GENERIC ROLE PROFILE

Organisational Fit	
ROLE TITLE: Project Worker I - Mental Health	**REPORTS TO:** Team Leader or Project Worker II
DEPARTMENT: Service Performance	**GRADE**: 3
	PAY RANGE: Standard

ROLE PURPOSE:

To support the service manager/team leader to deliver high quality person centred services in line with the Business Plan. To work as part of the team in delivering the service. To support the line manager to meet the statutory requirements of the service specification and prepare for all internal and external service audits/inspections.

Key Generic Accountabilities	Key Generic Activities / Decision Areas
1. Quality	To ensure quality standards are maintained by:- ▪ Monitoring own performance to ensure it meets expectations and agreed performance criteria ▪ Reporting variances to expected outcomes to the line manager ▪ Participating and utilising management information and data collection systems as appropriate ▪ Participating in the continuous improvement of the service
2. Own Development	To continuously review own performance and development needs to assist growth and development by:- ▪ Participating in open two-way dialogue during Performance Management meetings agreeing own task and development objectives and reviewing these and overall performance against the competency framework. ▪ Participating in training and other development opportunities as agreed within the Performance Management process.
3. Health & Safety & Risk Management	To ensure a safe working environment for self, colleagues, and service users by:- ▪ Ensure good standard of housekeeping is maintained with own area ▪ Ensure risk assessments are completed when appropriate ▪ Take personal responsibility for own safety e.g. reporting concerns, ensuring appropriate vaccinations and eye tests etc. are obtained ▪ Comply with all H&S policies and procedures including serious untoward incidents and accident reporting,
4. Compliance	To ensure compliance with internal and external standards and codes of conduct by- ▪ Meeting all regulatory requirements ▪ Complying with Turning Point's Code of Conduct, policies and procedures
5. Miscellaneous	To undertake any other duties reasonably requested by the line manager

Service Performance Specific Key Accountabilities	Service Performance Specific Key Activities/Decision Areas

6. Service Users	To proactively deliver a high quality/person centred service provision that meets the needs of the service users by:- • Promoting peoples' rights and responsibilities • Working as an effective member of the team • Providing advice and information to Service Users, their families and friends and professionals regarding their support. • Developing, in consultation with Service Users, flexible and realistic support

	packages/person centred plans within agreed guidelines or service models
	▪ Ensuring that a collaborative approach is used, with effective communication links with external professional groups e.g. GPs, Social Services, etc. and to work as an effective member of any multi-disciplinary team ▪ In residential services, ensure services users take their prescribed medication on time assisting them where necessary ▪ In residential services, ensure services users take their prescribed medication on time assisting them where necessary ▪ Providing written reports to professionals and other organisations, such as, GPs, probation services, social care services, Court reports etc. ▪ Ensuring record keeping is maintained to the required standard at all times and contributing to service monitoring requirements ▪ Undertaking responsibility for clinical risk and needs assessment and the formation and implementation of management plans ▪ Agreeing and formulating individual action/care plans
7. Service	To assist the Service Manager/Team Leader in the implementation, development and delivery of the service by:-. ▪ Assisting in the development and implementation of Service record keeping, procedures and policies ▪ Attending relevant internal and external meetings as requested including multi-agency meetings and Statutory Sector Services. ▪ Ensuring that all joint working Policies and Procedures are adhered to where the Service is run on a partnership basis
8. Service Development	To work collaboratively to develop the service by:- ▪ Developing and co-ordinating professional links with other statutory and voluntary service providers, ensuring a corporate approach is adopted. ▪ Assisting in establishing formal communication / support / education structures for statutory and voluntary service providers throughout the Local area. ▪ Ensuring the service and the wider organisation of Turning Point is represented in a professional manner at all times. ▪ Proactively contributing to continuously improving the service by making positive suggestions, providing constructive feedback and assisting in the implementation of agreed new ways of working. ▪ Ensuring day to day delivery of service provision embeds and extends Turning Point's person centred approach. ▪ Meeting agreed performance targets and outcomes

Mental Health Specific Key Accountabilities	**Mental Health Specific Key Activities / Decision Areas**
9. Empathy, Support & Encouragement of service users	▪ Working with service users to develop comprehensive plans, monitoring and reviewing progress against these ▪ Enabling service users, through education and raising awareness, to manage factors that affect their mental wellbeing ▪ Ensuring effective care pathways are provided to each service user ▪ Developing, implementing, and reviewing service user focussed interventions ▪ Recognising indicators of deteriorating mental health, acting appropriately and liaising with the relevant agencies ▪ Providing guidance to service users and families of current legislation such as the National Service Framework and the Mental Health Act
10. Sector Quality Standards	To ensure all services are delivered in accordance with recognised standards by: - ▪ Ensuring all services are delivered within CSCI and Health Care Commission requirements as appropriate

Other Duties	

Role Dimensions	
Financial (limits/mandates etc.)	*Non-financial (customers/staff etc)*
▪ Responsible for managing petty cash and daily expenditure	• Case load dependent upon service

Main Contacts (external and internal)		
Contact group	*Frequency*	*Purpose*
▪ Service Users	▪ Daily	▪ Provide support and guidance. Ensure service delivery effectiveness and user involvement/consultation
▪ Service Manager/Team Leader	▪ Daily	▪ Guidance, support, advice and provision of information
▪ Team Members	▪ Daily	▪ To deliver service and provide reciprocal support/guidance and management as required
▪ Carers/Friends/Family members	▪ As required	▪ Provide support and guidance. Service user reviews, finances and health
▪ Partner agencies in local area	▪ As required	▪ Communications, service delivery and health and social support to service users
▪ Regulatory bodies	▪ As required	▪ Service monitoring and review
▪ Locality manager and TP Central Support services	▪ As required	▪ Corporate issues, national guidance, ensuring continuity of high quality service.
▪ Local community members	▪ As required	▪ Community issues
▪ Advocacy /Service User forums	▪ As required	▪ Discuss ethical issues regarding service users

Person Specification (Essential only)

Technical / Professional Skills, Expertise and Qualifications
- Proven verbal and written communication skills with the ability to tailor the message to the audience
- Collaborative team working skills
- Experience in supervising a small team where appropriate to the role
- Able to deliver a range of services/treatments/interventions in a person centred, non-judgemental manner.
- Able to demonstrate flexibility and creativity when developing support packages
- Experience in managing a caseload of service users with complex needs
- Adaptable and able to work in a challenging and changeable environment
- Proven track record in managing incidents of verbal and violent aggression
- Able to demonstrate a good knowledge and value base in a relevant service specialism.

Additional Service user Sector Specific Requirements (Essential only)

Technical / Professional Skills, Expertise and Qualifications
- Proven track record of working within the Mental Health sector
- Demonstrable education and/or training in the Mental Health sector
- Working knowledge and understanding of mental health issues and the ability to recognise the indicators of deteriorating mental health
- Understanding of the issues faced by service users with mental health and/or dual diagnosis challenges
- Awareness of associated issues faced by service users with a mental health problem and/or dual diagnosis
- Working knowledge and understanding of current legislation, such as the National Service Framework and the Mental Health Act
- Vocational qualification e.g. NVQ 3 or equivalent or willingness to work towards

PROGRESSION IN ROLE
PROJECT WORKER I – MENTAL HEALTH

What does this role look like when done at varying levels of competency?

COMPETENCY	INEFFECTIVE	PROFICIENT	ADVANCED
Commitment to Customer Service *Provides a quality, inclusive customer-focussed service* The Project Worker's aim is to achieve personal customer-focused excellence and to encourage this in colleagues	• Often generates customer complaints • Does not comply with organisational policies, procedures or legal requirements • Makes promises that cannot be delivered • Is unresponsive, unhelpful and inflexible with customers • Covers up mistakes • Allows unsafe working environments to go unreported • Fails to treat people with dignity and respect	• Is proactive and reliable • Delivers high quality person centred services • Takes personal accountability for own responsibilities • Takes corrective action when necessary, sharing learning with others • Proactively collects feedback from service users or others as appropriate • Is open to, and acts positively on feedback received • Maintains a safe working environment	• Work on a daily basis consistently exceeds expectations and quality standards, bosses and peers alike recognise the employee as someone who 'goes the extra mile' • Spontaneous feedback is often received from service users, other agencies and peers and is consistently positive • Shares their expertise supportively with colleagues to improve the overall service's customer focus. • Anticipates and acts to resolve issues as appropriate that may result in poor quality and service standards • Actively develops innovative person centred approaches
Delivering Positive Outcomes *Working towards and achieving agreed outcomes* The Project Worker's aim is to deliver agreed outcomes	• Wastes resources • Takes decisions without considering the consequences • Does not consult appropriately or keep others informed • Consistently fails to meet agreed objectives • Takes inappropriate risks • Endangers the health & safety of self and/or others • Does not cooperate in achieving own or others' objectives and/or outcomes. • Does not participate actively in the PDPO system	• Uses resources efficiently/effectively • Always completes care/support plans for each service user to required standards • Takes a positive approach to achieving the agreed outcomes for each service user. • Effectively contributes to service targets • Proactively manages risks, identifies obstacles and asks for help when necessary • Completes own tasks within the agreed time, budget, and standards • Ensures that work is always completed in a thorough manner • Maintains, monitors and evaluates reporting systems • Maintains all service user records to the	• Feedback from service users and others consistently states that the employee has encouraged the service user to exceed their own expectations in turning their lives around. • Regularly achieves more than agreed either through own objectives, expected outcomes or accepted quality standards • Stays motivated and energised under pressure and is resilient when faced with set backs • When discussing problems/issues has suggestions for a solution • Regularly volunteers to help out team mates to achieve their outcomes whilst still

		required standard and in a logical and ordered manner ▪ Actively participates in PDPO system, is open and honest in discussions and receives and acts upon feedback	achieving their own ▪ Is instrumental in ensuring that the Service is known for consistently delivering the highest standards. ▪ Provides a consistently high quality person centred service with Service Users with whom other peers fail to support as effectively. ▪ Reflects on, and displays self knowledge about, own performance
Showing Personal Leadership *Taking personal responsibility and displaying integrity and professionalism at all times* The Project Worker's aim is to effectively manage self in a professional manner and act with integrity at all times	▪ Bad mouths Turning Point ▪ Does not lead by example ▪ Takes credit for others' work or ideas ▪ Does not keep up to date with development in own professional area ▪ Blames others for own mistakes ▪ Does not deal with conflicts appropriately ▪ Fails to keep things in perspective; causes anxiety and stress for others	▪ Understands Turning Point's vision and values and acts in support of these aims ▪ Acts in a fair and unbiased manner with all, acknowledging and appreciating differences of all kinds ▪ Helps new or inexperienced workers settle into the service by inducting, coaching and supporting them. ▪ Works cooperatively, is helpful and adaptable. ▪ Is sensitive to the impact of own actions on others choosing appropriate style and language. ▪ Consistently motivates/challenges/ supports others in the pursuit of agreed outcomes ▪ Contributes to a stable and effective team working environment ▪ Takes advantage of opportunities to learn and develop by all appropriate means (i.e. not just attending training courses when required to) ▪ Projects a positive image of Turning Point externally never attracting negative feedback on behaviour	▪ Consistently works in accordance with Turning Point values on a daily basis and challenges others if and when negative behaviours are displayed ▪ Keeps calm in a crisis and keeps emotions in check when under stress or in difficult situations ▪ Is keen to gain new knowledge and expertise and actively seeks the opportunity to do so ▪ Helps others to learn and develop by voluntarily sharing knowledge, showing people how to do things and giving colleagues support when trying out things that are new to them. ▪ Effectively communicates key organisational messages actively supporting the wider aims of Turning Point as an organisation
Effective Communication	▪ Fails to communicate effectively ▪ Interrupts and/or over-talks others ▪ Is rude and insensitive ▪ Writes ungrammatical and/or illogical	▪ Reports, letters and/or emails are written in clear and concise language avoiding unnecessary jargon ▪ Displays active listening and questioning	▪ Demonstrates the effective use of a range of communications tools and techniques ▪ Point of view is always based on reason and logic and quality conversations with

Listening and communicating clearly and openly The Project Worker's aim is to utilise effective interpersonal communication skills	communications ▪ Uses aggressive or inappropriate body language ▪ Uses jargon inappropriately ▪ Communicates inaccurately through lack of preparation	skills when communicating verbally to ensure understanding (misunderstandings are rare events) ▪ Always chooses appropriate style of communication for the audience/recipient(s) and communicates the right information to the right people at the right time. ▪ Maintains confidentiality and security of service users' and/or others' personal information ▪ Represents the organisation, service users and peers effectively in meetings	others come naturally ▪ Is seen to initiate the conversation with others especially in difficult situations and approaches these with tact.
Building Relationships *Works collaboratively internally and externally with others to achieve Turning Point's vision* The Project Worker's aim is to build effective and robust relationships with colleagues and customers	▪ Puts own agenda before others ▪ Avoids involving others ▪ Displays unethical behaviour ▪ Commits beyond own remit ▪ Is inflexible and unable to adapt personal style ▪ Does not recognise appropriate boundaries; oversteps the mark	▪ Creates and maintains effective external relationships that assist the expansion of the service ▪ Builds productive and cooperative working relationships with colleagues demonstrating a willingness to compromise for the overall good of the service ▪ Always maintains appropriate professional work-focussed relationships at all times ▪ Respects individual differences and contribution acknowledging and appreciating same	▪ Voluntarily gets on with their fair share of unpopular tasks ▪ Takes the wider team issues into account when doing their job ▪ Works effectively across role boundaries ▪ Works on personal differences between colleagues to minimise the impact of these at work ▪ Willingly offers and provides support and assistance to colleagues
Innovation & Change *Delivering service improvement through innovation and change* The Project Worker's aim is to solve problems and positively embrace change at a personal	▪ Unwilling to see things from others' perspectives ▪ Always finds a reason for not doing something new ▪ Is resistant to new ideas ▪ Says 'we've always done it this way' ▪ Creates barriers to prevent or slow change	▪ Displays an open minded approach, listens to others and seeks solutions to problems ▪ Shows a positive approach to change, willingly adopting new approaches to existing tasks ▪ Keenly responds to implementing person centred service approach ▪ Actively suggests new ways of working that improves existing processes ▪ Actively contributes ideas and suggestions ▪ Anticipates changing needs of service users, communicating and planning accordingly	▪ Shows enthusiasm for new experiences ▪ Develops new ways of involving service users in provision of high quality and innovative services ▪ Identifies new opportunities for improvement for service development and seeks ways to develop them ▪ Motivates colleagues to find solutions to problems and challenges ▪ Actively supports Service Manager/Team Leader in ensuring that improvement in service delivery is an

level			ongoing process ▪ Takes a proactive role in developing new services with the support of a service manager ▪
Developing & Applying job knowledge and skills *Contributing to the provision of social care by developing, maintaining and applying own job knowledge and skills* The Project Worker's aim is to develop and apply job knowledge and skills to own role, coaching others as appropriate	▪ Does not meet minimum knowledge and skill requirements ▪ Avoids sharing knowledge and skills ▪ Does not complete required learning and development activities ▪ Discourages new thinking or ways of working ▪ Fails to apply knowledge and skills in practice	▪ Maintains and develops own areas of professional skill ▪ Applies appropriate theories and knowledge in a practical manner ▪ Complies with all regulatory, statutory or internal knowledge and skill requirements ▪ Shares knowledge in areas of service delivery in which they have demonstrable expertise	▪ Develops knowledge and skill beyond the immediate requirements of their job ▪ Active member of relevant professional body ▪ Voluntarily coaches others to help their development across a broad range of skills ▪ Provides training in areas of own expertise
Business and Financial Acumen *Managing and growing the business* The Project Worker's aim is to operate within budgets and financial parameters	▪ Shows poor financial management & control ▪ Wastes resources ▪ Provides inaccurate or misleading financial information ▪ Makes unauthorised decisions regarding finances	▪ Feeds information into the budgetary cycle ▪ Shows awareness of financial impact of decisions and/or actions ▪ Recycles waste effectively ▪ Maintains accurate financial records ▪ Ensures expenditure is authorised by line manager and appropriate procedures are followed	▪ Displays an understanding of the importance of financial planning and monitoring ▪ Identifies and communicates costs savings ▪ When supervising others, makes the best use of resources

Applying Management Information *Managing and interpreting business and operational information* The Project Worker's aim is to enter data and collage management information	▪ Sends out inaccurate and/or out of date information ▪ Produces misleading information ▪ Produces unnecessarily complex information ▪ Withholds information or provides too much ▪ Breaks confidentiality	▪ Is computer literate and uses a broad range of packages ▪ Checks data for accuracy and inputs carefully into systems/records maintaining up to date files ▪ Ensures gaps in data/information are filled and input to systems and/or records. ▪ Appropriately shares information in line with internal and external guidelines ▪ Effectively implements information management policies and procedures with minimal support line manager	▪ Identifies new ways of using existing data systems to manage information more effectively ▪ Uses technology to improve the efficiency of data collection and analysis