Organisational Fit	
ROLE TITLE: Night Support Worker – Mental Health	**REPORTS TO:** Project Worker II
DEPARTMENT: Service Performance	**GRADE:** 2
	PAY RANGE: Standard

ROLE PURPOSE:

A Night Support Worker position is an entry level role which will give one the skills and knowledge of working on the frontline with service users with complex mental health needs. The work involved in the role provides a foundation for one to develop personally and professionally, working with seniors within the service as well as MDT professionals. One will enable Service Users with individual needs to improve their quality of life within their community while remaining within budget, and policy and procedure guidelines. They will promote independence, wellbeing, and healthy life choices among service users to aid them reach their goals. One must monitor, supervise, and provide support to service users (residents/tenants) whilst working with fellow colleagues and the Project Worker (line manager) to ensure that the service provides the duty of care to service users on a day-to-day basis.

A Night Support Worker will:

- Contribute towards high service of care delivered to clients, whilst ensuring smooth service provision.
- Working within the values and competencies required of Turning Point
- To support the team and its objectives by contributing innovative ideas
- Maintain the service to a high level of cleanliness to ensure infection prevention control measures are adhered to.
- Undertake tasks as per cleaning schedule
- Contribute to the day-to-day running of the service
- Administration of medication
- Required to work on a shift based rota: waking night shifts are 9pm-8:30am

Key Competencies	Key Generic Activities / Decision Areas
1. Quality	To maintain a high level of quality in service provision by:- ▪ Meeting quality expectations and agreed performance criteria ▪ Participating and utilising information and data collection systems as appropriate ▪ Contributing to the continuous improvement of the service ▪ Work within local and organisational policies and procedures ▪ Representation of Turning Point effectively within the realms the organisation as well as externally
2. Self-Development	To continuously review own performance and development needs to assist growth and development by: ▪ Participating in open two-way dialogue during supervision and probation meetings by agreeing on own tasks and development objectives, reviewing these as well as overall performance against the competency framework. ▪ Participating in training and other development opportunities ▪ Ability to be reflective and critical of own performance in order to develop skills ▪ Emotional resilience to manage pressure and stress ▪ Accepting of feedback from other workers/seniors

3. Health & Safety & Risk Management	To ensure a safe working environment for self and colleagues by:- ▪ Ensuring good standard of housekeeping is maintained ▪ Ensuring risk assessments and maintenance logs are completed when appropriate ▪ Taking personal responsibility for own safety e.g. reporting concerns, ensuring appropriate vaccinations and eye tests etc. are obtained ▪ Complying 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, local and organisational ▪ Complying with Turning Point's Code of Conduct, policies and procedures ▪ Work within the Professional standards for working with service users ▪ Delivery or objectives relating to the team's priorities and workload ▪ To undertake any duties reasonably requested by the line manager/seniors
5. Effectiveness and Efficiency	To ensure a high standards of working are maintained by: ▪ Planning, preparing of workload, as well as risk assessing of potential issues/circumstances in the service ▪ Problem-solving skills utilised in a timely manner ▪ Respectfully using appropriate methods of verbal and written communication, including incident report writing. ▪ Boundaries to be upheld within the service; service users, staff and external professionals. ▪ Ability to collect, reflect and present relevant information based on knowledge, experience and research.

Key Service Performance Accountabilities	Key Service Performance 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 and others where appropriate ▪ Delivering agreed support packages to quality standards ▪ Liaising with external professional groups e.g. GPs, Social Services, etc. and maintaining these links in the community ▪ In residential services, ensure services users take their prescribed medication on time assisting them where necessary ▪ Ensuring record keeping is maintained to the required standard at all times and contributing to service monitoring requirements ▪ Updating and maintaining full risk assessments and risk management is delivered effectively. ▪ Making sure that work is undertaken in line with Health & Safety requirements ▪ Assisting the facilitation of effective care pathways ▪ Supporting individuals to achieve goals and objectives in line with their care/support plan ▪ Supporting individuals and groups to access community based services and facilities ▪ Spending time with clients, getting to know their likes and dislikes in order to facilitate their recovery journey.
7. Service Support	To assist in the implementation, development and delivery of the service by:-. ▪ Participating in the induction of new colleagues/service users when required. ▪ Delivering all tasks on time and to agreed quality standards ▪ Participating in service user reviews with supervisor ▪ Responding positively to change and understands how to be adaptable to situations that may arise

8. Service Development	To work collaboratively to develop the service by:- ▪ 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. ▪ Contributes to organisational and local improvement whilst bringing about improvements, feedback and suggestions within the systems in place in creative and innovative ways.

Mental Health Specific Key Accountabilities	Mental Health Specific Key Activities
9. Empathy & Support	▪ Recognising the indicators of deteriorating mental health, discussing and agreeing the appropriate interventions to be proposed ▪ Working with service users to promote recovery and a more independent lifestyle ▪ Encouraging service users to recognise, understand and manage factors that affect their mental wellbeing ▪ Having good judgement skills and is confident in decision making whilst taking accountability ▪ Having a thoughtful approach to diversity and equal opportunities for all in the workplace.
10. Sector Quality Standards	To ensure all services are delivered in accordance with recognised standards by: - ▪ Ensuring all services are delivered within CQC or Health Care Commission guidelines as appropriate. ▪ Meeting Turning Point standards.

Role Dimensions	
Financial (limits/mandates etc.) ▪ Responsible for handling petty cash for service	*Non-financial (customers/staff etc)* ▪ Supporting clients during the night dependent on the needs and requirements.

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/ /Supervisor	- Daily	- Guidance, support, advice and provision of information
- Team Members	- Daily	- To deliver service and provide reciprocal support/guidance as required
- Carers/Friends/Family members	- As required	- Provide support and guidance. Service user reviews, finances and health
- Regulatory bodies	- As required	- Service monitoring and review
- Local community members	- As required	- Community issues

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
- Able to work flexibly
- Adaptable and able to work in a challenging and changeable environment
- Ability to deliver against agreed objectives/targets

Additional Service Performance & Service user Sector Specific Requirements (Essential only)

Technical / Professional Skills, Expertise and Qualifications
- 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
- Understanding of how service users can improve their personal circumstances and the role of the service in assisting this
- Capable of self awareness and able to consider and modify own behaviours if appropriate for the benefit of service users and the service
- Awareness of current legislation and policy that impacts and influences service delivery, such as the National Service Framework, the Mental Health Act and the Health and Safety guidelines
- Able to deliver a range of services in a person centred, non-judgemental manner
- Proven track record in managing incidents of verbal and violent aggression
- Previous experience in the care profession.
- Vocational qualification e.g. NVQ 2/3 or willingness to work towards