

## JOB DESCRIPTION

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| <b>Job title</b>       | Health Care Support Worker |
| <b>Sector/Function</b> | Substance Misuse           |
| <b>Reports to</b>      | Well Being Nurse           |
| <b>Grade</b>           | 2                          |

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| <b>Job purpose</b>          | <p>The Health Care Support Worker will assist in the provision of a comprehensive, high-quality and efficient Substance Misuse Services.</p> <p>The post holder will be involved in supporting staff in the delivery of both pharmacological and psychosocial interventions including assessment, implementation, care planning evaluation of patient care.</p> <p>This role will include:</p> <ul style="list-style-type: none"> <li>• To support and undertake substance misuse interventions and clinical procedures : eg participating in triage assessments and screenings, urine analysis, healthy living assessments, physical observations, ECG recording.</li> <li>• Ensuring appropriate entries are made on patients computerised medical records</li> <li>• Supporting stock usage and stock control management</li> <li>• Monitoring fridge temperatures and fridge logs and taking action when appropriate</li> <li>• Recording in Controlled Drugs (CDs) registers and taking appropriate action when required</li> <li>• Maintaining equipment and dispensing areas and ensuring they are kept in a clean and orderly manner</li> <li>• Support the provision of opiate and alcohol detoxifications, undertaking physical detox observations including BP and reporting any concerns to the Prison Nurse Manager</li> <li>• Supporting nurse lead and GP clinics</li> <li>• Participating in the safe and secure storage of medicines in accordance with all medicines legislation, Turning Point HMP Leicester SOPs and Turning Point policies</li> <li>• Report critical incidents using DATIX</li> <li>• Participate in late, weekend and statutory holiday rotas and extended hours as required</li> <li>• Take and record basic physical observations associated with alcohol detoxification and wellbeing clinics</li> <li>• To undertake venepuncture where necessary supported with the appropriate training</li> </ul> |
| <b>Key accountabilities</b> | <p><b><u>Quality</u></b></p> <p>To ensure quality standards are maintained by:-</p> <ul style="list-style-type: none"> <li>• Monitoring own performance to ensure it meets expectations and agreed performance criteria and reporting any areas where support to maintain quality, is required, to line manager</li> <li>• Reporting variances to expected team performance to the line manager</li> <li>• Participating and utilising management information and data collection systems as appropriate</li> </ul>   |

### **Own development.**

To continuously review own performance and development needs to assist growth and development by:-

- Participating in OPR meetings regularly with line manager and identifying development needs and setting objective
- Agreeing own task and development objectives and reviewing these and overall performance against a competency framework.
- Participating in training and other development opportunities as agreed within the Performance Management process.
- Understanding and working to the Work Instructions related to this role
- Look for and create opportunities for learning which are significant to your area of practice which will not only support your growth but that of your colleagues and clients .
- To be a role model for promoting excellent standards of care and sharing knowledge and skills with other staff within the team
- To participate in Annual Staff Appraisal and 1:1 meetings.
- To participate in clinical supervision and CPD.
- To actively reflect on practice and record these reflections.
- To participate in clinical meetings, journal club and learning opportunities
- To attend TPs mandatory training and any other courses arising from the needs of the post and statutory requirements

### **Health and safety and risk management.**

To ensure H&S standards are maintained and risk is mitigated to the lowest level possible by:-

- Ensuring a safe working environment for self, and where appropriate, the team
- Ensuring good standard of housekeeping is maintained with own area and being aware of TP's Infection Control policies and procedures
- Ensuring risk assessments 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
- Supporting the clinic audit cycle

### **Compliance.**

To ensure compliance with internal and external standards and codes of conduct by-

- Meeting all regulatory requirements and being familiar with the demands of the same e.g. CQC, H&S
- Complying with Turning Point's Code of Conduct, policies and procedures

### **Miscellaneous.**

To undertake any other duties reasonably requested by the line manager.

**People who use our service**

To proactively deliver a high quality/person centred service provision that meets the needs of the people who use our service by:-

- Promoting peoples' rights and responsibilities
- Working as an effective member of the team
- Providing support and information to people who use our service, their families and friends and professionals regarding their support.
- Developing, in consultation with people who use our service, 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
- Ensuring record keeping is maintained to the required standard at all times and contributing to service monitoring requirements
- Complete under guidance and supervision of senior staff assessments of clinical risk and needs assessment and support the formation and implementation of management plans
- Contributing to individual action/support plans/ care plans with individuals that are; comprehensive, person-centred and individualised based on a clear assessment of that individual's needs and circumstances.

**Clinical**

To provide effective clinical interventions and services by:-

- Participating as a member of the substance misuse team in a variety of core duties in delivery of treatment to new receptions and established patients within the prison and ongoing review of treatment.
- Reporting health abnormalities identified during physical observations to substance misuse team.
- Participate with support from wellbeing nurses and the nurse manager in the medicines management processes including maintaining required stocks of medication and equipment ensuring use-by dates are observed and repeat prescriptions are ordered as necessary
- Being involved in the MDT and clinical supervision process with service users, clinical staff and recovery workers.
- Participating in clinical audits.
- Carrying out daily evaluation of people who use our service and maintaining high quality contemporaneous notes.
- Support clinical staff in ensuring the people who we support to visit GP/hospital/other clinical professionals as required, in a timely manner, to meet their needs
- Ensuring appropriate standards of cleanliness are maintained and acting accordingly if there are any deficiencies

**Clinical Governance.**

To ensure that Turning Point's Integrated Clinical Governance Framework is adhered to



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|  | <p>by supporting the Nurse Manager and other practitioners in:</p> <ul style="list-style-type: none"><li>• Ensuring that all policies within .....are delivered in accordance with the Turning Point policies including medicines management, confidentiality and reporting any concerns to Nurse Manager (HMP Leicester) or Clinical Lead (for community services)</li><li>• Participating in key meetings (internal and external) linked to clinical governance, multidisciplinary team meetings and medicines management as required and as agreed with the Nurse Manager and the Clinical Lead</li><li>• Contributing to the continuous improvement of the service.</li><li>• Ensuring all services are delivered within the Care Quality Commission standards as appropriate</li><li>• To understand the need to be 'inspection ready' and your role in any CQC inspections</li></ul> <p><b><u>Service</u></b></p> <p>To assist the Nurse Manager / Manager in the implementation, development and delivery of the service and ensure compliance with internal and external standards:-</p> <ul style="list-style-type: none"><li>• Assisting in the development and implementation of Service record keeping, procedures and policies</li><li>• Attending relevant internal and external meetings as requested including multi-agency meetings and Statutory Sector Services.</li><li>• Ensuring that all joint working Policies and Procedures are adhered to where the Service is run on a partnership basis</li><li>• Meeting all regulatory requirements placed on Turning Point Staff.</li><li>• Complying with Turning Point's Code of Conduct, policies and procedures</li></ul> <p><b><u>Service Development</u></b></p> <p>To work collaboratively to develop the service by:-</p> <ul style="list-style-type: none"><li>• Maintaining professional links with other statutory and voluntary service providers, ensuring a corporate approach is adopted.</li><li>• Assisting in maintaining formal communication / support / education structures for statutory and voluntary service providers throughout the Local area.</li><li>• Ensuring the service and the wider organisation of Turning Point is represented in a professional manner at all times.</li><li>• 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.</li><li>• Ensuring day to day delivery of service provision embeds and extends Turning Point's person centred approach.</li><li>• Meeting agreed performance targets and outcomes</li><li>• Look for opportunities to meet the needs of your target clients through specific training or service provision</li><li>• To assist the team in implementation development and delivery of the service</li></ul> |
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|  | <p><b><u>Empathy and Support.</u></b></p> <p>To support the people who use our services to achieve their potential by:-</p> <ul style="list-style-type: none"> <li>• Ensuring that person centred plans reflect and promote the needs, personal goals and aspirations of individuals</li> <li>• Proactively supporting, enabling and encouraging service users to stretch themselves in what they think they can achieve</li> <li>• Engaging with family, carers and significant others to facilitate person centred plans</li> <li>• Deploying appropriate de-escalation techniques when required</li> </ul> |
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| <b>Dimensions</b> | Direct reports         | None   |
|                   | Total staff overseen   | None   |
|                   | Internal contacts      | <ul style="list-style-type: none"> <li>▪ Reports to – wellbeing nurse</li> <li>▪ Clinical Lead</li> <li>▪ Operations Managers and Senior Operations Manager within the Integrated Service</li> <li>▪ Team members.</li> <li>▪ TP Central Support services, particularly the Risk and Assurance Team</li> <li>▪ Colleagues in the Substance Misuse Business Unit</li> </ul>   |
|                   | External contacts      | <ul style="list-style-type: none"> <li>▪ Carers/ friends/ family members.</li> <li>▪ Community Team</li> <li>▪ Partner agencies (clinical and non-clinical) in local and wider services.</li> </ul>  |
|                   | Planning outlook       |  |
|                   | <b>Problems</b> solved | <ul style="list-style-type: none"> <li>▪ Embedding excellent medicines management and compliance with medicines legislation (with support of Lead Pharmacist)</li> <li>▪ Relationships with external partners including CDAOs and LPCs</li> <li>▪ Embedding excellence in policy and procedures development</li> <li>▪ Medicine incidents – responding to and establishing solutions, in partnership with the Lead Pharmacist, to medicine incidents and trends in medicine incidents</li> <li>▪ Embedding excellent pharmacy practice across the service</li> <li>▪ Supporting the service to develop action plans, following relevant clinical audits</li> </ul> |
|                   | Financial authority    | None   |

## PERSON SPECIFICATION

| Job title                  |   |  |
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| HEALTH CARE SUPPORT WORKER |   |  |
| Personal Effectiveness     | Essential   | Desirable  |
|                            | <ul style="list-style-type: none"> <li>• Excellent interpersonal skills at all levels to engage, build relationships and influence colleagues and service users.</li> <li>• Demonstrable evidence of having worked effectively within a multi-professional team in a healthcare setting.</li> <li>• Plain English skills – both verbal and written to bring clarity and purpose.</li> <li>• Ability to tailor message to the audience and to convey clinical assessment information to wider staff.</li> <li>• Ability to deliver against agreed objectives and targets.</li> <li>• Ability to communicate effectively with community and prison colleagues using a variety of mediums.</li> <li>• Displays commitment to improving quality of service to Service Users.</li> <li>• Working knowledge of confidentiality</li> <li>• Understanding of local and national safeguarding procedures.</li> </ul> | <ul style="list-style-type: none"> <li>• Demonstrate experience of working with prison or forensic setting.</li> <li>• Demonstrate experience of direct working with offenders.</li> <li>• Understanding of risk factors for service users in prison.</li> <li>• Understanding of security issues and associated factors of working in prison.</li> <li>• Demonstrate experience of managing and booking clinics for other HCP.</li> </ul> |
| Technical effectiveness    | Essential   | Desirable  |
|                            | <ul style="list-style-type: none"> <li>• Demonstrates knowledge of legislation/ guidance relating to medicines usage.</li> <li>• Recognise barriers to understanding, particularly within patient groups.</li> <li>• Ability to utilise medical equipment to gather physical observations and convey these with some understanding to clinical staff. Ie blood pressures.</li> <li>• Awareness of infection control</li> </ul>  | <ul style="list-style-type: none"> <li>• Proven record of working within multidisciplinary teams.</li> <li>• Experience of working within a team that includes non-healthcare staff.</li> <li>• Evidence of involvement of medicines dispensing and management including understanding of legislations and laws.</li> <li>• Evidence of being able to assess a service user for opiate or alcohol</li> </ul>                               |

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|  | <p>procedures.</p> <ul style="list-style-type: none"> <li>• Ability to plan and organise own time.</li> </ul> | <p>withdrawal symptoms using agreed scales.</p> <ul style="list-style-type: none"> <li>• Ability to plan and deliver health promotion events.</li> </ul> |
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| Acquired experience & qualifications | Essential  | Desirable   |
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|                                      | <ul style="list-style-type: none"> <li>• GCSE in maths and English or equivalent.</li> <li>• Experience of working with Substance Misuse Service Users.</li> <li>• Experience of working with clinical healthcare professionals in a healthcare setting.</li> <li>• Ensure knowledge and Continued Professional Development are maintained.</li> </ul> | <ul style="list-style-type: none"> <li>• NVQ level 3 or equivalent in healthcare related topic.</li> <li>• RCGP Certificate in the Management of Drug Misuse Part 1 or CPPE Substance Use and Misuse</li> <li>• Experience of working within a specialist substance misuse service</li> <li>• Knowledge of drug and alcohol related health issues and evidence based practice, including relevant public health and harm reduction.</li> <li>• Experience of working with people with complex needs, including mental and physical health.</li> </ul> |

| Other requirements | Essential  | Desirable   |
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|                    | <ul style="list-style-type: none"> <li>• Ability to acquire new skills relevant to field.</li> <li>• Able to provide support to a range of professionals and Service Users / Carers.</li> <li>• Capacity to travel within the service locality, for example, to visit other service hubs</li> <li>• Self-motivate, organise and prioritise own workload.</li> <li>• Competent IT skills for record keeping, document production and electronic communication.</li> </ul> | <ul style="list-style-type: none"> <li>•</li> </ul> |