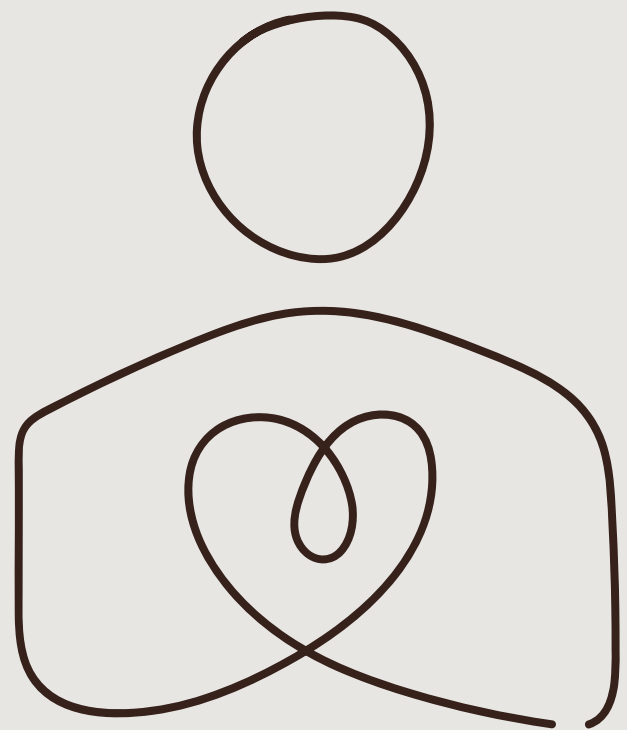


THE ROLE OF A MENTAL HEALTH SUPPORT WORKER



By Ashton.

Topics Covered

- *The role of a mental health support worker.*
 - *Academic Skills and their importance to the professional's practice.*
 - *Professional skills required for the role of a healthcare support worker and why.*
 - *Personal values that healthcare support workers should ideally possess.*
 - *The commitment to professional practice required to ensure career development.*
 - *Healthcare support worker's core competencies.*
 - *Healthcare support worker code of conduct.*
-

What is the role of a mental health support worker?

Mental health support workers work under the supervision and delegation of registered staff members and are responsible for following care plans, recording observations, and documenting care given in service user's notes. Mental health support workers nurse individuals suffering from mental health illnesses such as depression, bipolar and schizophrenia.

Mental health support workers are required to:

- Provide emotional support and actively listen to service users.*
- Support service users in developing and maintaining coping mechanisms.*
- Take part in therapeutic activities and group sessions with service users.*
- Monitor and record service user's mental health status closely and report any significant changes to qualified staff members.*
- Support service users with daily living activities.*
- Support service users in crisis intervention and use de-escalation techniques when service users are distressed.*
- Document observations and interventions thoroughly and accurately.*
- Maintain confidentiality.*
- Promote a safe and therapeutic environment for service users in inpatient mental health settings.*

(National Health Service, 2015)

(Spencer Clark Group, 2023)



Why are academic skills important for healthcare workers?

Academic skills are important not only when studying but can also be important when working in healthcare settings. Academic skills that may be useful as a healthcare support worker may include:

- Strong communication skills.*
- Good organisation skills.*
- Observational skills.*
- Problem solving.*
- Good Knowledge of science and technology.*
- Time management.*
- The ability to document accurately.*
- The ability to write short reports.*
- Digital skills.*
- Leadership skills.*
- Teamwork skills.*
- Teaching skills.*



(National Health Service, 2023)
(Clarke, V. and Walsh, A., 2009)

Professional Skills

Professional skills are important in healthcare settings for various reasons. Healthcare support workers work with individuals who may be considered vulnerable and professional skills can improve the quality of care given to patients.

Professional skills held by health care support workers can include:

- Active listening to listen to service users.*
- Good communication skills to communicate effectively.*
- Interpersonal skills to build a rapport with service users.*
- Emotional intelligence to be able to assist in managing service user's emotions.*
- Empathy to understand what service user's feelings and perspectives are.*
- The ability to stay calm in situations which may be stressful.*
- Observational skills to observe changes in service user's mental state.*
- Emotional resilience and a non-judgmental approach.*
- Decision-making and time management skills.*
- Good teamwork skills.*

(Welsh Government, 2023)

(One Education, 2023)

(National Health Service, 2023)

Personal Values

Personal values may also be referred to as an individual's personal beliefs and attitudes surrounding a person, object, or action. Values are important in healthcare settings as they can influence decisions and actions made by healthcare staff. Healthcare staff should possess the correct values and behaviours to work with service users.

Person healthcare staff may possess include:

- Compassionate.*
- Respect.*
- Dignity.*
- Empathy.*
- Integrity.*
- Emotional intelligence.*
- Active listening.*
- Honesty and openness.*
- Sensitive.*
- Positive.*
- Work collaboratively.*
- Caring.*

(Kozier et al, 2012)

(National Health Service, 2023)

Career Development

Personal and professional development allows healthcare support workers to continuously learn and grow while working. Personal and professional development can be important to healthcare support workers and assist in career development. It is crucial that healthcare staff ensure skills and knowledge are updated regularly in order to practice safely and legally and provide the highest quality of care.

Healthcare support workers in Wales can do the following to ensure e career development:

Participate in learning whilst on the job.

Complete relevant courses or workshops.

By volunteering in different healthcare settings.

By completing e-learning modules related to healthcare.

Keeping a personal e-portfolio which contains relevant documentation such as reflections about previous learning and creating a career plan within the portfolio.

Competencies

Healthcare support workers in Wales are required to maintain core competencies. The National Health Service Wales provides a guideline of core competencies for healthcare support workers to have a persistent level of skills across services.

Core competencies for healthcare support workers in Wales include:

- 1. **Communication** to communicate effectively with service users and other professionals.*
- 2. **Personal and people development** to continuously develop personal knowledge and practice.*
- 3. **Health, safety, and security** to abide by legal rules and regulations.*
- 4. **Service improvement** to contribute to the improvements of services within the National Health Service.*
- 5. **Quality** to ensure healthcare staff act within the limits of competencies.*
- 6. **Equality and diversity** to uphold the rights of service users.*
- 7. **Health and wellbeing** to promote health and wellbeing of service users.*

Code of Conduct

The code of conduct for healthcare support workers in Wales is provided by the National Health Service Wales for staff working for the organisation. The code of conduct includes a set of standards which ensures that healthcare support workers work to a specific standard.

Healthcare support workers working within the National Health Service Wales should abide by the following:

- Take accountability by ensuring all actions and wrong doings can be answered for.
- Promoting and upholding service user's and carer's rights, privacy, health, and well-being.
- Work in collaboration with colleagues and other healthcare professionals to ensure the high-quality delivery of care to service users.
- Communicate in an open and adequate manner in order to promote the well-being of service users.
- Respect service user's rights to confidentiality.
- Aim to improve quality of care and support through advancing professional development.
- Upholding and promoting equality of all service users.



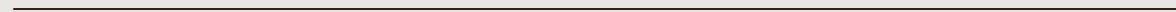
Questions & Answers

Please feel free to ask any questions about this presentation.



THANK YOU

For Listening



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