

# JOB DESCRIPTION

JOB DETAILS	
Job Title	Urgent Community Response Senior Support Worker
Reports to	Team Clinician or Support Worker Manager
Band	Band 3
Department/Directorate	Health and Social Care Community Division

## JOB PURPOSE

The Urgent Community Response Support Worker (UCR SW) will work as part of the multidisciplinary team providing support with personal care with patients in their own home or care setting.

The post holder will contribute to the assessment of care needs and the delivery of planned care and provide advice and information to patients, relatives and carers under delegation and direction of the registered clinician.

The post holder will practice in accordance with Trust standards and policies and to work within the boundaries of their role and individual competence.

The UCR SW will work flexibly as part of a team to offer a 7-day service for the local community as required.

## KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

To provide direct patient centred care with people in their home/care setting as delegated by a team clinician in their care plan. This may include providing personal care, such as washing and dressing and supporting with toileting and continence needs as required, whilst promoting independence and using an enabling rehabilitative approach.

To carry out delegated clinical care duties such as instructing and guiding individual patients in therapeutic programmes and activities, in accordance with their care plan.

To establish and maintain good interpersonal skills, making links with local community resources and networks and providing information and advice on access to services and benefits to individuals

To provide and receive factual and accurate information and to overcome communication barriers using other methods, such as visual prompts, reassurance, empathy, persuasion.

The postholder will receive training on how to assess a person's clinical condition, within the individual's scope of competence using tools such as, NEWS2 parameters, MUST and CPRAT scores recognising non-verbal signs of deterioration and know how to urgently escalate concerns appropriately.

The post holder will receive training on how to support a patient with medication administration where the support required has been pre-defined by a registered clinician in a care plan.

To undertake training in order to perform high quality clinical interventions effectively and remain competent to practice these interventions, such as blood glucose monitoring, venepuncture, and simple wound dressing, all following assessment and completion of clinical competency. This is not an exhaustive list and other clinical interventions may be required dependant on the area of practice.

To work independently or as part of a team, prioritising the personal care needs of the patients on the team caseload and delegated tasks.

To be able to assist a patient at risk of harm, such as pressure damage, safeguarding concerns and risk of falls by following the risk assessment and individualised care plan. The post holder will also be expected to report any changes in condition that may impact the patient, via the team escalation protocol and/or Trust incident reporting system.

To adhere to trust policies and standard operating procedures in relation to all aspects of practice. To know how to access the most up to date policies and implement them.

Promote independence with mobility and to maintain current function and support individuals to return to baseline function when there has been a change.

To act on own initiative delivering patient care and demonstrate Trust values in all areas of work and to conduct yourself in a professional and appropriate manner.

To contribute towards ensuring a safe working environment for self and others and report on situations of potential risk.

To provide support and supervision to new or less experienced staff by demonstrating and teaching safe practice and explaining supplementary tasks which need completing, such as cleaning of equipment, safety checks on equipment, audits or other works to maintain standards.

To accurately record information, such as physiological observations and understand the importance of accurate and complete documentation. To record clearly and accurately all aspects of care given to the individual in relevant documents, such as risk assessments, care plans, fluid and food charts, blood glucose monitoring.

To promote nutritional intake of food and fluids. This may include assistance with feeding or meal preparation and accurate monitoring or recording of intake, such as Food and Fluid charts.

To undertake training programmes relevant to the post in line with staff development and appraisal process

To participate in the implementation of improvements to working methods and practices.

## KEY WORKING RELATIONSHIPS

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis.

In addition, the post holder will deal with the wider healthcare community, external organisations and the public.

This will include verbal, written and electronic media.

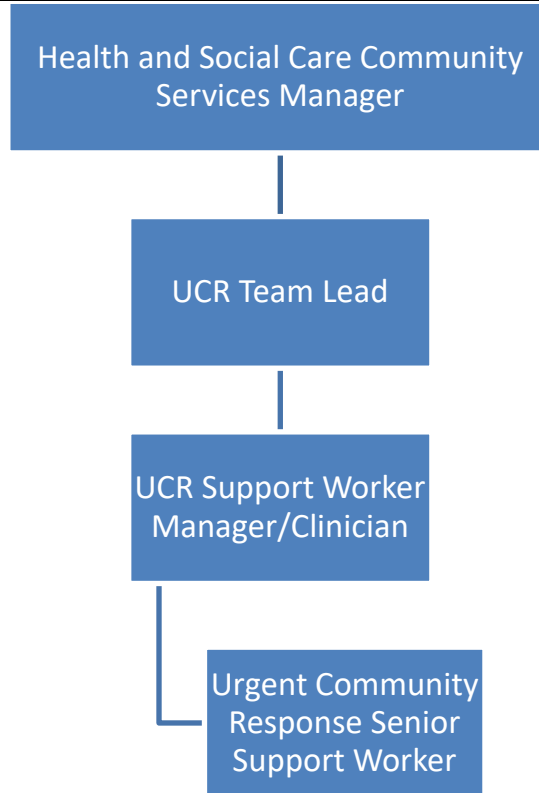
Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"><li>Therapy Manager and Community Rehabilitation Teams</li></ul>	<ul style="list-style-type: none"><li>Patient/ client, family and carers</li><li>GPs and other members of the primary health teams</li></ul>

- Urgent community Response Team Manager and Teams
- Community Nurse Team Manager and Teams
- Community Hospitals
- Single Point of access
- Admission Avoidance Teams

- Palliative care teams
- Continuing healthcare team
- Safeguarding team
- Practice Plus
- Community Equipment Service
- West Country Ambulance Service

### ORGANISATIONAL CHART



### FREEDOM TO ACT

The postholder will work under the guidance of the Registered Clinician in line with Trust Policies and Standard Operating Procedures.

The post holder should raise concerns or any matter outside of their scope of competence, to the Registered Clinician or appropriate person

Care plans should be followed and facts regarding a person's medical condition fed back to the Registered Clinician.

Prioritise work according to time scales required considering any clinical risks and feedback facts regarding any deterioration to a person's medical condition.

To be responsible for taking decisions in line with standard operating procedures in emergency situations e.g. finding a collapsed patient.

### COMMUNICATION/RELATIONSHIP SKILLS

The post holder will communicate effectively across a wide range of channels and with a wide range of individuals, the public and health social and care professionals. They will use both verbal and non-verbal methods of communication, dependent on the needs of the patient and their carer, and address communication barriers.

They will demonstrate the interpersonal skills that demonstrate empathy, compassion, courtesy, respect and trust.

Have the ability to communicate with the appropriate response and manner to both patients and carers/family during emotional times.

Ensure clear, concise, accurate and legible records and all communication is maintained in relation to care delivered, adhering to local and national guidance.

Ensure all patient related information is treated sensitively and adhere to the principals of confidentiality at all times.

Contribute to multi-disciplinary meetings and case conferences helping to ensure that there is an integrated approach which benefits the patient's overall care and discharge plans.

The post holder will be able to challenge constructively within the multidisciplinary team, in an appropriate and professional manner, whilst acting as the patients advocate.

Occasionally deal with confused patients, patients who have mental health problems, learning disabilities or challenging behaviour and work with relatives/carers in a supportive role.

Act as a positive role model to portray a consistent professional image of the service.

Help motivate patients in line with their care plan and a strength-based approach.

#### **ANALYTICAL/JUDGEMENTAL SKILLS**

The postholder will exercise own responsibility and work independently within defined parameters of practice and their scope of competence, taking the initiative in a variety of situations and recognising the need for a range of clinical interventions, consistent with their role, responsibilities and professional values. Examples could be escalation for issues identified during personal care tasks, e.g. pressure damage.

Risk assess situation providing accurate feedback to the team as necessary eg in relation to lone working, or a change in a patient's health and wellbeing and escalate through the appropriate pathway.

Ensure equipment is checked appropriately, report faulty or malfunctioning equipment and rectify non-complex faults.

Understands the implications of the Mental Capacity Act and escalates capacity changes as appropriate

Understands the safeguarding adult's issues and acts within guidance of the policy to keep adults in their care safe

Read, decipher and act on patient information on Epic and in multidisciplinary patient feedback meetings.

#### **PLANNING/ORGANISATIONAL SKILLS**

The postholder will be responsible for working in an effective and organised manner, prioritising the clinical needs of their patients and delegated care plan tasks, demonstrating excellent time management and organisational skills to effectively deliver person centred care.

The postholder will deliver care based on the risk assessments completed by the registered practitioner and following the individual patient's care plan

Exercise good personal time management, punctuality and consistent reliable attendance.

## **PATIENT/CLIENT CARE**

The postholder will be in continual direct contact with patients, providing personal care, performing clinical interventions and supporting the health and well-being of the patient. The frequency and level of contact will be determined for each patient based upon their individual needs, as set out in the patients care plan. Examples of care delivered could include taking bloods, urine specimens, supporting a home exercise plan, and order and issue equipment to aid independence. This is not an exhaustive list of activities.

Follow the patient's care plan, monitor their progress and feedback on the client's progress and highlighting need for re-assessment as required or escalating concerns through the appropriate pathway.

Apply patient monitoring equipment as trained and under the guidance of a senior member of staff.

Assist in the transfer, manual handling and positioning of patients during the care plan tasks ensuring pressure area care is maintained.

Assist in the collection and appropriate management of specimens.

Develop knowledge of therapy techniques appropriate to the setting and for clients with a wide range of conditions.

Be able to order, demonstrate and instruct on the use of equipment to ensure safety, encourage independence and ensure equipment used by individuals in their home setting is safe and individuals know how to use the equipment properly and safely.

Assist in obtaining patient consent and work within a legal framework with patients who lack capacity to consent to treatment.

The post holder is expected to comply with Trust infection control policies and conduct him/ herself in a manner to minimise the risk to healthcare associated infections.

Ensure awareness of, and work within the standards set out in the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England.

## **POLICY/SERVICE DEVELOPMENT**

The postholder will promote health and safety at all times. Share ideas with colleagues to improve care and suggest ideas for innovation, including developing the service.

Adhere to legislation, policies, procedures and guidelines, both locally and nationally.

Participate in audit activity undertaken in area of practice

Report any incident/untoward incidents/near misses to self, patients or carers to the manager and use the Trust datix system.

## **FINANCIAL/PHYSICAL RESOURCES**

The postholder will exercise personal duty of care in the safe use and storage of equipment. Be environmentally aware and prudent in the use of resources and energy. Ensure safe keeping of patient property, in line with Trust policy.

Ensure that adequate stock levels are maintained through standard ordering procedure for stock items or escalating low stock levels to a senior member in the team.

Understand and apply eligibility criteria, and use the strength-based approach when offering advice on equipment and community services

To order equipment from Community Equipment Service up to a value of £100 following the community Equipment Service training.

## **HUMAN RESOURCES**

Act responsibly in respect of colleague's health, safety and welfare following safety at work practices, whilst working in compliance with local health and safety policy and guidance.

Understand the importance of role modelling and participates in the training and supervision of staff as appropriate to the postholders' competency.

Ensure adherence to safe lone working practices and use of staff tracking or lone working systems.

Participate in supervision and annual appraisal to support professional development.

Individual responsibility to complete mandatory training in line with electronic staff record.

Recognises and respects equality and diversity, demonstrating an inclusive approach in all environments.

To support other teams/areas where clinical risk has been identified

Takes a flexible approach in supporting colleagues during times of caseload pressures.

## **INFORMATION RESOURCES**

The postholder will be expected to develop skills to maintain professional standards of record keeping.

They will follow all information governance guidance and policies, maintain confidentiality as outlined within Trust policies.

The post holder will be required to use IT Systems eg email and Epic

Contribute to the collection, maintenance and dissemination of information (written and electronic)

## **RESEARCH AND DEVELOPMENT**

The postholder will engage with local audit in their clinical areas focused of maintaining and improving standards

## **PHYSICAL SKILLS**

The postholder will demonstrate skills of manual dexterity and manipulation of clinical instruments and equipment, in line with appropriate training.

The postholder will need to demonstrate keyboard and smart phone skills to support their own learning and receiving and entering information into the patient record system.

Be able to assess patients for equipment and carry out care related tasks using equipment such as sliding sheets, hoists and other patient moving and handling equipment as trained.

Driving to patient/client residence within locality including rural and urban areas and flexibility to occasionally work in other localities and drive as required. May travel in company of a colleague to deliver double handed care or to attend meetings etc.

### **PHYSICAL EFFORT**

The post holder will be required to use a combination of standing/walking/ bending/ stretching/ pushing/ pulling/carrying throughout the shift.

There is a frequent requirement to exert moderate physical effort on several short periods with patients on each shift moving and handling of individuals and equipment, in line with organisational guidelines.

Treatment may necessitate working in restricted positions or limited space.

Moving and handling of patients in relation to assessment, treatment and rehabilitation and the use of patient related equipment e.g. sliding sheets, hoists and other patient moving and handling equipment as trained

### **MENTAL EFFORT**

Maintain a professional approach while working in challenging, distressing situations or dealing with challenging behaviours.

Support individuals, families and carers when faced with life changing diagnoses and through periods of end of life care.

A continual level of concentration will be required throughout the clinical shift in order to provide a safe and harm free environment.

Work in an unpredictable pattern when required as patient list may change at short notice.

### **EMOTIONAL EFFORT**

The post holder will be required to support the emotional needs of patients, families, and carers experiencing a range of complex and varied clinical conditions, which may be life changing or life limiting.

Work alongside colleagues, caring for patients who are at the end of their life, supporting quality of life and emotional support to families.

Occasionally dealing with confused patients, patients who have mental health problems, learning disabilities or challenging behaviour and work with relatives/carers in a supportive role.

### **WORKING CONDITIONS**

The postholder will be working in a patient's home in potentially challenging environments, dealing with pets/animals in the home and driving /travelling in all weather conditions

The post holder will be subjected to a range of bodily odours, with the expectation of being able to support patients with these in a professional and non-judgemental manner.

The post holder will be exposed to bodily fluids, dependent on the patient's medical condition. PPE and trust policy to be used to ensure correct procedure is followed.

The postholder may be exposed to a variety of challenging behaviours and should respond, within their individual competence whilst maintain their own health and safety and that of their colleagues and other patients.

Lone working in people's place of residence

## **OTHER RESPONSIBILITIES**

Take part in regular performance appraisal and supervision sessions.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling.

Contribute to and work within a safe working environment, understanding own limitations ensuring that no task or procedure is carried out until competent to carry out task safely.

Expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection.

Work alone at times in the community, under the direction of the clinician. Access to support should be available within the team during working hours and with Out of Hours services or on-call clinician out of hours.

Adhere to professional and organisational standards of practice, and Code of Conduct for Healthcare Support Workers and Adult Social Care Workers

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

## **DISCLOSURE AND BARRING SERVICE CHECKS**

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

## **GENERAL**

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.



Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

# PERSON SPECIFICATION

<b>Job Title</b>	Urgent Community Response Senior Support Worker
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Requirements	Essential	Desirable
<b>QUALIFICATION/ SPECIAL TRAINING</b>		
English and Mathematics at GCSE grade A-C (9-4) or level 2 functional skills	E	
A full practice-based level 3 qualification OR equivalent experience	E	
Care certificate		D
Basic Food Hygiene Certificate		D
Willingness/commitment to undertake training and update competencies	E	
There is an expectation of a commitment to complete of the Care Certificate programme provided by the Trust within required timescale.		
<b>KNOWLEDGE/SKILLS</b>		
Basic computer/keyboard skills	E	
Fine motor skills	E	
Healthcare competencies appropriate to area of work		D
Good interpersonal and communication skills	E	
Understands the need for strict confidentiality	E	
Working knowledge of complex care needs of some families including Safeguarding Children & Adults, Domestic Abuse and Mental Health		D
Able to prioritise and organise work	E	
Able to work under instruction, under pressure and as part of a team.	E	
Record keeping competency in handwritten and electronic records.	E	
Must be willing to gain knowledge and understanding of specific equipment related to the role.		D
Knowledge and understanding of equipment for independence		D
<b>EXPERIENCE</b>		
Previous experience in a care environment		D
Able to demonstrate a caring nature/ life experience.	E	
Experience of working in a team and able to use own initiative		D
<b>PERSONAL ATTRIBUTES</b>		
Able to demonstrate empathy, sensitivity, and to adapt communication style to circumstances.	E	
Able to manage stress in themselves and others.	E	
Able to offer support at times of emotional distress.	E	
Willingness to undertake new skills	E	
Physical ability to undertake demanding moving and handling tasks, maintaining ward hygiene and stock levels.	E	
Ability to lone work and as part of a team	E	
Empathetic approach with vulnerable patients	E	
<b>OTHER REQUIREMENTS</b>		
	E	

<p>The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust</p> <p>Be willing to work throughout the Cluster, Division and Trust according to service need.</p> <p>Flexible working regarding working in a range of clinical settings, environments and shift patterns.</p> <p>Ability to travel between visits within the locality meeting time restraints and / or holds a valid driving licence, access to road worthy vehicle with appropriate insurances for use of vehicle for work purposes.</p> <p>Be flexible to work on occasion throughout allocated RDUH NHS Healthcare Foundation Trust sites</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	
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		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	N				X
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	Y				X
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	Y			X	
Cytotoxic drugs	N				
<b>Risks requiring Other Health Surveillance</b>					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
<b>Other General Hazards/ Risks</b>					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	Y				X
Driving	Y				X
Food handling	Y				X
Night working	N				
Electrical work	N				
Physical Effort	Y				X
Mental Effort	Y			X	
Emotional Effort	Y				X
Working in isolation	Y				X
Challenging behaviour	Y				X