

## Job Description

<b>Job Title:</b>	<b>Recovery Support Worker</b>
<b>Hours of work:</b>	<b>37.5 over 7 days, Flexible Hours (between 8.30 and 8pm,)</b>
<b>Band:</b>	<b>3</b>
<b>Network:</b>	<b>Pennine</b>
<b>Base:</b>	<b>Pendleview, Royal Blackburn Hospital</b>
<b>AfC Ref:</b>	<b>4257</b>

### **Reporting Arrangements:**

Reports to: Ward Managers

Responsible to: Ward Manager / Occupational Therapy Clinical Specialist

Clinically Supervised by: Occupational Therapists

### **Job Summary**

The adult mental health inpatient services aim to meet the holistic needs of service users/patients and carers while they recovery from their mental illness. The post holder plays an essential part of a service user's recovery by supporting the clinical team to provide a meaningful and therapeutic day for service users. They will support service users to identify and engage in the diversional activities offered. Such activities may take place on the ward, in the unit or grounds or in the community.

Working alongside the ward staff, occupational therapists, and the rest of the multidisciplinary team, the post holder will provide a holistic person centred approach to care. Using their skills in a range of leisure and recreational activities, they will plan and deliver a range of group and individual activities across 7 days and into the evenings, to enable the promotion of the five ways to well-being (connect, take notice, be active, learn, giving something back to others) for patients experiencing mental health issues.

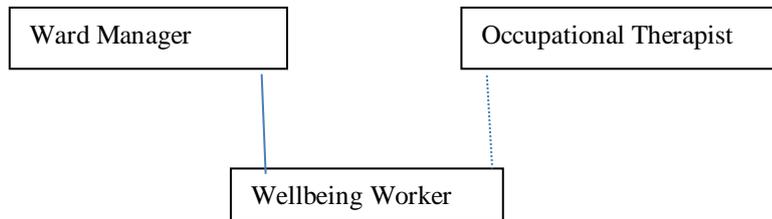
The post holder will establish and maintain a rapport with the patients, carers, relatives and visitors and contribute to a positive and welcoming atmosphere on the ward. They will maintain a good up to date knowledge of and links with community resources and actively support service users to develop links that will enable them to continue to engage with activity upon their return to their community.

During times of pressure due to workload or staffing difficulties, the post holder will liaise with Occupational therapy staff to provide a prioritised service.

### **Key Relationships**

- Occupational Therapy Colleagues
- Ward Staff
- Modern Matron
- Allied Health Professional Consultants

## Department Chart



## Key Responsibilities

### **Communication and Relationship Skills**

1. To use non confrontational and respectful communication styles to build positive therapeutic relationships with service users and facilitate their engagement in the development of a personal activity plan that builds on their personal strengths.
2. To use strategies to overcome barriers to communication that may result from a service users mental illness or have an organic cause.
3. To establish and maintain a rapport with service users, carers, relatives and visitors.
4. To develop good communication and working relationships with multi-disciplinary team colleagues, other teams and organisations as appropriate, to ensure a collaborative approach to enabling service users to achieve their goals.
5. To handle clinical information professionally and in line with confidentiality policies, to accurately pass on information regarding service user issues/concerns to facilitate their access to appropriate advice and support.
6. To accurately report observations and changes in an individual's presentation both verbally and in writing, as required.
7. To facilitate service users access to information and resources on health promotion and local activities to achieve greater social inclusion.
8. To contribute to service user reviews and any other relevant meetings as required.

### **Patient and Client Care**

9. To support service users to identify their needs, interests and aspirations and work towards their identified goals.
10. To actively promote healthy lifestyles and behaviours.
11. To plan and deliver a range of diversional activities that meet service users' needs and assist the clinical team in the assessment of the service users mental health needs.
12. To support the clinical team in providing a therapeutic environment and structuring a service users day, planning and delivering appropriate diversional activities and engaging with service users.
13. To facilitate group and individual activities in a range of environments – ward, site, and community.
14. To support service users with involvement and participation in activity and their treatment, as part of the multi-disciplinary team.
15. To support service users, assessed as medically fit, to access physical health programmes including safe supervision and use of gym equipment if appropriate and with the appropriate training and qualifications.
16. To assist in maintaining a clean and safe care environment that is free from clutter.
17. To assist in maintaining equipment, including gym equipment (where appropriate), in line with Health & Safety Act requirements.
18. To facilitate the involvement of carers in service user's treatment plan (as appropriate) and offer support and advice to enable them to help the service user develop healthy lifestyle and behaviours and engage in activity.

### **Responsibility for Policy and Service Development**

19. To participate in governance and quality improvement projects as required by the Team Manager.
20. To participate in audit and evaluation activities as agreed with the Team Manager
21. To act professionally at all times in the best interests of service users within appropriate, transparent boundaries, being non-judgemental and promoting equal opportunities and anti-discriminatory practice.
22. To assist in delivering a high standard of support and care to service users and their carers, promoting their equality, dignity and mental well-being at all times.

### **Responsibility for Finance**

23. To handle patients' cash and property in line with the Trust's Standing Financial Instructions and LCFT patient property procedures.
24. To support the monitoring and procurement of supplies that facilitate the delivery of activity.

### **Responsibility for Human Resources**

25. To participate in regular supervision meetings, including peer supervision, as determined by your line manager and in line with the Trust's Supervision Policy.
26. To participate in the Trust's Annual Appraisal Process, identifying further training and development needs and completing a Personal Development Plan.
27. To participate in all mandatory training and ensure skills are kept up to date.
28. To participate in identified training and maintain an up to date record of your continuous practice development.
29. To participate in the training and education of students from various disciplines.

### **Responsibility for Information Resources**

30. To contribute to the service user's records, ensuring their response to activities, opportunities and programmes are recorded appropriately.
31. To ensure that any fitness programmes or activity programmes are part of the service users care records.
32. To undertake administrative tasks as required.

### **Research and Development**

33. To participate in internal audits.

### **Freedom to Act**

34. The post holder will be expected to function under the guidance of a trained nurse or occupational therapist, either supervised directly or working independently within agreed parameters if required.

### **Job Flexibility**

35. To show flexibility by working a rotational shift pattern covering core hours of 8.30 am to 8pm over 7 days according to the needs of the ward and the wider service.
36. To move clinical area at either short-notice or no-notice, in order to meet the changing needs of the service.
37. To participate in the process of 'internal rotation' as and when required.

### **Physical Skills**

38. To be able to undertake de-escalation techniques
39. To be able to participate in Positive and Safe training
40. To be able to fully support colleagues during the use of physical restraint

### **Other**

The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the post holder.

Description	Essential	Desirable	Assessment
Education/ Qualifications	<p>NVQ Level 3 in Health and Social Care or care certificate completed (or willingness to complete in first 12 months from appointment) or equivalent knowledge skills and experience</p> <p>Ability to undertake Violence Reduction physical intervention training.</p>	<p>NVQ Level 3 in Health and Social Care (completed or working towards)</p> <p>CYQ/YMCA Level 2 Fitness Instructor.</p> <p>First Aid at work certificate.</p> <p>Trained in violence reduction physical intervention.</p> <p>Moving and Handling.</p>	
Experience	<p>Supporting people with mental illness e.g. nursing home, hospital ward, as a carer</p>	<p>Working in a mental health setting</p> <p>Previous experience working in inpatient settings.</p> <p>Previous work in a multi-disciplinary team</p> <p>Planning and leading groups.</p> <p>Inputting to electronic records.</p>	
Knowledge and Skills	<p>Awareness of confidentiality.</p> <p>Good communication both written and verbal and the ability to pass on information accurately.</p> <p>Able to promote a professional image</p> <p>Ability to work as a team and network with other agencies.</p> <p>Able to motivate service users using activity.</p> <p>Able to work without direct supervision to deliver a programme of distraction activities.</p> <p>Ability to communicate and work with people of all ages and adapt/develop activity programmes to reflect people's intellectual and physical abilities, and interests.</p> <p>Standard IT skills.</p> <p>Can demonstrate a clear commitment to the Trust values and can provide practical examples of where they have worked with:</p>	<p>Knowledge of signs and symptoms of a range of mental disorders and its effects on individuals.</p> <p>Knowledge of the 5 Ways to wellbeing and its impact upon recovery</p> <p>Knowledge of de-escalation techniques.</p> <p>Knowledge of Local history</p> <p>Skills in any of the following;- sport/physical activity, drama, craft activities, drawing, music</p>	

	<ul style="list-style-type: none"> <li>• <i>We are always learning</i></li> <li>• <i>We are respectful</i></li> <li>• <i>We are kind</i></li> <li>• <i>We are a team</i></li> </ul> <p>Is non-judgemental and person centred in their approach.</p>		
Work Related Circumstances	<p>Good sickness record, punctual attendance and medically fit.</p> <p>Able to work in a changing environment.</p> <p>Able to work a working pattern that meets the requirements of the role.</p>		

## EFFORT FACTORS

<b>PHYSICAL EFFORT</b> What physical effort is required for the job?	How often?	For how long?	What weight is involved?	Any mechanical aids?
Yes. Standing, sitting and ability to get on and off the floor. Physical ability to be able to undertake violence reduction training	Daily	Intermittent	none	none

Is the job holders expected to sit / stand in a restricted position?	How often?	For how long?	What activity is involved?
Yes	Every shift	1 hour	Writing notes

<b>MENTAL EFFORT</b> Are there any duties requiring particular concentration? – Please detail.	How often?	For how long?
Planning activity/writing clinical notes/care plans/ reports	Daily	1 hour
Are there any duties of an unpredictable nature? – Please detail.	How often?	For how long?
Working with people with acute mental illness who have not been fully assessed may result in unpredictable situations	Daily	6 hours

<b>EMOTIONAL EFFORT</b> Does the job involve dealing with any distressing or emotional circumstances? – Please detail.	Direct / Indirect exposure	How often?
Working with people acute illness and their families including potentially distressing situations relating to patient welfare.	Daily	6 hours

<b>WORKING CONDITIONS</b> Does the job involve exposure to unpleasant working conditions? – Please detail.	How often?
Direct Contact with distressed patients, possible contact with human fluids/waste	Daily

### Our values and behaviours

The values and behaviours represent what we, as an organisation and the individuals who make up that organisation, are about. It is our aim that everything we do fits in with and reinforces, these values:

#### Values

#### Behaviors we expect

#### **We are always learning**

- ✓ We pro-actively seek out opportunities to learn and support the learning of others

	<ul style="list-style-type: none"> <li>✓ We prioritise quality and safety and are open and flexible to change and improvement</li> <li>✓ We value appraisals, supervision and learning opportunities</li> <li>✓ We speak up if we are concerned about safety and focus on opportunities to improve</li> </ul>
<b>We are respectful</b>	<ul style="list-style-type: none"> <li>✓ We are open and honest, trying our best to ensure people receive information in ways they can understand</li> <li>✓ We seek, value and learn from diverse perspectives, views and experiences</li> <li>✓ We put service users and carers at the heart of everything we do</li> <li>✓ We take pride in our work and understand we are responsible for our actions</li> </ul>
<b>We are kind</b>	<ul style="list-style-type: none"> <li>✓ We are approachable and show compassion</li> <li>✓ We actively listen to what people need and pro-actively offer our support</li> <li>✓ We care for our own wellbeing and the wellbeing of others</li> <li>✓ We celebrate success and provide feedback that is authentic and compassionate</li> </ul>
<b>We are a team</b>	<ul style="list-style-type: none"> <li>✓ We take personal and team accountability to deliver the highest standards of care</li> <li>✓ We work in active partnership with service users and carers</li> <li>✓ We actively build trusting relationships and help others feel joy and pride in work</li> <li>✓ We work well with colleagues across LSCft and in our partner organisations to enable patient centred, joined up care</li> </ul>

### **Special conditions:**

As a member of staff you have:

- Legal duties and responsibilities under health and safety legislation, plus a general duty to work safely and not to put others at risk, including colleagues, service users and visitors, as a result of any activity or omission at work.
- A duty to report any practice that you consider compromises standards of risk and health and safety. The Whistle-Blowing Policy gives effect to the Public Interest Disclosure Act under which an individual who raises such concerns for unfair treatment is protected.

All Lancashire and South Cumbria NHS Foundation Trust staff employed within all environments that have contact with service users, their families or systems to support them have a responsibility to safeguard and promote the welfare of children, adults and vulnerable families.

As a member of staff you must:

- All Lancashire and South Cumbria NHS Foundation Trust staff employed within clinical environments have contact with children, vulnerable adults, service users and their families must familiarise themselves and be aware of their responsibilities and adhere to the local safeguarding

children's board, local safeguarding adult board and Lancashire and South Cumbria NHS Foundation Trust procedures for safeguarding and protecting children.

- The Trust places great emphasis on the need for the strictest confidentiality in respect of personal data; both that of service users and staff. All information about people will be treated in the strictest confidence at all times. Breaches of confidentiality will be investigated and may lead to disciplinary action being taken.
- The Trust views its responsibility under the Data Protection Act and the Caldicott Principles as central to all activities that are carried out in its name. Staff are therefore expected to acquaint

themselves with the principles of information governance and to complete the mandated training modules which have been agreed.

- The Trust places great importance on sustainable development, reducing its carbon footprint and maximising the positive social, economic and environmental outcomes of Trust actions and activities. As an employee it will be your responsibility to minimise your environmental impact, use resources efficiently, saving energy by switching off unnecessary equipment, reducing waste generation, using recycling / redistribution facilities, minimising travel and saving water when possible. If your role involves purchasing / ordering supplies you must consider the environmental / sustainable impacts and purchase optimal environmental / sustainable products / services.
- All staff and contractors must follow Trust policies and procedures relating to infection prevention and control (IPC) including the Dress Code Policy. All staff have a duty of care in following best practice which is fundamental to IPC, which includes maintaining a clean and safe environment at all times. It is an expectation that Trust staff at all levels make IPC a priority as they perform their roles.

Promoting equality and reducing inequalities:

- You should understand and uphold organisational policies and principles on the everyday promotion of equality, diversity and inclusion.
- You should create an inclusive working environment which values a variety of ideas, experiences and practice, where differences are respected and celebrated for the benefit of ourselves, the Trust and the communities we serve.
- You should uphold the Trust's commitment to health and wellbeing.



**We are  
Kind**



**We are  
Respectful**



**We are  
Always  
Learning**



**We are a  
Team**