



## FUTURE HEALTH & SOCIAL CARE ASSOCIATION C.I.C

### MENTAL HEALTH SERVICES

#### JOB DESCRIPTION

**POST:** NIGHT AND WEEKEND SUPPORT WORKER (SWMH)

**PROVISION:** RESPIRE (MENTAL HEALTH SERVICES)

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#### 1. GENERAL SCOPE OF THE POST

Support Workers are required to do waking duty and are especially responsible for the safety of residents and the security of the building, including fire prevention and the prevention of any other hazards. Support Workers in the Home are members of a caring team whose task is to assist mental health service users to live to their fullest potential. The job is about enabling people as far as they are able to care for themselves rather than being cared for. This required an acceptance that Residents have the right to take considered risks and make decisions about their own lives.

Support Workers spend a considerable amount of their working time in direct contact with individuals using the service and so their actions and attitudes have a major impact on a quality of the service offered. It is therefore essential that Support Workers are sensitive to peoples' needs and are understanding, patient, practical and respectful to the rights of service users privacy, dignity and confidentiality. Particular regard must be shown to a person's cultural, religious and gender needs in all aspects of their care.

#### 2. THE PERSON REQUIRED

The people who live in homes may need assistance that requires patience and practical approach from the Support Worker. Support Workers must help to

make the home a secure and calm environment and must be considerate, caring and reassuring towards the people using the service.

### **3. WHAT THE JOB INVOLVES**

Being involved in individual's care which means:

1. To respond to on call queries as needed
2. To respond to referrals ensuring correct paper work is completed by the team
3. To carry out assessments ensuring information is completed to good written standard
4. To liaise with colleagues, managers and professionals as needed
5. To complete reviews and attend meetings as needed  
To complete incident forms and provide updates as needed to management  
To follow policies and procedures in particularly in line with referral process
6. To ensure all paperwork i.e. handovers, medication, temperature checks are carried out
7. To carry out health and safety checks
8. To find cover of staff as needed
9. To cover sickness and annual leave
10. To carry out health and safety checks
11. To carry out weekly audits of services users paperwork and to ensure actions have been completed
12. To ensure high standards of care are maintained at all times.
13. Helping to implement this care, playing a part in the continuing assessment and review of the individual's needs which will require some recording and attending meetings, as part of the normal working week.
14. Giving personal and emotional support. This includes befriending the individual, listening to her/his views or worries and providing practical help.
15. Offering physical and personal care, for example, where necessary assisting people with prompts of personal care, changing beds and other personal care, including medication (following the Adult Care Procedures), under the guidance of the Manager / Senior Care. This must take account of any cultural, religious or gender requirements.

#### 4. TO CARRY OUT ANY SAFETY REQUIREMENTS IN LINE WITH FUTURE HOUSING POLICIES

These safety requirements will include:

- a) Report to the Manager / Senior Care on duty and attend hand-over, noting any relevant information or changes.
- b) After hand-over do a security check:
  - I. Check all lounges and bedroom areas ensuring that all non-essential electrical plugs are removed from sockets and all windows are closed (apart from bedroom windows, where residents wish them to be open).
  - II. Empty all ashtrays and waste-bins and check all chairs for any cigarette ends. Particular attention needs to be paid to the bedrooms of known smokers.
  - III. Ensure that all non-essential equipment in kitchen areas (including cookers) and laundry areas are switched off.
  - IV. Ensure that all lounge doors, bedrooms, bedrooms, non-automatic fire doors and main exits are closed.
- c) Record any significant changes in residents' health and welfare throughout the night using the appropriate forms.
- d) Record or report any significant event in respect of the building or staff.
- e) Make a round of the building at least once each hour without fail, ensuring that all residents are comfortable and given assistance as necessary.
- f) Should any domestic task be necessary to be carried out, they must not include heavy duty cleaning and use of noisy machinery.
- g) Should the Night Staff encounter emergency situations, they must summon the Manager/Senior Care on call immediately.

## 5. REST PERIODS

Rest Periods (there is a one-hour break entitlement) should be negotiated with the individual management. There are no official break times for night staff. Any staff member found sleeping on duty would be subject to disciplinary action.

## 6. ADDITIONAL REQUIREMENTS

There are other requirements of the Support Worker job, which have a vital bearing on the quality of the service offered. These are:

- a) To work within Future health and Social Care's Equal Opportunities Policies and to ensure that the way the job is done is consistent with these policies.
- b) To undergo training appropriate to carry out the duties outlined above.
- c) To take part in regular supervision.
- d) To contribute to the overall running of the establishment, for example, by attending staff meetings, promoting good care practice and team work.
- e) To observe all health and safety regulations and report any contraventions.
- f) To immediately report any incident of a serious nature such as accidents, to the Manager on call.

Name of staff.....

Signature.....

**PERSON SPECIFICATION – Respite Night Support Worker**

		<b>Essential/ Desirable</b>	<b>How assessed</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• A good standard of general education</li> </ul>	E	AF
<b>Knowledge/ Experience</b>	<ul style="list-style-type: none"> <li>• NVQ Level 2 or 3 in Health &amp; Social Care</li> </ul>	D	AF/I
	<ul style="list-style-type: none"> <li>• A minimum of two years experience of working in the care environment</li> <li>• Medicines awareness</li> </ul>	E	AF/I
<b>Skills/Ability</b>	<ul style="list-style-type: none"> <li>• Ability to encourage and motivate service users</li> </ul>	E	AF/I
	<ul style="list-style-type: none"> <li>• Communication and organisational skills</li> </ul>	E	AF/I
	<ul style="list-style-type: none"> <li>• Ability to liaise with professionals/families and carers</li> </ul>	E	AF/I
	<ul style="list-style-type: none"> <li>• Report writing skills</li> </ul>	E	AF/I
	<ul style="list-style-type: none"> <li>• Understanding of mental health issues</li> </ul>	E	AF/I
	<ul style="list-style-type: none"> <li>• Flexibility/rota working/bank holidays</li> </ul>	E	AF/I
	<ul style="list-style-type: none"> <li>• Ability to cope in a crisis situation</li> </ul>	E	AF/I
<b>Other</b>	<ul style="list-style-type: none"> <li>• Well mannered, courteous and professional</li> </ul>	E	I