

# 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**

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## 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

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<b>JOB DESCRIPTION</b>	
<b>Job Title:</b>	Mental Health Waking Night Support Worker
<b>Division:</b>	Care in Mind Residential
<b>Reports To:</b>	Residential Manager
<b>Contract:</b>	Permanent
<b>Hours:</b>	38.5 hours per week
<b>Salary:</b>	£9.25 per hour, includes a 50p an hour unsociable hours payment. £18,518.50 per annum, dependent on qualifications and experience
<b>Purpose of Job:</b>	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

<b>Main Tasks and Responsibilities:</b>	
<b>DUTIES</b>	
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 programmes.
2)	To understand the importance of the need for confidentiality in all client matters.
3)	To assist in creating a safe, clean and secure environment for all young people, relatives and colleagues.
4)	To take individual/group responsibility in ensuring the running of the home is to its highest possible standard
5)	To work in a variety of settings if needed, in order to support the young people e.g. within their home and educational environments and on activities.
6)	To develop skills in order that the young people's individual health/social development needs are met.
7)	To provide support, advice and information to the young people, parents and other carers as required.
8)	To transport and/or escort the young people as required
9)	Once trained to provide and carry out clinical duties necessary to meet the young people's health needs on a daily basis.
10)	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
11)	To adhere to the activities programme to ensure the young people receive a variety of daily stimulation and development.
12)	To be aware of and adhere to each young person's aims and objectives to ensure individual development.
13)	To undertake any other duties reasonably requested by Care in Mind Management
<b>COMMUNICATIONS</b>	
1)	Complete clearly written, accurate, contemporaneous records of involvement with young people and their families.

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2) To participate in activities
3) Report any unusual occurrence in the young person's condition or behaviour to a senior member.
4) Answer the telephone in a polite, professional manner and take messages for the Manager ensuring they are passed on.
5) Ensure daily log/diary is adhered to and to participate in the daily shift handover
6) To work as a team member in evaluating ongoing individual work with the young people, forming care plans and monitoring the outcomes.
7) To be aware of the emotional, psychological and social needs of the young people and their families.
8) To demonstrate empathy and sensitivity to others that is non-judgemental and shows respect for their beliefs, values and culture
9) Refer to memo file daily
10) Read back over files when returning from any absences.
11) Refer to key-worker communication section, or document in it and to pass messages on to key-worker on a daily basis
12) To attend ALL staff meetings and any extra responsibility meetings relevant to your post holder role.
13) Work collaboratively only under clear instruction from the management team with other service providers within work environments that do not fall under the management of Care in Mind.
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 with all young people.
<b>LEGAL AND ETHICAL</b>
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 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) To follow health and safety guidelines carefully and alert your manager immediately of any concerns relating to health and safety issues.
<b>TRAINING</b>
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) Be involved in the induction, orientation and education of students and support workers when appropriate.
5) Maintain an overall awareness of current issues in the field of mental health.
6) Complete NVQ Level 3 in young people in Health and Social Care
<b>GENERAL</b>
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.

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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) To undertake the role of Team Leader when required.
9) 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>

Qualities required	Essential	Desirable	How assessed?
<b>Experience</b>			
NVQ Level 2 qualification in 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	
<b>Skills</b>			
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		
<b>Work Environment</b>			

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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.

**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.

<b>Prepared By: Julie Burton</b>	<b>Date: 13.10.16</b>
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<b>Reviewed by:</b>	<b>Date:</b>