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| **Organisation Name** *Free text/cut and paste from a word document* |  |
| **Title of Job***Free text or if chosen automated population from a chosen* *transferable role template* | Mental Health Care Support Worker |
| **Scope of Job**  sets the context, job profile*Free text or from automated population from chosen TRT*  | 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. |
| **Responsible to***Free text* |  |
| **Accountable to** *Free text* |  |
| **Contract type and** **working hours***Free text* |  |
| **Pay Grade** *Free text* |  |
| **Career Framework Level** *Short descriptor from Career Framework automated population from chosen TRT* | 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 |
| **Key Areas of Responsibility***Free**text* |  |

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| **Level 2 Core Competences / National Occupational Standards:** |

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| **Underpinning Principle** | **Reference Function** | **Competence** |

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| **1. COMMUNICATION** | 1.2 | Communicate effectively | GEN97Communicate effectively in a healthcare environment"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/7/competence/show/html/id/3001" |
| **2. PERSONAL & PEOPLE DEVELOPMENT** | 2.1.1 | Develop your own practice | SCDHSC0023Develop your own knowledge and practice"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/7/competence/show/html/id/3517" |
|  | 2.1.2 | Reflect on your own practice | GEN23Monitor your own work practices"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/7/competence/show/html/id/2051" |
| **3. HEALTH, SAFETY & SECURITY** | 3.5.1 | Ensure your own actions reduce risks to health and safety | IPC2.2012Perform hand hygiene to prevent the spread of infection"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/7/competence/show/html/id/3309" |
|  |  |  | PROHSS1Make sure your own actions reduce risks to health and safety"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/7/competence/show/html/id/3327" |
|  |  |  | CFAWRV1Make sure your actions contribute to a positive and safe working culture"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/7/competence/show/html/id/3610" |
|  | 3.5.2 | Protect individuals from abuse | SCDHSC0024Support the safeguarding of individuals"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/7/competence/show/html/id/3518" |
| **5. QUALITY** | 5.1.1 | Act within the limits of your competence and authority | GEN63Act within the limits of your competence and authority"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/7/competence/show/html/id/85" |
| **6. EQUALITY & DIVERSITY** | 6.1 | Ensure your own actions support equality of opportunity and diversity | SCDHSC0234Uphold the rights of individuals"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/7/competence/show/html/id/3506" |
| **B. HEALTH INTERVENTION** | B2.1 | Obtain information from individuals about their health status and needs | CHS169Comply with legal requirements for maintaining confidentiality in healthcare"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/7/competence/show/html/id/2820" |
| **D. INFORMATION MANAGEMENT / INFORMATION AND COMMUNICATION TECHNOLOGY** | D2.4 | Maintain information / record systems | CFABAD331Use a filing system"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/7/competence/show/html/id/3691" |
| **H. MANAGEMENT & ADMINISTRATION** | H1.3.1 | Contribute to the effectiveness of teams | SCDHSC0241Contribute to the effectiveness of teams"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/7/competence/show/html/id/3509" |
|  | H2.6 | Receive and pass on messages and information | ICF:FSIT communication fundamentals"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/7/competence/show/html/id/2883" |

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| **Role Specific Competences / National Occupational Standards:** |

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| **Underpinning Principle** | **Reference Function** | **Competence** |

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| **1. COMMUNICATION** | 1.3 | Support individuals to communicate | SCDHSC0021Support effective communication"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/7/competence/show/html/id/3515" |
|  | 1.4 | Develop relationships with individuals | SCDHSC0233Develop effective relationships with individuals"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/7/competence/show/html/id/3505" |
| **3. HEALTH, SAFETY & SECURITY** | 3.5.1 | Ensure your own actions reduce risks to health and safety | GEN96Maintain health, safety and security practices within a health setting"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/7/competence/show/html/id/2859" |
|  |  |  | IPC3.2012Clean, disinfect and remove spillages of blood and other body fluids to minimise the risk of infection"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/7/competence/show/html/id/3362" |
|  |  |  | IPC4.2012Minimise the risk of spreading infection by cleaning, disinfection and storing care equipment"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/7/competence/show/html/id/3363" |
|  |  |  | IPC5.2012Minimise the risk of exposure to blood and body fluids while providing care"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/7/competence/show/html/id/3364" |
|  |  |  | IPC6.2012Use personal protective equipment to prevent the spread of infection"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/7/competence/show/html/id/3365" |
|  |  |  | IPC7.2012Safely dispose of healthcare waste, including sharps, to prevent the spread of infection"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/7/competence/show/html/id/3366" |
|  | 3.5.1 | (Contd..) Ensure your own actions reduce risks to health and safety | SCDHSC0022Support the health and safety of yourself and individuals"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/7/competence/show/html/id/3516" |
|  |  |  | CFAWRV2Protect yourself from the risk of violence at work"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/7/competence/show/html/id/3552" |
|  | 3.5.2 | Protect individuals from abuse | AB3Contribute to the prevention and management of abusive and aggressive behaviour"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/7/competence/show/html/id/2598" |
|  |  |  | SCDHSC0395Contribute to addressing situations where there is risk of danger, harm or abuse"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/7/competence/show/html/id/3477" |
|  | 3.10.2 | Respond to health and safety related incidents | CFAWRV7Resolve and evaluate work-related violent incidents"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/7/competence/show/html/id/3617" |
| **6. EQUALITY & DIVERSITY** | 6.1 | Ensure your own actions support equality of opportunity and diversity | SCDHSC0234Uphold the rights of individuals"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/7/competence/show/html/id/3506" |
| **A. ASSESSMENT** | A2.7 | Undertake a risk assessment in relation to a defined health need | FMH3Observe an individual who presents a significant imminent risk to themselves or others"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/7/competence/show/html/id/2267" |
| **B. HEALTH INTERVENTION** | B2.1 | Obtain information from individuals about their health status and needs | CHS169Comply with legal requirements for maintaining confidentiality in healthcare"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/7/competence/show/html/id/2820" |
|  | B3.3.2 | Prepare individuals for health care actions | GEN4Prepare individuals for healthcare activities"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/7/competence/show/html/id/386" |
|  | B3.3.3 | Move and position individuals | CHS6.2012Move and position individuals"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/7/competence/show/html/id/3396" |
|  | B3.3.4 | Prepare environments and resources for use in health care activities | GEN6.2012Manage environments and resources for use during healthcare activities"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/7/competence/show/html/id/3381" |
|  | B3.3.6 | Support others in providing health care actions | GEN8Assist the practitioner to implement healthcare activities"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/7/competence/show/html/id/389" |
|  | B5.1 | Obtain specimens from individuals | CHS7.2012Obtain and test specimens from individuals"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/7/competence/show/html/id/3397" |
|  | B10.2 | Provide first aid to an individual | CHS36Provide basic life support"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/7/competence/show/html/id/906" |
|  | B14.2 | Implement care plans/programmes | CHD HO2Assist in delivering the care plan for individuals needing care"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/7/competence/show/html/id/708" |
|  | B16.1 | Support individuals during and after clinical/therapeutic activities | GEN5Support individuals undergoing healthcare activities"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/7/competence/show/html/id/312" |
|  |  |  | SCDHSC0352Support individuals to continue therapies"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/7/competence/show/html/id/3456" |
|  | B16.2 | Support individuals who are distressed | SCDHSC0226Support Individuals who are distressed"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/7/competence/show/html/id/3531" |
| **D. INFORMATION MANAGEMENT / INFORMATION AND COMMUNICATION TECHNOLOGY** | D2.1 | Collect and validate data and information for processing | HI7.2010Collect and validate data and information in a health context"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/7/competence/show/html/id/2980" |
|  | D2.2 | Input data/information for processing | IUF:FSIT user fundamentals"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/7/competence/show/html/id/2885" |

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| **Facets of Role (National Occupational Standards):** |

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| **Underpinning Principle** | **Reference Function** | **Competence** |

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| **Locality Specific Competences / National Occupational Standards:** |

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| **Underpinning Principle** | **Reference Function** | **Competence** |

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|  |  | None Assigned |  |

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| **Personal Specification** |

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| **Criteria** | **Essential**(pre-requisite for job) | **Desirable** | **Evidence****Application and/or Selection process****A and /or S** |
| **Physical requirements** |  |  |  |
| **Knowledge and skills required for post** Education/ Qualification |  |  |  |
| **Experience,** **Previous experience relevant to the post.** |  |  |  |

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| **Skills in communication, mathematics and use of IT** (Employability Skills Matrix, Skills for Health 2014) |

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| **Communications and Customer Care*** Communicate effectively and appropriately with people in the workplace
* Listen and respond in formal and informal discussions, asking questions to clarify understanding
* Understand a range of texts, write simply and clearly and complete straightforward forms and work records
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| **Mathematics*** Complete simple calculations and understand and use simple charts, tables and graphs, extracting relevant information as required
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| **Use of IT*** Use IT as directed, maintaining confidentiality
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| **Team working skills and attributes**(Employability Skills Matrix, Skills for Health 2014) |

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| **Working with Others*** Work with others towards achieving shared goals, learning from mistakes and being open to the opinion of others including service users
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| **Solving Problems*** Follow a given procedure in response to a problem
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| **Personal: personal skills, qualities, values and behaviours**(Employability Skills Matrix, Skills for Health 2014) |

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| **Demonstrate positive attitudes, values and behaviours*** Demonstrate honesty, integrity, care and compassion at all times, and maintain the dignity and confidentiality of the service user
* Take care of your personal health, including hygiene and appearance
* Show interest in your work and be prepared to make suggestions
* Recognise and reflect on your own work and value other peoples�.
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| **Be responsible*** Be responsible and accountable for your own actions, manage your work/life balance, and attend work as required on time
* Understand your rights and responsibilities at work, comply with health and safety and equality policies, practices and procedures.
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| **Be adaptable*** Be open and positive in response to change.
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| **Learn continuously*** Be responsible for own learning and willing to make use of learning opportunities with support.
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