 4.2                                      | Ability to use initiative  | Yes              |                  | References/interview                  |                         |
| 4.3                                      | Ability to engage and motivate others.   | Yes              |                  | References/interview                  |                         |
| 4.4                                      | Ability to remain calm in stressful situations.                                    | Yes              |                  | References/interview                  |                         |

| 5. Additional requirements |  | Essential | Desirable |                               |  |
|----------------------------|--|-----------|-----------|-------------------------------|--|
| 5.1                        | A level of fitness and ability to participate and complete PMVA, Breakaway training and Manual Handling (practice and theory). | Yes       |           | Interview/Occupational Health |  |
| 5.2                        | Demonstrable skills in written and spoken English, adequate to enable the post holder to carry out the role effectively        | Yes       |           | Application/interview         |  |
| 5.3                        | Satisfactory health check.   | Yes       |           | Application form/ Interview   |  |
| 5.4                        | Ability to meet contractual requirements and participate in 24-hour care   | Yes       |           | Application form/ Interview   |  |
| 5.5                        | Satisfactory police clearance  | Yes       |           | Application form/ Interview   |  |

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**\*Essential / desirable car user definitions**

Level 1 – (Essential) post holder is required to:

- travel an average of more than 3,500 miles a year.
- or travel an average of at least 1,250 miles a year; and necessarily use their car an average of 3 days a week; or spend an average of at least 50% of their time on such travel; including duties performed during the visits.
- or travel an average of at least 1,000 miles a year and spend an average of 4 days a week on such travel, including the duties performed during the visits.

Level 2 – (Essential) users who use their own vehicles for official journeys other than in the circumstances described under Level 1 above.

Level 3 (Desirable) non- car users who may exceptionally be required to travel on Trust business where such journeys could also be reasonably be made by public transport.