

Job Description

Job title:	Community Support Worker (Community Challenging Behaviours Team)
Salary Band:	Band B - Clinical Support and Leadership pay scales
Accountable to:	Clinical Lead
Purpose of role:	<p>The Community Challenging Behaviour Team has been set up to provide specialist dementia expertise in assessing, planning care and management of people who present with complex mental health needs and specifically resent with one or more behaviours which are deemed challenging.</p> <p>You will work within a small, supportive team, working directly with clients and their carers whom are either still living at home or are located in other care home environments. You will provide support to qualified staff and be involved in the process of assessment, care planning, training and education of carers and families.</p> <p>You will attend and give input at regular reviews and debriefing sessions and will be expected to support the implementation of a variety of interventions for the treatment and management of challenging behaviours.</p> <p>The role will involve some aspects of lone working with support and guidance from qualified staff. You must therefore be capable of independent travel.</p> <p>The post holder will ensure that our services are provided in a way that is consistent with our values, supporting and promoting an organisational culture that values: compassion, accountability, respect, excellence, and innovation.</p>
Postholder responsibilities:	<p>Key Responsibilities</p> <ul style="list-style-type: none"> • Support qualified staff in initial contact with new clients. • Support qualified staff in the assessment of needs of individual clients. • Assist in developing treatment plans and strategies for dealing with individuals challenging behaviour. • Form a strong relationship with both clients and their carers built on mutual support and respect. • Work in partnership to implement planned written support. • Provide written/verbal communication for other staff. Ensuring all nursing notes are accurate and up to date. • Assist qualified staff with delivery of training and education to families and carers. • Demonstrate good practice and work in partnership with carers and families to guide interventions suggested and implemented by qualified staff. • Act as a liaison for families and carers, offering advice and support. • Respect and maintain confidentiality. • Liaise with external agencies, ie, social workers, CPN's, GP's <p>Communication</p> <ul style="list-style-type: none"> • Actively contribute to a culture of positive communication. • Actively participate in Departmental communications. • Ensures effective written, verbal and I.T. communication both within Mental Health Concern and with external agencies.

Creativity and Innovation

- Willing to come up with ideas and suggestions for new ways of working that will ultimately improve overall performance and service delivery.
- Receptive to new ideas put forward by managers and peers.
- Positive about change and organisational developments.

Contacts and Relationships

- Positively engage with colleagues and act as advocate for the organisation.
- Form and maintain relationships with friends and relatives.
- Demonstrates a willingness to support and help others.
- Has an open and friendly persona with people they come into contact with, developing positive relationships.
- Demonstrates compassion, empathy and understanding with contacts.
- Treats all people with respect and dignity, dealing with them fairly.

Decision Making

- Gathers verifies and assesses all appropriate and available information to gain an accurate understanding of the situation.
- Seeks advice and direction where necessary from supervision involving decisions that may involve an element of risk.
- Acts in a manner consistent with the values of the organisation.

Planning and Organising

- Maintains and organises workload to ensure effective prioritisation and delivery of objectives.
- Demonstrates effective time management.
- Gets planned work completed within daily deadlines.

Personal development

- Engage in training and personal development arranged through our organisation or other appropriate providers.

Information Governance

- Comply with information governance training as laid out in the Initial IG Induction Training and Second Stage Governance Induction Training documents which include training on information security responsibilities, encryption, home working and remote access where applicable, as well as records management and information quality responsibilities.

Health, wellbeing and safety

- Take responsibility for own health and wellbeing.
- Maintain an awareness of the organisation's staff wellbeing strategy.
- Contribute to the promotion of staff wellbeing within the organisation
- Develop and maintain a working knowledge of Health and Safety policies and procedures.
- Take all practical steps to ensure your own personal health and safety at work and the health and safety of those you work with.

Equality and Diversity

- Act in ways that support equality and value diversity.
- Help to develop and maintain an organisational culture that supports equality and diversity.

	<p>Confidentiality</p> <ul style="list-style-type: none"> The post holder must maintain the confidentiality of information about clients, staff and organisational business in accordance with the Data Protection Act 1998 and Caldicott principles. <p>Other</p> <ul style="list-style-type: none"> Undertake any reasonable duties/responsibilities to meet the needs of the organisation.
Postholder requirements:	<p>Essential</p> <ul style="list-style-type: none"> Previous experience with people who have a dementia-type illness and present with a behaviour which challenges. Sound understanding of dementia. Understanding of interventions used with challenging behaviours. An awareness of mental health issues. An awareness of safeguarding. Genuine desire to work with this client group. Excellent communication skills, both written and verbal. Good organisation skills and able to prioritise workload. Works well within a team and can also work autonomously. Flexible approach to work. There is some element of on-call work. Have a valid driving license and access to your own vehicle for work purposes. Willing to develop knowledge/skills. <p>Desirable</p> <ul style="list-style-type: none"> Previous experience in community-based settings. Certificate in Mental Health NVQ 2.

This job description is not intended as an exhaustive list of duties and responsibilities of the post, but reflects the main areas involved. It will be subject to review and amendment in the light of developing service needs and all post holders are expected to undertake any reasonable duties/responsibilities to meet the needs of the organisation.