

Job Title:	Support Worker
Reports to (job title):	Getting Help Manager
Line Manager to:	N/A

## Job purpose

The CAMHS (Child and Adolescent Mental Health Services) Support Worker, plays a crucial role in ensuring that young people and their families have a clear understanding of their treatment plans and receive the necessary support to engage in the therapeutic process. The postholders responsibilities will include conducting Session 0, which occurs after the initial assessment and treatment plan formulation by a practitioner. They will meet with children and young people (CYP) and their families (if appropriate), help them understand their care plans, and address any barriers to engagement in treatment. It's important to note that this role does not require qualification as a therapist.

## Base

Area based but agile to meet the needs of Children and Young People

## Key responsibilities

Key Responsibilities:

- Session 0 Engagement:** Meet with the young person and their family (if applicable) to explain and discuss the treatment plan that has been formulated by the practitioner. Ensure that the CYP and their family fully comprehend the plan's goals and components.
  - Barriers to Engagement:** Identify and address any obstacles that may hinder the CYP's participation in treatment. Provide guidance and support to mitigate these barriers, which could include addressing concerns, fears, or logistical challenges.
  - Introduction of Psychoeducation E-Platform:** Familiarize the CYP and their family with the psychoeducation e-platform. Explain how it can be used to access additional resources, information, and support that complements their treatment.
  - Booking Treatment Slots:** Assist in scheduling the CYP's course of treatment. Ensure that the first available and accessible slots are booked, considering the individual's needs and preferences.
- Co-facilitation**
  - Practitioner-Led Treatment Programs:** Collaborate with other team members to co-facilitate treatment programs designed to address the mental health needs of young people. Work closely with practitioners to implement treatment plans effectively
  - Evidence-Based Parenting Programs:** Assist in delivering evidence-based parenting programs that provide guidance and support to parents and caregivers. These programs aim to enhance

parenting skills and improve family dynamics.

3. **Admin Support:** Offer clinical Admin support to ensure the locality team's efficient functioning. This may involve assisting with scheduling, maintaining records, and coordinating team activities.
4. **DNAs:** Actively follow up on cases where young people do not attend scheduled appointments, ensuring they receive the necessary rescheduling and support.

## Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
<ul style="list-style-type: none"> <li>• Inspire</li> <li>• Understand</li> <li>• Communicate</li> </ul>	<ul style="list-style-type: none"> <li>• Challenge</li> <li>• Improve</li> <li>• Learn</li> </ul>	<ul style="list-style-type: none"> <li>• Accountability</li> <li>• Involve</li> <li>• Resilience</li> </ul>

## Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

## Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

## Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

## Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

## Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

## Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

## Medicines Management Responsibility

### **Nursing or registered healthcare professionals**

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

### **Skilled non-registered staff**

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

## Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

## General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a "non-smoking" policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

## Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

## Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

## Personal Specification

### Essential

- A relevant educational background or experience in a mental health or support role.
- Strong communication and interpersonal skills.
- Empathy, patience, and the ability to build rapport with young people and their families.
- Organisational skills for coordinating treatment schedules and addressing logistical concerns.
- Understanding of the CAMHS system and the components of treatment plans.
- The ability to explain complex information in an accessible manner.
- Team Player: Strong team player with the ability to collaborate effectively with colleagues and volunteers.

### Working Conditions:

- This role requires flexibility in working hours to accommodate the availability of young clients and their families and will involve evening and weekend activities
- The work primarily takes place in a clinical or office setting, and the support worker will often interact directly with CYP and their families
- Driving License: A valid driver's license and access to a vehicle for travel to different locations, including schools and partner organisations.

Employee signature

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Manager signature

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