

JOB DESCRIPTION

Service:	South Hackney Recovery Team
Job Title:	Support Worker
Grade:	Band 3
Hours:	37.5 hours per week
Location:	City and Hackney
Reports To:	Senior Practitioner
Accountable To:	Operational Lead

Purpose of Job

The purpose of the job is to inspire, motivate and empower service users to achieve a better quality of life and wellbeing, and fulfil their personal ambitions for recovery.

The post holder will put service users at the centre of everything they do, and consistently deliver a high quality service that promotes and supports recovery.

The post holder will work to values that include self-determination, empowerment and choice for service users.

The post holder will model hope and recovery, and work in partnership with service users in one-to-one and group settings to support them on their own journeys towards recovery.

Main Responsibilities

- Act as a Recovery Champion for the service, and act as a role model for service users.
- Develop and maintain trusting, supportive and empowering relationships with service users, and their families and friends/carers.
- Provide support to service users, facilitating both one-to-one and group sessions.
- Provide practical assistance to service users.
- Motivate service users to achieve aspirational and recovery-focused outcomes.
- Empower service users to care for themselves and take control of their own recovery.
- Share coping and self-help skills with service users.
- Empower service users to strengthen or develop their social networks involving families and friends/carers where appropriate.
- Empower service users to access individuals (e.g. Peer support workers) and groups in their local recovery community (e.g. Recovery College. MIND, voluntary sector).
- Participate in team meetings and meetings with other GPs and voluntary sector agencies.
- Participate in supervision and appraisal.
- Enhance the service user experience of the service.
- Contribute to the overall performance of the service to ensure that key performance indicators are achieved.
- Use Information and Communication Technology effectively and efficiently.
- Participate in audit and assist with data collection for research.

- Undertake Trust mandatory training and relevant training identified through supervision and appraisal.

General Responsibilities

- Follow Team/Trust Policies.
- Work within Trust clinical governance framework.
- Participate in the operational practices of the team for smooth day to day running of the service.
- Communicate effectively with other team members and other professionals.
- Work flexibly within an agreed number of hours to meet the demands of the service. This may include evening and week end work.
- Work flexibly across EPC operational sites as required and as appropriate.
- Take responsibility to identify own training, educational and development needs.
- Participate in training within the Team and to other professionals and agencies.
- Represent EPC and the Trust in a professional manner at all times.

TRUST POLICIES

Confidentiality & Data Protection

All staff members must abide by the principles outlined in the Data Protection Act 1998 and the Freedom of Information Act 2000, as per the Trust's Information Security Policy.

In the course of your employment you may become aware of information, including medical information, relating to patients, visitors or staff members. Such information is confidential, and must not be passed on to anyone other than those authorised to receive it in the course of their duties. Staff members are reminded that a breach of their duty of confidentiality could lead to disciplinary action up to and including dismissal.

All information and data, made or received by you and kept in whatever form, concerning the business of the Trust shall be the property of the Trust. When required, or on the termination of your employment you shall give all such information and data to your manager. You shall also return all Trust equipment issued to you during the course of your employment.

You must not remove any documents, computer disks/tapes or other electronic storage device containing any confidential information from any of the Trust premises at any time without proper advanced authorisation. Where authorisation is granted and the documents are in electronic format, you must transport them in an encrypted format to current NHS standards. For paper copies, these must be transported in a secure, robust envelope/container.

All records, both paper and electronic, must not be left unattended or in an unsecure location at any time. All such documents, computer disks/tapes or other electronic storage devices and copies are the property of the Trust, as is any other material whatsoever in your possession relating to the Trust or its personnel, suppliers, clients or affairs.

Data Protection – Your Data

As part of your employment, the Trust will need to maintain personal information relating to your work on your personal file. You have a right to request access to your personal file via the Human Resources Department.

Health & Safety

Under the Health & Safety at Work Act (1974), it is the responsibility of individual staff members at every level to take care of their own health and safety and that of others who may be affected by their acts and omissions at work. This includes co-operating with management in complying with health and safety obligations to maintain a safe environment and particularly by reporting promptly any defects, risks or potential hazards.

You must co-operate with Management in discharging its responsibilities under the Health and Safety at Work Act 1974 and ensure the agreed safety procedures are carried out to maintain a safe environment for patients, employees and visitors.

Equal Opportunities

You must comply with and promote the Trust's Equal Opportunities Policy and avoid any behaviour which discriminates against colleagues, potential employees, patients or clients on the grounds of gender, sexuality, age, race, ethnic or national origin, religion, disability or social class.

You are at all times required to carry out your responsibilities with due regard to the Trusts Equal Opportunities Policy and to ensure that staff receive equal treatment throughout their employment with the Trust.

Conflict of Interests

You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.

Risk Management

Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every staff member must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.

Personal and Professional Development/Investors in People

The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan.

Infection Control

Infection Control is everyone's responsibility. All staff members, both clinical and non clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA.

In particular, all staff members have the following key responsibilities: Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations.

Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy. Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.

Safeguarding Children and Vulnerable Adults

Staff must carry out responsibilities in such a way as to minimise risk of harm to children or young people and promote their welfare in accordance with the Children Act 2004 and Working Together to Safeguard Children, HM Government 2010.HM Government 2010.

Smoking/Alcohol

The Trust provides a smoke-free work environment and has a No Smoking Policy in all its premises. Staff must not be on duty under the influence of alcohol.

Service User and Carer Involvement

The Trust is committed to developing effective user and carer involvement at all stages in the delivery of care. All staff members are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work

This Job Description is not meant as an exhaustive description of all aspects of your role as duties will vary according to the needs of the service. All such variations will be by reasonable request and in agreement with your line manager; and will be commensurate with the status and banding of the post.

**PERSON SPECIFICATION
MENTAL HEALTH SUPPORT WORKER, BAND 3
South Hackney Recovery Team**

1. Knowledge, skills and training	Essential	Desirable	Assessment method
1.1	Literate		Application form/references
1.2	Numerate		References
1.3	NVQ level 2 or 3 or equivalent level of experience	Certificate in Mental Health level 3 Current knowledge of welfare benefits Current knowledge of individuals housing rights	Application form/references
2. Job specific experience	Essential	Desirable	Assessment method
2.1	Ability to work in a team	Experience of co-facilitating group work	Interview/References
2.2	Experience of mental health work within a Voluntary Sector/ the NHS in a community setting. Multi-disciplinary team working. Experience of helping people who are suffering from a mental health crisis. Experience of working in within the Recovery Model Ability to organise time		Application form/References
3. Information Technology	Essential	Desirable	Assessment method
3.1	Basic IT, keyboard skills, normally obtained through practice or practical training, Familiar with Microsoft	Familiar with RiO Recording system Ability to navigate software and applications useful for	Application/interview

	Word Familiar with email correspondence	service users.	
4. Personal qualities/attributes	Essential	Desirable	Assessment method
4.1	Good communication skills.	Clinical Risk Assessment Skills.	Application form/references/interview
4.2	Ability to use initiative		References/interview
4.3	Ability to engage and motivate others Confident in talking with a variety of people Ability to adapt to a changing work environment.		References/interview
4.4	Ability to remain calm in stressful situations		References/interview
5. Additional requirements	Essential	Desirable	Assessment method
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	Yes	Application form/ Interview
5.5	Satisfactory police clearance	Yes	Application form/ Interview