Transferable Role Template

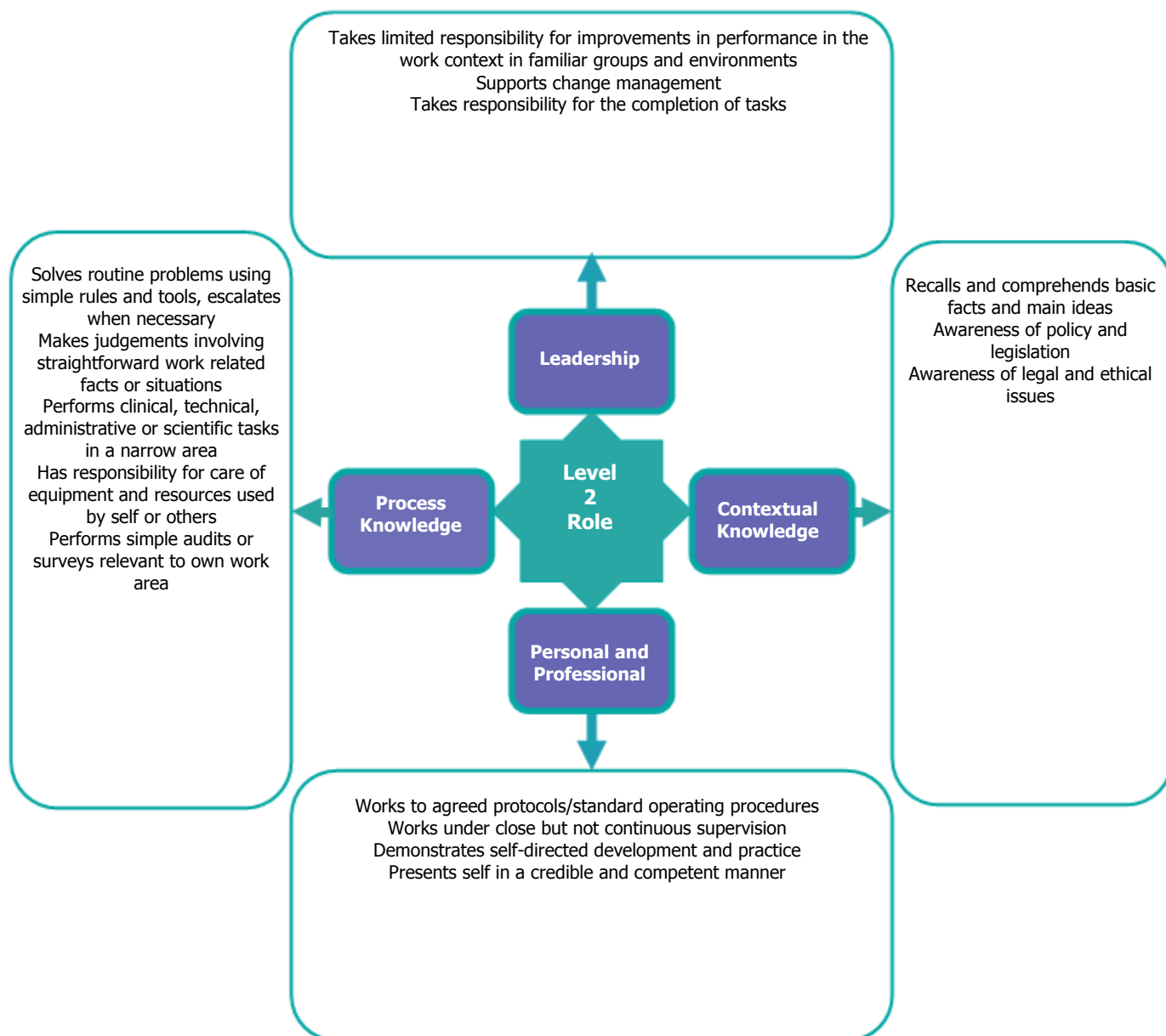## Career Framework Level 2

Mental Health Care Support Worker

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Developers

SKILLS FOR HEALTH CAREER FRAMEWORK PROJECT

Level Descriptors
Key characteristics of a Level 2 Role

Takes limited responsibility for improvements in performance in the work context in familiar groups and environments
Supports change management
Takes responsibility for the completion of tasks

Solves routine problems using simple rules and tools, escalates when necessary
Makes judgements involving straightforward work related facts or situations
Performs clinical, technical, administrative or scientific tasks in a narrow area
Has responsibility for care of equipment and resources used by self or others
Performs simple audits or surveys relevant to own work area

Recalls and comprehends basic facts and main ideas
Awareness of policy and legislation
Awareness of legal and ethical issues

Leadership

Level 2 Role

Process Knowledge

Contextual Knowledge

Personal and Professional

Works to agreed protocols/standard operating procedures
Works under close but not continuous supervision
Demonstrates self-directed development and practice
Presents self in a credible and competent manner

Definition of the Level 2 Role

People at level 2 require basic factual knowledge of a field of work. They may carry out clinical, technical, scientific or administrative duties according to established protocols or procedures, or systems of work

Example of Role at Level 2

Support Worker:

Support workers work to agreed protocols and procedures. They are able to solve routine problems and make straightforward judgements. They have general skills across a range of aspects of service delivery and work under close supervision.

These characteristics have been developed by Skills for Health working with employers and other stakeholders.

Basic Information:

Named Role	**Mental Health Care Support Worker**
Area of work	Mental Health
Role Family	Nursing
Experience required	N/A
Career Framework Level	2

Summary of Role

To assist the registered nurse in carrying out direct nursing care in a mental health service.

Scope of the Role

To assist the registered nurse in carrying out direct nursing care in a mental health service. To undertake delegated duties related to patient care. To include escorting patients to various destinations unsupervised.

Level 2 Core Competences / National Occupational Standards:

Underpinning Principle	Reference Function		Competence
1. COMMUNICATION	1.2	Communicate effectively	GEN97 Communicate effectively in a healthcare environment http://tools.skillsforhealth.org.uk/competence/show/html/id/3001
2. PERSONAL & PEOPLE DEVELOPMENT	2.1.1	Develop your own practice	SCDHSC0023 Develop your own knowledge and practice http://tools.skillsforhealth.org.uk/competence/show/html/id/3517
	2.1.2	Reflect on your own practice	GEN23 Monitor your own work practices http://tools.skillsforhealth.org.uk/competence/show/html/id/2051
3. HEALTH SAFETY & SECURITY	3.5.1	Ensure your own actions reduce risks to health and safety	IPC2.2012 Perform hand hygiene to prevent the spread of infection http://tools.skillsforhealth.org.uk/competence/show/html/id/3309
			PROHSS1 Make sure your own actions reduce risks to health and safety http://tools.skillsforhealth.org.uk/competence/show/html/id/3327
			PMWRV1 Make sure your actions contribute to a positive and safe working culture http://tools.skillsforhealth.org.uk/competence/show/html/id/4027
	3.5.2	Protect individuals from abuse	SCDHSC0024 Support the safeguarding of individuals http://tools.skillsforhealth.org.uk/competence/show/html/id/3518
5. QUALITY	5.1.1	Act within the limits of your competence and authority	GEN63 Act within the limits of your competence and authority http://tools.skillsforhealth.org.uk/competence/show/html/id/85
6. EQUALITY & DIVERSITY	6.1	Ensure your own actions support equality of opportunity and diversity	SCDHSC0234 Uphold the rights of individuals http://tools.skillsforhealth.org.uk/competence/show/html/id/3506
B. HEALTH INTERVENTION	B2.1	Obtain information from individuals about their health status and needs	CHS169 Comply with legal requirements for maintaining confidentiality in healthcare http://tools.skillsforhealth.org.uk/competence/show/html/id/2820
D. INFORMATION MANAGEMENT / INFORMATION AND COMMUNICATION TECHNOLOGY	D2.4	Maintain information / record systems	CFA_BAD332 Store and retrieve information using a filing system http://tools.skillsforhealth.org.uk/competence/show/html/id/4104
H. MANAGEMENT & ADMINISTRATION	H1.3.1	Contribute to the effectiveness of teams	SCDHSC0241 Contribute to the effectiveness of teams http://tools.skillsforhealth.org.uk/competence/show/html/id/3509

| | H2.6 | Receive and pass on messages and information | ESKITU020
Use digital communications
http://tools.skillsforhealth.org.uk/competence/show/html/id/4150 |

Role Specific Competences / National Occupational Standards:

Underpinning Principle	Reference Function		Competence
1. COMMUNICATION	1.3	Support individuals to communicate	SCDHSC0021 Support effective communication http://tools.skillsforhealth.org.uk/competence/show/html/id/3515
	1.4	Develop relationships with individuals	SCDHSC0233 Develop effective relationships with individuals http://tools.skillsforhealth.org.uk/competence/show/html/id/3505
3. HEALTH SAFETY & SECURITY	3.5.1	Ensure your own actions reduce risks to health and safety	GEN96 Maintain health, safety and security practices within a health setting http://tools.skillsforhealth.org.uk/competence/show/html/id/2859
			IPC3.2012 Clean, disinfect and remove spillages of blood and other body fluids to minimise the risk of infection http://tools.skillsforhealth.org.uk/competence/show/html/id/3362
			IPC4.2012 Minimise the risk of spreading infection by cleaning, disinfection and storing care equipment http://tools.skillsforhealth.org.uk/competence/show/html/id/3363
			IPC5.2012 Minimise the risk of exposure to blood and body fluids while providing care http://tools.skillsforhealth.org.uk/competence/show/html/id/3364
			IPC6.2012 Use personal protective equipment to prevent the spread of infection http://tools.skillsforhealth.org.uk/competence/show/html/id/3365
			IPC7.2012 Safely dispose of healthcare waste, including sharps, to prevent the spread of infection http://tools.skillsforhealth.org.uk/competence/show/html/id/3366
	3.5.1	(Contd..) Ensure your own actions reduce risks to health and safety	CFAWRV2 Protect yourself from the risk of violence at work http://tools.skillsforhealth.org.uk/competence/show/html/id/3552
	3.5.2	Protect individuals from abuse	SCDHSC0395 Contribute to addressing situations where there is risk of danger, harm or abuse http://tools.skillsforhealth.org.uk/competence/show/html/id/3477
			GEN134 Contribute to the prevention and management of abusive, aggressive and challenging behaviour http://tools.skillsforhealth.org.uk/competence/show/html/id/3927

	3.10.2	Respond to health and safety related incidents	CFAWRV7 Resolve and evaluate work-related violent incidents http://tools.skillsforhealth.org.uk/competence/show/html/id/3617
A. ASSESSMENT	A2.7	Undertake a risk assessment in relation to a defined health need	FMH3 Observe an individual who presents a significant imminent risk to themselves or others http://tools.skillsforhealth.org.uk/competence/show/html/id/2267
B. HEALTH INTERVENTION	B3.3.2	Prepare individuals for health care actions	GEN4 Prepare individuals for healthcare activities http://tools.skillsforhealth.org.uk/competence/show/html/id/386
	B3.3.3	Move and position individuals	CHS6.2012 Move and position individuals http://tools.skillsforhealth.org.uk/competence/show/html/id/3396
	B3.3.4	Prepare environments and resources for use in health care activities	GEN6.2012 Manage environments and resources for use during healthcare activities http://tools.skillsforhealth.org.uk/competence/show/html/id/3381
	B3.3.6	Support others in providing health care actions	GEN8 Assist the practitioner to implement healthcare activities http://tools.skillsforhealth.org.uk/competence/show/html/id/389
	B5.1	Obtain specimens from individuals	CHS7.2012 Obtain and test specimens from individuals http://tools.skillsforhealth.org.uk/competence/show/html/id/3397
	B10.2	Provide first aid to an individual	CHS36 Provide basic life support http://tools.skillsforhealth.org.uk/competence/show/html/id/906
	B14.2	Implement care plans/programmes	CHD HO2 Assist in delivering the care plan for individuals needing care http://tools.skillsforhealth.org.uk/competence/show/html/id/708
	B16.1	Support individuals during and after clinical/therapeutic activities	GEN5 Support individuals undergoing healthcare activities http://tools.skillsforhealth.org.uk/competence/show/html/id/312
			SCDHSC0352 Support individuals to continue therapies http://tools.skillsforhealth.org.uk/competence/show/html/id/3456
	B16.2	Support individuals who are distressed	SCDHSC0226 Support Individuals who are distressed http://tools.skillsforhealth.org.uk/competence/show/html/id/3531
D. INFORMATION MANAGEMENT / INFORMATION AND COMMUNICATION TECHNOLOGY	D2.1	Collect and validate data and information for processing	HI7.2010 Collect and validate data and information in a health context http://tools.skillsforhealth.org.uk/competence/show/html/id/2980

	D2.2	Input data/information for processing	IUF:FS IT user fundamentals http://tools.skillsforhealth.org.uk/competence/show/html/id/2885

Facets of Role (National Occupational Standards):

Underpinning Principle	Reference Function	Competence
	None Assigned	

Locality Specific Competences / National Occupational Standards:

Underpinning Principle	Reference Function	Competence
	None Assigned	

Indicative Learning and Development

Transferable role	Mental Health Care Support Worker
Formal endorsed learning	
Informal learning	
Summary of learning and development including aims and objectives	
Duration	
National Occupational Standards used	
Credits (including framework used)	
Accreditation	
APEL and progression	
Programme structure	
Continuous Professional Development	Not specified
Resources required, e.g. placement learning, preceptors, accredited assessors etc	
Quality Assurance	
Policies included in learning programme documentation	
Funding	
Leading to registration or membership with:	

References & Further Information:

N/A