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Written Report on becoming a Mental Health Support Worker in the Uk and around the world

1.1 Introduction

In this essay I will talk about my chosen role as a Mental Health Support Worker within health care services and explain why I have chosen this role as I think we don't have enough practitioners in the UK and I feel like I would make a difference. This role is important because it is focused on individuals experiencing mental health difficulties and mental health support worker play a vital role in it.

In this report I will outline the key responsibilities, required skills, professional values and the overall impact of a Mental Health Support Worker within the modern healthcare practice.

1.2 Description of, and background to, [Mental Health Support Worker] in Healthcare

There are many duties and responsibilities that you must carry out as a Mental Health Support Worker such as medication management, emotional support, care plans, active listening, communication skills. The most important duties of a Mental Health Support Worker are: Giving emotional support, the main focus on giving emotional support to patients and clients is because it will help them cope with their mental health challenges offering reassurance during difficult times in their life and creating a safe and nurturing environment for recovery and stability.

According to the UKSM (2024), Becoming a mental health support worker involves the ability provide emotional support and counselling to individuals with mental health issues. Assisting with daily living activities such as personal hygiene and meals and implementing care plans developed by healthcare professionals.

There are many job website sources that describe all the relevant information that is needed to become a mental health support worker and the best one that I have sourced is www.indeed.com as it has, up to date job roles and a clear description overview of what is required into becoming a mental health support worker. On there website it says a list of duties that describes this role that you need and they are; supervising and monitoring patients within the facility to ensure their safety, performing comprehensive risk assessments on patients, documenting and maintaining patient health records, collaborating with other healthcare professionals to develop treatment plans for people with mental health conditions, implementing treatment plans and administering medication or therapeutic care to their patients and educating patients' families about the patients' mental health issues and educating them on how they can aid their treatment.

1.3 Evaluation of the skills needed for [Mental Health Support Worker] in Healthcare

According to the NHS careers website (2026), these are the three most important key skills; Empathy and compassion, ability to work with others and patience and the ability to remain calm in stressful situations and it is important to have these skills because its crucial in this job field and that research shows that by having these skills you will always be able to maintain and uphold your work standards.

According to the NHS (2026) at Cygnet Hospital Oldbury in order to do their jobs better, they require this structure in their job description:

- Provide guidance & encouragement through physical & emotional support
- Safeguard all patients and visitors to the service
- Maintain a safe, clean environment for all
- Learn about individual's specific needs & provide help in the most appropriate way
- Assist with medical & welfare needs and report on medical & welfare needs as required
- Use innovative methods to improve patient care

If a mental health support worker does not have the skills of empathy and compassion, and the ability to work with others and patients, it could be very difficult to do their job as it can have a serious effect on both the quality and care and their professional performance according to **iStudy.org.uk/mental health** and in addition to this by having problem-solving abilities that a mental health support worker will often be faced with challenging situations that require quick thinking and adaptabilities.

1.4 Strategies to improve the skills for a Mental Health Support Worker

According to **health.nsw.gov.au**, there are lots of things to keep in mind when working with someone with a mental health condition. Having practical tips and strategies up your sleeve can help you provide more effective support, such as; understanding diversity, managing their behaviours, building a good relationship with patients or clients.

Understanding diversity

When supporting the wellbeing of an Aboriginal person, it is important to understand the strengths and protective nature of culture, kinship, family and connection to country. It is also critical to be aware that experiences of trauma and loss are a direct outcome of the disruption to cultural wellbeing beginning from colonisation. Compounded trauma and loss of this magnitude continue to have intergenerational effects today. It is also important to acknowledge the resilience of Aboriginal people when they share their story and the significance of culture, family, community, country and spirituality in their journey so you can have a clear overview of their background.

Managing their behaviours

If the patient or client becomes agitated, distressed or even angry, strategies to de-escalate the situation are important. To do this a mental health support worker must stay calm and listen to what the issue is and the person's concerns. Then offer reflective comments to show that they have heard what their concerns are and wait until the person has released their frustration and explained how they are feeling. Furthermore, they need to look and maintain appropriate eye contact to connect with the person, nod to confirm that they are listening and have understood, express empathy to show understanding as anger may be a sign that the person is in distress, experiencing fear or frustrated. It is not possible to reason or problem solve with someone who is enraged that's why effective communication skills are the key to settling, resolving and de-escalating a situation.

Building a good relationship with your patients or clients

Developing rapport is an important part of building a good working relationship and simply means being able to understand and communicate well with someone.

Building rapport is important for you and the person you are supporting, to help you both feel that you are "on the same page." Rapport is not just about agreeing with someone. It is about working together and being able to deal with complex or sensitive situations.

1.5 Conclusion

To conclude this report, I will summarise the main points that I have spoken about that will include the importance of a mental health support worker. The challenges you could face in the job and the key strategies you can use to overcome them. The main importance of becoming a mental health support worker is to ensure that you care about their well-being and to ensure that you could make significant difference into their lives just by being there for them, listen to what they have to say, show empathy and compassion, these are all key points into becoming a reliable and professional mental health support worker.

They will be a lot of challenges that you will have to face such as challenging behaviours, working with an individual who may display signs of aggression or sudden mood swings or communication breakdowns where misunderstanding between staff or families might cause the individual to have a major breakdown, posing risks to themselves as well as others. By building a strong and good relationship with a patient or client, will minimise these risks.

1.6 Reference List

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