#### JOB DESCRIPTION

**1. JOB DETAILS**

**Job Title: Pathfinder Urgent Care and Frailty Acute Hospital at Home Support Worker**

**Band: 3**

**Reports to: Pathfinder Urgent Care and Frailty Acute Hospital at Home Team Lead**

**Department / Directorate: Community Services**

**2. JOB PURPOSE**

The post holder will provide care & support to individuals as specified by the registered practitioner in a range of environments eg in the individual’s home or appropriate care setting.

The post holder will work under the guidance of specific professionals including Nurses, Occupational Therapists, Paramedics and Physiotherapists and Advanced Clinical Practitioners.

Responsible for delivering effective, specialised, high quality care and carrying out specific clinical tasks as directed by registered staff.

Works within the boundaries of existing competence, adhering to local and national protocols/standard operating procedures/policies.

Delivers high standards of compassionate, dignified care, managing their time, tasks and resources effectively.

Supports Registered Practitioners in their duties and contributes to the holistic care of patients as part of a Multi-Disciplinary team.

Ensures that the environment is clean, safe, tidy and welcoming.

The Post Holder will provide a flexible service which will include evening and weekend work and will be working across both acute and community settings.

The post holder will fulfil all tasks and work as part of a team. To meet the needs of the service, the post holder may be required to work in other areas as appropriate as directed by the line manager.

**3. DIMENSIONS/ KEY WORKING RELATIONS**

**Dimensions**

The post holder will be a member of the Pathfinder Urgent Care and Frailty Acute Hospital at Home Team. The post holder will contribute to the assessment of care needs, the

development, provision and review of care programmes. The post holder will be accountable to the registered practitioners within the team.

The post holder will fulfil all tasks and work as part of a team. To meet the needs of the service the post holder may be required to work in other areas as appropriate under the direction of their line or other appropriate manager.

**Key working relationships**

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| --- | --- |
| **Internal to the Trust** | **External to the Trust** |
| * Urgent Care Response Clinical Lead and their Urgent Care Response team. * Therapy Manager * Response and Recovery Clinical Lead and their Response and Recovery team * Single Point of Access * Acute Hospital at Home team including Frailty and Non-Frailty Clinicians * Same Day Emergency Care * Community Nurse Team Managers and Teams * Community Rehabilitation Teams * Admission avoidance teams * Community Hospitals | * Patient/Clients and families/carers * GPs and other members of the Primary Health Care Teams * Palliative Care Teams * Continuing Healthcare * Safeguarding Lead/Team * Devon Doctor’s on Call * West Country Ambulance Services * External Stakeholders for that division * Out of Hours Services |

1. **ORGANISATIONAL CHART:**

Community Division, Unplanned Care Group Manager

Pathfinder Urgent Care and Frailty Acute Hospital at Home Team Lead

Pathfinder Urgent Care and Frailty Acute Hospital at Home ACP’s and Band 7 Clinicians

Pathfinder Urgent Care and Frailty Acute Hospital at Home Band 6 Clinicians

Pathfinder Urgent Care and Frailty Acute Hospital at Home Support Worker

**5. KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES:**

These duties and responsibilities pertain to the following areas:

* Manage own caseload
* Provide a flexible service which will include evening and weekend work
* Make links with local community resources and networks
* Provide information and advice on access to services and benefits to individuals
* Contribute towards ensuring a safe working environment for self and others and report on situations of potential risk.
* Undertake training programmes relevant to the post in line with staff development and review.

**Communication and Relationship Skills**

* Interacts with a range of people on day-to-day matters
* Communicates and builds relationships with individuals and families/carers to ensure patient care is focal and managed effectively.
* Provides and receives confidential, condition related information requiring at all times a manner which illustrates compassion and respect for privacy and dignity
* Communicates difficult or sensitive matters on occasions with individuals, families/carers
* Understands the implications of the Mental Capacity Act and its importance in their role and the service. Able to identify when assessment is required and escalate this.
* Understands the safeguarding adult’s issues and acts within guidance of the policy to keep adults in their care safe
* Use of effective communication skills, verbal, written and use of IT.

**Analytical and Judgement Skills**

* Ability to basically assess a patient’s condition and response to planned programmes of care.
* Carry out basic observations e.g. patient care, carrying out any observations required e.g. Temperature, Pulse, Blood Pressure, Urinalysis and Blood Glucose monitoring and feedback results to registered staff. Understanding when escalation is required in an urgent situation.
* Ability to assess for, order and fit basic equipment at the request of registered staff.
* Acts appropriately in complex situations and escalates as required

**Planning and Organisational Skills**

* Prioritising own caseload for shift, responding in a timely manner
* Planning of sometimes complex tasks related to patient care and rehabilitation and own activities related to this
* Maintain case records in respect of individual service delivery, which comply with the Royal Devon University Healthcare NHS Foundation Trust (RDUH) standards.
* Plans home visits and implements delegated programmes of care for individual clients, feeding back appropriately.
* Works without direct supervision of the registered practitioner, prioritises own tasks under the appropriate delegation of the registered practitioner

**Physical Skills**

* Ability to carry out patient care in varying and sometimes challenging environments.
* Use of Clinical Occupational & Physiotherapy equipment
* Use of patient related equipment e.g. Sliding Sheets, Hoists and other patient moving and handling equipment
* Ability to drive and travel across all areas within Northern Devon as directed by registered staff.
* Access to own vehicle, and to sign up to the use of hospital pool cars.
* Ability to undertake moving and handling tasks, both with patients, and equipment.

**Responsibility for Patient and Client Care**

* Manage own caseload
* Implement personal care related to personal activities of daily living or domestic activities of daily living in a rehabilitative Way
* To undertake designated nursing interventions as directed by the registered staff eg Simple dressings, Blood Glucose Monitoring, Medicines management, Venepuncture, obtaining specimens, Application and Removal of 24hr ECG tapes. To feedback results and escalate concerns.
* Ensure patient safety in place of residence
* Provide a key role in supporting the individual to be as self-managing as possible through social/health care activities as stated in the plan of care. To carry out duties within Policy and Guidance of the Medicine Support Service at categories 1-4, subject to appropriate training and support.
* Provide support to maintain and promote continence or manage incontinence.
* Enable individuals to sustain and improve their mobility.
* To observe and evaluate the individual’s response to the care plan and communicate changes in need and/or circumstances to the appropriate member of the multidisciplinary team
* Undertakes a range of clinical care duties and implements planned programmes of care.
* To always work within own competence.
* To gather core information and contribute to the assessment of patients as requested by qualified Clinician.
* To order, deliver and fit equipment once trained to do so within authorised budget.
* Liaise effectively by establishing and maintaining professional working relationships with other members of the multi-disciplinary team, patients, carers, and relatives. This may include staff from other agencies or localities when a patient’s care is being transferred.
* To undertake training to develop a range of knowledge and skills in order to deliver high quality clinical interventions.
* To recognise and appropriately address risk factors to clients and carers within their healthcare setting and feedback appropriately to the registered practitioner.
* To report any untoward incidents, complaints and clinical emergencies to the appropriate professional within the appropriate timescale.

**Responsibility for Policy and Service Development**

* Ensure awareness of, and comply with Trust policies and procedures relating to Clinical Governance etc as required by the role, and ensure that their requirements, along with nationally recognised professional standards are incorporated within clinical practice.
* To work to Trust Policies
* To maintain Trust Standards of clinical governance
* To support professional Standards of Practice

**Responsibility for Financial and Physical Resources**

* Support the efficient use of resources
* Assist with maintaining stocks and supplies.
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* Assist with maintaining stocks and supplies.
* Prescribing equipment from joint equipment store up to agreed limit of £100

**Responsibility for Human Resources**

* Individual responsibility for ensuring attendance at mandatory training
* Individual responsibility to comply with Trust appraisal processes and a commitment to continuous professional development
* Supporting the training and supervising of new staff, pre-registration students, NVQ candidates, work experience students, support workers, formal and informal carers
* Individual responsibility for ensuring attendance at mandatory training updates

**Responsibility for Information Resources**

* Accurately completing and maintaining effective patient records including addressing confidentiality issues
* Competing activity data using Trust agreed data collection sets
* A requirement to use basic IT Systems eg email

**Responsibility for Research and Development**

* To take a supporting role in collecting audit information
* Make recommendations for and support change within the service

**Freedom to Act**

* Post Holder works unsupervised in person’s place of residence.
* Requirement to make decisions on when to contact health professional or Intermediate Care Services Co-ordination centre during shift in relation to patient care/condition
* Can identify through risk assessment when to escalate to healthcare professionals/registrants
* Supervision and support is usually available during the shift
* Acts on own initiative delivering patient care in the hospital and the community, under the supervision of the Pathfinder Clinicians.

**Physical Effort**

* Frequent requirement for moving and handling of patients as per Trust Procedures.
* Frequent requirement to use moving and handling equipment when caring for individuals.
* Driving to patient/clients within own community area and occasionally may be required to drive across the Eastern Devon area including very rural areas
* Daily work involves frequent driving, sitting/standing, and walking, moving equipment, manual handling in restricted positions.

**Mental Effort**

* Lone worker working in people’s place of residence
* Frequently required to concentrate to complete accurate and appropriate patient records or when delivering patient care; work pattern is unpredictable and subject to interruption eg calls being prioritised
* Requirement to concentrate to use IT
* Instigate emergency procedures i.e. finding a collapsed patient and commencing basic life support.
* Accurately completing and maintaining effective patient’s records including addressing confidentiality issues.
* Work pattern is unpredictable and subject to interruption i.e. calls being prioritised, other work colleagues, family /patient/ carers needs

**Emotional Effort**

* Dealing with confused patients, patients who have mental health problems, learning disabilities or challenging behaviour
* Caring for patients with terminal illness, chronic conditions and their families, carers and friends.
* Dealing with emotional situations where patients and /or their carers may be under high levels of stress.

**Working Conditions**

* Occasional adverse working environmental conditions in patients’ homes e.g. smoking, patients’ personal living conditions
* Dealing with pets/animals in the home
* Poorly heated houses
* Dealing with driving conditions in all weathers both day and night
* Very occasionally aggressive behaviour from patient/client/carer
* Frequent contact with
* Body fluids eg faeces, vomit
* Smells
* Infections
* Dust
* Occasional exposure to unpleasant working environment
* Driving Hazards

**Other Responsibilities:**

* To take part in regular performance appraisal
* Keep up to date with strategic developments within the NHS and employment law, translating the effect on HR and take personal responsibility for ensuring personal development plan is achieved and updated on a regular basis
* To undertake any training required in order to maintain competency including mandatory training, i.e. Fire, Manual Handling
* To contribute to and work within a safe working environment
* The post holder is 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

**THE TRUST – Vision and Values**

Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision, we expect all our staff to uphold our Trust values. Our Trust values are:

Compassion

Inclusion

Integrity

Empowerment

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 pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

### 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.

The RDUH is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462.

**PERSON SPECIFICATION**

**POST: Pathfinder Urgent Care and Frailty Acute Hospital at Home Support Worker**

**BAND: 3**

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| --- | --- | --- |
| **REQUIREMENTS** | **At**  **Recruitment** | **At PDR** |
| **QUALIFICATIONS / TRAINING**  Maths and English to GCSE or equivalent  NVQ3 or Diploma Level 3 in Health & Social Care or equivalent qualification and care experience.  Completion of the Care Certificate programme provided by the Trust within required timescales.  Willingness to undertake additional training for the role  Demonstrate evidence of own competence and continuous personal and clinical (where appropriate) development.  Basic IT Skills – Microsoft Office and Email  Basic Food Hygiene Certificate  Full Driving Licence and ability to drive to all areas of North Devon on a daily basis. | E  E  E  E  E  E  E  D  E  E | E  E  E  E  E  E  E  D  E  E |
| **KNOWLEDGE / SKILLS/EXPERIENCE**  Experience of working in a community setting (e.g. patients place of residence)  Previous experience in a health or social care setting  Experience of working with adults and the older patient  Demonstrate commitment and interest in caring for the older patient  Understand the need for confidentiality  Able to cope with the needs of dying patients and death  Core IT skills  Health, safety and risk awareness | D  E  E  E  E  E  E  E | D  E  E  E  E  E  E  E |
| **PERSONAL ATTRIBUTES**  Excellent communication skills – verbal and non-verbal.  Be able to communicate effectively with all types of people including challenging behaviour  Ability to deal sensitively with patients  Have a calm disposition  Have a positive and cheerful disposition and an awareness of own strengths and weaknesses  Enjoy challenging work  Ability to identify problems and deal with effectively  Able to effectively work as a team member  Ability to prioritise work and manage own caseload of assigned tasks.  Ability to identify own strength and limitations  Ability to work in isolation  Effective communication, interpersonal skills both written and oral | E  E  E  E  E  E  E  E  E  E  E  E | E  E  E  E  E  E  E  E  E  E  E  E |
| **OTHER REQUIREMENTS:**  Be aware of and adhere to the Trust’s vision and values.  Hold a driver’s licence and have access to a car  Be able to work throughout the Northern Devon Area  Flexible working re working in a range of clinical settings and environments and shift patterns | E  E  E  E | E  E  E  E |

\* Essential/Desirable

\*\* Applicable to Line Managers Only

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| HAZARDS: | | | | | |
| Laboratory Specimens |  | Clinical contact with Patients |  | Dealing with violence & aggression of patients/relatives |  |
| Blood / Body Fluids |  | Dusty Environment |  | VDU Use (occasional) |  |
| Radiation / Lasers |  | Challenging Behaviour |  | Manual Handling |  |
| Solvents |  | Driving |  | Noise / Vibration |  |
| Respiratory Sensitizers |  | Food Handling |  | Working in isolation |  |
| Cytotoxic Drugs |  | Electrical work |  | Night Working |  |