

care in mind:

Care in Mind are responsible for providing mental health services for young people and young adults across the North West, Midlands, and Yorkshire, as well as offering specialist Training.

Care in Mind provides bespoke 24/7 wrap-around CAMHS support packages for young people and residential care teams. The team all have specialist experience of complex young people in Tier 4 inpatient, residential care settings and community placements. They have a particular expertise in managing transitions from hospital and secure settings into the community in as smooth a manner as possible. The team support transition into adulthood working with young people up to age 25.

Company benefits include:

- Childcare voucher scheme**
- Cycle to Work Scheme**
- Enhanced company pension**
- Enhanced maternity/paternity leave**
- Recruit a friend scheme**
- Employee of the year awards**
- Employee Assistance programme/counselling service**
- Free on-site parking**
- Paid DBS check**
- Online shopping discounts**
- Fantastic working environment**

care in mind:

Care in Mind Values



STRONG TEAMS WITH GOOD LEADERSHIP

Clinically led senior management team ensuring a consistent care-driven approach at all levels within the organisation



INNOVATION

Doing new things to achieve positive outcomes

SCM - Boundary See Saw - Safe Homes Therapeutic Risk Management Model & Training



WORKING TOGETHER

Core principle of "No decision about me without me"

Collaborative Care - Planning - Service User Coordinators



THERAPEUTIC RISK MANAGEMENT

Co-produced risk management plans underpinned by safe supportive techniques

STAR Risk Assessment - 24/7
On Call Relational Security supported by TRUSST training
Facilitating Resilience



SATISFIED STAFF WHO FEEL VALUED

Robust staff support, development and engagement

Reflective Practice - Supervision - Staff Support - IPDR - CIM Academy - Team Briefs - Staff Engagement Events - CPD



GOOD COMMUNICATION

Internal communication structures and Close Partnership Working with other agencies

CPA Meetings - MDT Review - Stakeholder Feedback



VALUING FAMILIES AND CARERS

Finding innovative ways to involve families and carers

Family Therapy - Virtual Parents and Carers Group being developed - Friends and Family Test Parent and Carer Engagement Events



ACHIEVING GOOD OUTCOMES

Evidence of good qualitative and quantitative outcomes

Mental Health Recovery Star - Education - AQA Awards

JOB DESCRIPTION	
Job Title:	Mental Health Senior Support Worker
Division:	Care in Mind Residential
Reports To:	Residential Manager
Contract:	Permanent
Hours:	37.5 hours per week plus sleep ins
Salary:	Starting Salary £18,076.50 - £18,478.20 per annum dependent on qualifications and experience
Purpose of Job:	To undertake a wide range of duties which will involve direct and indirect care of young people who have complex mental health needs within Care in Mind Residential homes and various other settings e.g. school/leisure activities. To carry out multiple interventions involving the delivery of care to young people and to promote their independence ensuring continuity of care in accordance with Care in Mind policies and procedures

Main Tasks and Responsibilities:	
DUTIES	
1)	To act as a member of the team and assist the management staff in giving the highest standard of care possible to all the young people, closely following individual care plans and risk management plans.
2)	To understand the importance of the need for confidentiality in all matters.
3)	To assist in creating a safe, clean and secure environment for all young people, relatives, visitors and colleagues.
4)	To act as a role model in conjunction with colleagues to ensure you and the teams welfare.
5)	To support the Team Leaders, Deputy and Residential Manager in ensuring the running of the home is to its highest possible standard.
6)	To assist the Team Leaders in the planning of co-ordination of shifts, ensuring 1:1 time is planned for the young people as well as the facilitation of appointments and planned activities. To take lead in managing this in the absence of a Team Leader.
7)	To work in a variety of settings if needed, in order to support the young people e.g. within their home, educational environments and on activities.
8)	To develop skills in order that the young people's individual health/social development needs are met.
9)	To provide support, advice and information to the young people, parents and other carers as required.
10)	To transport and/or escort the young people as required
11)	Carry out duties necessary to meet the young people's health needs on a daily basis.
12)	To have regard for others feelings and not to create low moral with negative communications. To display a positive approach in the way you work
13)	To adhere to the activities programme/planner to ensure the young people receive a variety of daily stimulation and development.
14)	To be aware of and adhere to each young person's aims and objectives to ensure individual development.

care in mind:

15) To support the Team Leaders, Deputy Manager and Residential Manager in ensuring that all reports are completed in a timely manner, including Monthly Reports and CPA Reports.
16) To represent Care in Mind during the attendance of meetings including Core Groups, CPA's and professional meetings.
17) Be accountable for petty cash when leading shifts and adhere to company policy and procedure
18) To hold a good understanding of therapeutic risk, and the unique model and ethos of the organisation and communicate this with the team with enthusiasm.
19) To undertake any other duties reasonably requested by Care in Mind Management
COMMUNICATIONS
1) Complete clear, accurate, contemporaneous records of involvement with young people and their families.
2) Ensure all other young people's documentation is completed before the end of the shift.
3) You will be expected to report any changes in a young person's presentation, which may affect their engagement or increase their risk to your team, residential management and identified clinician.
4) Answer the telephone in a polite, professional manner, where possible dealing with queries, otherwise leaving a clear, documented message for management.
5) Ensures diaries, memo's and handover files are checked, completed and adhered to, delegating responsibilities where necessary, alongside the Team Leader. Take lead in this task in the absence of a Team Leader.
6) Take part in and ensure thorough handover takes place, ensuring confidentiality throughout.
7) To work in conjunction with the young person and their MDT Team in evaluating ongoing care needs and young person development.
8) To be aware of the emotional, psychological and social needs of the young people.
9) To demonstrate empathy and sensitivity to others that is non-judgemental and shows respect for their beliefs, values and culture.
10) Liaise with multi-disciplinary professionals and form interagency links and networks.
11) Support the Team Leader to oversee coordination of the shift ensuring all agreed procedures are adhered to. Complete the coordination of the shift in the absence of a Team Leader.
12) Read back over files when returning from annual leave or any absences.
13) Attend all staff meetings and any extra responsibility meetings relevant to your role.
14) Use appropriate methods and language to communicate in a succinct and clear manner, to listen and take account of others views and needs. Show understanding and use logic to communicate.
15) Implement and use appropriate methods of communication to provide consistency, structure and predictability encouraging positive engagement.
LEGAL AND ETHICAL
1) To know the importance of parental involvement in decision making and the legal requirement regarding parental consent.
2) Have knowledge of the rights of the child in conjunction with Every Child Matters and the importance of giving them information according to their level of understanding.
3) Ensure documentation is up to date, accurate and completed daily, adhering to the code of practice.
4) In the absence of a Team Leader, take responsibility for the co-ordination of

care in mind:

evacuating the home in case of a fire, adhering to the evacuation procedure.
5) To follow health and safety guidelines carefully and alert your manager immediately of any concerns relating to health and safety issues, ensuring that this is also reported to the Health and Safety Lead for Care in Mind.
TRAINING
1) Attend all relevant courses, in-service training days and statutory annual updates in line with Care in Mind policies.
2) Identify own learning needs and develop a personal development plan with Manager.
3) Maintain personal responsibility for being professionally updated.
4) Act as a mentor during induction, orientation and education of students and junior Support Workers, assisting management to ensure they achieve competence.
5) Have a personal responsibility in identifying training needs of other staff members reporting them to management.
6) Complete relevant identified qualification as directed by Care in Mind.
7) To support the Team Leaders to deliver training and mentoring to the staff team.
GENERAL
1) Be responsible for promoting ongoing improvements in the overall successful running of Care in Mind.
2) Work as an effective member of a multi-disciplinary team creating positive working relationships.
3) At work overcome difficulties, setbacks and pressure to get things done and to recognise and encourage commitment in others.
4) To support young people to experience life opportunities which promote the growth of individuals to their maximum potential
5) Support young people with the implementation of their day to day routines, programmes and activities providing personal care when required respecting dignity, privacy and rights as far as possible.
6) To maintain confidentiality at all times in accordance with the agreed policy.
7) To comply with Care in Mind's Equal Opportunities Policy
8) It is the responsibility of all staff to read and work to the company safeguarding policy, to complete the Safeguarding training commensurate with their job role, and to report any genuine concerns to the designated safeguarding officer/lead on site, or a senior member of staff.
<i>The tasks and responsibilities shown above are not exhaustive, and should be regarded only as a guide. The post-holder will be expected to undertake any reasonable activities according to the needs of the business at the time. These will be subject to periodic review, and may be amended to meet the changing needs of the business and the interests and skills of the post-holder. The post-holder will be expected to participate in this process, and the company would aim to reach agreement to any changes.</i>

care in mind:

Qualities required	Essential	Desirable	How assessed?
Experience			
NVQ Level 2 qualification in in care or equivalent	x		
NVQ level 3 qualification in care or equivalent		x	
Previous experience of working in a team	x		
Previous experience of working with young people who have mental health needs	x		
Previous experience of supervising a team		x	
Skills			
Good verbal communication skills and the ability to listen to others	x		
Good written communication skills and the ability to write basic reports and record information accurately	x		
IT skills and the ability to write emails and use Microsoft office	x		
An understanding of the issues young people face	x		
Ability to liaise in a professional manner with external agencies	x		
Understanding of the issues around confidentiality	x		
Understanding of safeguarding	x		
Ability to meet the day to day needs of young people, including providing practical support with daily living activities	x		
Form and maintain professional working boundaries between staff and service users.	x		
Ability to remain calm in emergencies, supporting others during difficult situations.	x		
Awareness and basic understanding of the Legislation and Guidance relevant to young people in residential care.	x		
Work Environment			
Able to work shifts within 24 hour/ 7 days per week rota (including some bank holidays)	x		
To have a clean driving licence and access to a car		x	

Care in Mind Competencies:

Achieves Results – I show a readiness to make decisions and commit to a course of action. I am motivated by challenge and always see problems through to their conclusion.

Client and quality focused – Dedicated to meeting the expectations and requirements of the internal and external customers, ensuring and maintaining effective relationships, and building trust.

Communication – I always communicates clearly and accurately. I listen to others and absorb information.

care in mind:

Accountable – I hold myself and others accountable. I act with integrity and trust. I always take responsibility for my work and do what I say I will.

Develops yourself and others – I inspire others around me and take responsibility for my own personal development. I understand how my work contributes to Care in Mind.

Prepared By: Rebecca Hall

Date: 30.05.18

Authorised By: Julie Burton

Date: 04.06.18