

About Care in Mind

Care in Mind is a CQC registered provider offering publicly funded specialist mental health supported residential placements to the NHS and Local Authorities across the North of England.

We mainly work with young people and young adults aged 16-25 with significant mental health difficulties who are often leaving the hospital or secure care and who require a higher level of support on discharge than other services can provide.

Our residential placements can also sometimes provide an alternative to hospital admission, freeing scarce beds for those for whom admission is the only option. In this way, we are able to assist in the objectives of the government strategy paper 'Future in Mind', by providing alternatives to inpatient beds and reducing lengths of admission.

As an employee of Care in Mind you will be entitled to the following benefits;

- Enhanced company pension**
- Enhanced maternity/paternity leave**
- Minimum of 30 days holidays**
- Company sick pay**
- Recruit a friend scheme**
- Employee of the year awards**
- Employee Assistance programme/counselling service**
- Free on-site parking**
- Paid DBS check**
- Online shopping discounts**

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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



JOB DESCRIPTION	
Job Title:	Mental Health Support Worker
Division:	Care in Mind Residential
Reports To:	Residential Manager
Contract:	Permanent
Hours:	37.5 hours per week plus sleep ins
Salary:	£17,550 (£9 per hour) per annum dependent on experience and qualifications
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 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
COMMUNICATIONS
1) Complete clearly written, accurate, contemporaneous records of involvement with young people and their families.

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.
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 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.
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) 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
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.

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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>

PERSON SPECIFICATION			
Qualities required	Essential	Desirable	How assessed?
Experience			
NVQ Level 2 qualification in in care or equivalent		x	App form
Ability to work in a team	x		Interview
Previous experience of working with young people who have mental health needs		x	App form
Skills			
Good verbal communication skills and the ability to listen to others	x		Interview
Good written communication skills and the ability to write basic reports and record information accurately	x		App form
IT skills and the ability to write emails and use Microsoft office	x		App form
An understanding of the issues young people face	x		App form & Interview
Understanding of the issues around confidentiality	x		Interview
Understanding of safeguarding	x		Interview
Ability to meet the day to day needs of young people, including providing practical support with daily living activities	x		Interview
Form and maintain professional working boundaries between staff and service users.	x		Interview
Ability to remain calm in emergencies, supporting others during difficult situations.	x		Interview

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Work Environment			
Able to work shifts within 24 hour/ 7 days per week rota (including some bank holidays)	x		App form
To have a clean driving licence and access to a car		x	App form

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.

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