

COMMUNITY CARE TRUST (SOUTH DEVON) LTD

JOB DESCRIPTION

COMMUNITY CARE TRUST (SOUTH DEVON) LTD

POST TITLE: Support Worker - Bank

BASE: Residential Services within CCT

PAY POINT: hourly rate

CONTRACT: Bank work

ACCOUNTABLE TO: The Chief Executive

RESPONSIBLE TO: Recovery Services Manager

COMMUNITY CARE TRUST CONTEXT

The Trust is a leading third sector provider of recovery supportive services in Devon and Torbay and is committed to the continuing development of recovery values in practice. The Trust's approach to this is set out in the statement of purpose (attached) which incorporates our three key principles:

- All people have shared human needs to maintain or recover mental wellbeing and a satisfying quality of life.
- Our purpose is to support, through the recovery coach relationship, each individual to meet their needs in order to live well.
- We will support each person to achieve their personally defined outcomes and will deliver this support in ways which are responsive to personal preference.

We will strive to continuously improve and develop our ability to support personal recovery and to achieve the standards set for the mental health and wellbeing networks in Devon and Torbay. These standards are set out in the Trust statement of purpose and all employees are expected to work towards them at all times.

ROLE SUMMARY

To provide comprehensive and effective recovery to people who look to us for support. To work with other team members to ensure that people receive skilled recovery practice of the highest standard. In the absence of senior staff, to assume responsibility for the safe running of the unit.

MAIN RESPONSIBILITIES

- To provide practice which, embodies recovery principles, qualities, values and standards. This will include supporting people to lead and define their recovery and achieve their personal recovery outcomes.
- To ensure recovery relationships and support are provided wherever the person needs this to happen and understand that this will always change.

- To demonstrate the personal qualities, knowledge and skills required within a recovery support role. This will include a commitment to regular supervision, coaching, appraisal and training.
- To provide and model an approach to recovery in which people providing and receiving support can share and reflect on their experiences of recovery and self management. This will include receiving coaching within the Trust coaching programme.
- To ensure communication, (verbal, non verbal and written) demonstrates recovery qualities, values and principles. To communicate in an open and sensitive manner at all times.
- To participate in STR support for people attending the Alternative Place of Safety on a rotational and as required basis.
- To ensure that all records are maintained in compliance with Trust policy and regulation..
- To follow practice according to the requirements and terms within the Care Standards Act 2000, Mental Health Act and Trust policy and procedures. This will include the timely and accurate recording of all appropriate information.
- To take responsibility for shift leadership, in the absence of senior staff, ensuring that the registered property is maintained in good order and meets legislative requirements through regular and recorded risk assessment.
- To plan and prioritise personal workload demonstrating an appropriate balance between service need and wellbeing.
- To follow professional practice guidelines and registration requirements at all times.
- To contribute to the effective delivery of recovery conversation, coaching and evaluation through trust and network outcome measures.
- To respond to requests for information in a professional and responsible manner within agreed deadlines. To improve efficiency by making good use of electronic communications.

KEY RELATIONSHIPS:

The post holder is expected to develop and foster key working relationships with:

- People who look to us for support and their nominated supporters
- Colleagues within base service, the Trust and local networks
- The service manager and deputy
- The senior management team and chief executive
- The Trust coaches.

PERSON SPECIFICATION

POST TITLE: Bank support worker - residential

Category	Essential / Desirable	Assessment method	
		Application	Interview
Education and qualifications			
Support Time and Recovery foundation training	D	x	
Training in appropriate self management framework	D	x	x
Coaching diploma or equivalent ?	D	x	x
Learning and development			
Evidence of continuous professional development and learning	D	x	x
Previous experience			
Experience in the planning of personal recovery (through work or personal experience)	D	x	x
Experience of working in partnership with people who use services and their supporters (individual and collective)	D	x	x
Experience of collaborative working with other mental health and wellbeing agencies	D	x	x
Knowledge, skills and abilities			
Strong interpersonal / communication skills	E	x	x
Strong self awareness and ability to engage with people in a meaningful and empowering manner	E	x	x
Skills in recovery based practice	D	x	x
Effective planning and organisational skills	D	x	x
Experience of collaborative safety planning with people who have complex relationships with services	D	x	x
Understanding of personal recovery outcomes and outcomes based service evaluation.	D	x	x
Effective delegation and decision making skills	D	x	x
Knowledge of the Care Standards Act 2000	D	x	x
Knowledge of the Mental Health Act	D	x	x
Excellent written communication skills and basic IT competence	E	x	x
Knowledge and understanding of NHS and social care policy and the local political environment	D	x	x
Evidence of effective team working	D	x	X

STATEMENT OF PURPOSE

INTRODUCTION

The Community Care Trust is a third sector provider of services to adults recovering from mental health problems. These services have been established in response to the expressed needs of the people who use our services. They will continue to develop in response to changes in those needs. The services provided fall into four categories but work closely together. People may use a combination of services and the Trust strives to ensure that these are consistent in the standard of delivery, are based upon a shared understanding of human need and on the recovery coaching relationship.

SERVICES PROVIDED

Residential recovery and community support services	- Cypress Independent Hospital - Granvue and St Maur residential care homes - 'No. 56' supported housing project
STR and community networks:	- Daybreak social and education centre - Abbey Road resource centre - The Haven day centre - The DART Project
Mutual Support and Self Help Networks:	- Torbay and Teignbridge Women's Network - Torbay men's network

All services are delivered by appropriately qualified and experienced staff and the Trust is committed to employing people who have gained such experience through personal experience of mental health problems and their own journey of recovery .

UNDERPINNING PHILOSOPHY

Although the nature of our individual services varies, they are all based on a shared understanding of humanity and human need. This is more effectively expressed in the theory of human givens.

THE HUMAN GIVENS:

We are born into a material world where we need air to breathe, water, nutritious food and sleep enough to dream. These are the paramount physical needs. Without them we quickly die ... These physical needs are intimately bound up with our emotional needs – the human givens.

The Human Givens include the need for:

- Security – safe territory and an environment which allows us to develop fully
- Attention – to give and to receive it
- A sense of autonomy and control
- Being emotionally connected with others
- Being part of the wider community
- Friendship and intimacy

- A sense of status with social groupings
- A sense of competence and achievement
- Meaning and purpose – which come from being stretched in what we do and think.

The resources nature gave us to help meet these needs include:

- The ability to develop complex long term memory which enables us to add to our innate knowledge and learn
- The ability to build rapport, empathise and connect with others
- Imagination, which enables us to focus our attention away from our emotions and problem solve more creatively and objectively
- A conscious rational mind that can check our emotions, question, analyse and plan
- The ability to 'know' – understand the world unconsciously through metaphorical pattern matching
- An observing self – that part of us which can step back, be more objective and recognise itself as a unique centre of awareness, apart from intellect, emotion and conditioning
- A dreaming brain that preserves the integrity of our genetic inheritance every night by metaphorically defusing emotionally arousing expectations not acted out the previous day.

Mental health is the capacity to think, feel and act in ways that lead to fulfilling relationships and a sense of well-being. It means being able to adapt to change and cope with adversity and is vital for the achievement of individual and collective goals.

RECOVERY

The role of all our services is to support people to use their innate resources to meet their basic human needs and recover their mental health and wellbeing. To fulfil this role we have adopted the Recovery Approach. Recovery is a process of enabling people to manage their own mental health problems to the best of their capacity so that they can lead a meaningful life and have a sense of belonging to their local community.

This will include supporting people to:

- Have hope and enjoy life
- Find a purpose in life
- Take control over major life decisions
- Develop an understanding and acceptance of life experiences
- Develop a forward thinking approach to life
- Be proactive in promoting personal wellness
- Make a contribution (give as well as receive)
- Retain control over how they live life in the midst of psychiatric symptoms and major struggles
- Use available services in an active rather than passive way.

DELIVERING RECOVERY SUPPORTIVE SERVICES

Each service has a different role to play in promoting recovery but the following are key to all:

- Active and meaningful engagement with people who use services. All services strive to get to know each person as an individual and to understand their hopes, fears and aspirations.
- Negotiating and planning ways of supporting people to build on their strengths to achieve their personal goals. This may be through the use of established 'tools' such as Wellness Recovery Action Planning (WRAP) or through any other process that the person finds useful.
- Providing or facilitating access to those things which people have identified as helpful to recovery. This will vary from person to person and could include some or all of the following:

- Formal treatment or therapy (including the use of medication).
- Training in self management skills and techniques.
- Appropriate accommodation ranging from high support (inpatient and residential care) and supported housing to independent accommodation.
- Complementary therapies.
- Opportunities to regain life skills.
- Crisis or respite support.
- Opportunities to develop creativity.
- Opportunities to meet spiritual needs.
- Social networks and support.

This list is not exhaustive. Our approach is always to support the individual to identify and get access to the things they want and need, using 'mainstream' opportunities wherever possible.

The mental health and wellbeing networks in Devon and Torbay

Our services are commissioned as part of the overall mental health and wellbeing networks in Devon and Torbay. We will therefore strive at all times to meet the standards which have been set for those networks and will evaluate our progress towards them at regular intervals. The standards are described on the following page.

MENTAL HEALTH AND WELLBEING NETWORKS

10 CORE STANDARDS

The Recovery Approach

All staff have a knowledge of the recovery approach and the significance of social inclusion and are competent in using recovery skills and qualities appropriate to their work role.

Recovery Outcome Evaluation

All services have a regular cycle of measuring recovery outcomes embedded into routine practice which is used to inform progressive practice and service improvement.

Coherent and Effective Service Configuration

Services are constructed on recovery principles and delivered by teams that are managed and led so as to be coherent and effective contributors to the overall network.

Network Partnership Relationships

Network partnership relations are characterised by good communication, clarity, consistency and respect.

Staff and Service Performance

All practitioners, teams and services are subject to regular performance review to ensure that staff are safe, appropriately qualified and equipped, and that they are supervised and supported in the requirement to deliver recovery based practice.

The experience of networks

There is excellent 'customer care' such that services are experienced as supportive of individual recovery as well as receptive to personal preferences and diverse need.

Satisfaction

There is a high level of satisfaction from those who use the services to support their recovery, their families and other supporters, and providers of related services. The general public have confidence in the services provided to their communities.

Social Inclusion

All services demonstrate socially inclusive practice which is supportive of people living ordinary lives in ordinary settings and considers in particular people's needs for accommodation, occupation, education, personal relationships, money and participation in community life.

Building mental wellbeing

All service users are supported to develop skills and strategies to achieve and maintain wellbeing and develop resilience to stressful life experiences. Service providers and practitioners are similarly encouraged and supported to develop their health and wellbeing.

Challenging stigma and discrimination All services are able to engage with and effectively respond to issues of prejudice, stigma and discrimination.