

## JOB DESCRIPTION

<b>Job title</b>	Clinical Support Worker
<b>Sector/Function</b>	Mental Health
<b>Department</b>	Wakefield Talking Therapies
<b>Reports to</b>	Performance Team Leader/Team Manager
<b>Grade</b>	2

<b>Job purpose</b>	<p>To assist in delivering the Improving Access to Psychological Therapies (IAPT) service within Wakefield.</p> <p>As a Clinical Support Worker you'll be the front face of one of our talking shops based throughout the district. You'll meet and greet clients as they walk through the door, ensuring they feel welcomed and dealing with their enquiry, you'll help them access our online and self-help materials.</p> <p>As well as meeting and greeting you'll provide a solid administrative function to our therapy team by booking and rearranging appointments to maximise capacity.</p>
<b>Key accountabilities</b>	<p>Clinical Support Worker Duties</p> <ul style="list-style-type: none"> <li>• To meet and greet new and existing clients into our talking shops making them feel comfortable and listened to</li> <li>• To have sufficient knowledge of common mental health problems to aid clients accessing self-help material offering advice and support in these areas</li> <li>• To help therapists in 'checking in' with clients by giving them a monthly phone call to see if any of their preferences for appointments have changed</li> <li>• To provide strong administrative support to the therapy team</li> <li>• Ensuring that all appointments are booked and rearranged as necessary</li> <li>• To help clients access our online therapy platform</li> <li>• To ensure Health and Safety standards are maintained and risk is mitigated to the lowest level</li> <li>• To undertake general office management, including premises maintenance and housekeeping</li> <li>• Any other administration tasks as required</li> <li>• To support therapists at groups &amp; workshops</li> <li>• To run promotional events in the community such as job fairs.</li> </ul> <p>Professional</p> <ul style="list-style-type: none"> <li>• Ensure that client confidentiality is protected at all times</li> <li>• Be aware of, and keep up to date with advances in the treatment for common mental health problems</li> <li>• Participate in individual performance review and respond to agreed objectives</li> </ul>

	<ul style="list-style-type: none"> <li>To ensure compliance with internal and external standards and codes of conduct</li> <li>To provide an efficient, courteous and responsive reception and telephone service to internal and external customers</li> </ul>
	<p>General</p> <ul style="list-style-type: none"> <li>To contribute to the development of best practice within the service</li> <li>To maintain up-to-date knowledge of legislation, national and local policies and procedures in relation to Mental Health and Primary Care Services</li> <li>All employees have a duty and responsibility for their own health and safety and the health of safety of colleagues, patients and the general public</li> <li>All employees have a responsibility and a legal obligation to ensure that information processed for both patients and staff is kept accurate, confidential, secure and in line with the Data Protection Act (1998) and Security and Confidentiality Policies</li> <li>It is the responsibility of all staff that they do not abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties</li> <li>This Job Description does not provide an exhaustive list of duties and may be reviewed in conjunction with the post holder in light of service development</li> </ul>

	Internal contacts	1-10
	External contacts	Central support services Team leaders and clinical lead Team Manager PWP team High Intensity Therapists Administration team Peer mentor coordinator
	Planning outlook	Stakeholders and Partners including Primary and Secondary Care providers.
	Problems solved	
	Financial authority	

## PERSON SPECIFICATION

<b>Job title</b>	
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<b>Personal effectiveness</b>	Essential	Desirable
	<p>High level of enthusiasm and motivation.</p> <p>Advanced communication skills</p> <p>Ability to work within a team and foster good working relationships</p> <p>Ability to work under pressure</p> <p>Regard for others and respect for individual rights of autonomy and confidentiality</p> <p>Ability to be self-reflective, whilst working with service users, in own personal and professional development</p> <p>Ability to work flexibly in a service that operates over 7 days</p>	<p>Worked in a service where agreed targets are in place</p>

<b>Technical effectiveness</b>	Essential	Desirable
	<p>Evidence of working with people who have experienced a mental health problem</p> <p>Demonstrates high standards in written communication</p> <p>Able to write clear reports and letters.</p>	<p>Demonstrates a knowledge of the issues surrounding work and the impact it can have on mental health</p>

	Knowledge of local services within the area	
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Acquired experience & qualifications	Essential	Desirable
	Previous mental health experience  Experience of working in or with community services	

Other requirements	Essential	Desirable
	Computer literate  Car driver & full UK driving licence	Fluent in languages other than English