

JOB DESCRIPTION

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| Job Title: | Clinical Support Worker (Higher Level) |
| Band: | 3 |
| Responsible To: | Occupational Therapist / Physiotherapist |
| Accountable To: | Therapy Team Lead/ Manager/Service Lead |
| Section/Department/Directorate: | Occupational Therapy and Physiotherapy Inpatient Department / Clinical Support and Specialist Services) |

Job Purpose:

- The post holder will be responsible for assisting the therapy staff in the screening, application and monitoring treatment programmes of delegated patients within a broad framework laid down by and as directed by the supervising therapist.
- The clinical support worker may not receive daily supervision and should be able to take some responsibility for their work and that of others
- To work within the multi-disciplinary team helping to ensure that the input is integrated in to the patients overall care and treatment plans

Context:

- Patients may have a wide range of disabilities: physical; cognitive; perceptual; mental health.
- They may have acute or chronic conditions and will be treated individually or in group settings.
- The Clinical Support Worker (Higher Level) will be based in the acute/community hospital.
- Work as a member of a team providing acute/community rehabilitation.

Budget

- To be responsible for the use of resources in the most efficient and effective way.
- To authorise spending on equipment from Community Equipment Store up to a value of £100 [2008] following authorisation training.

Flexible Working

As services evolve changes to working patterns maybe required.

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.

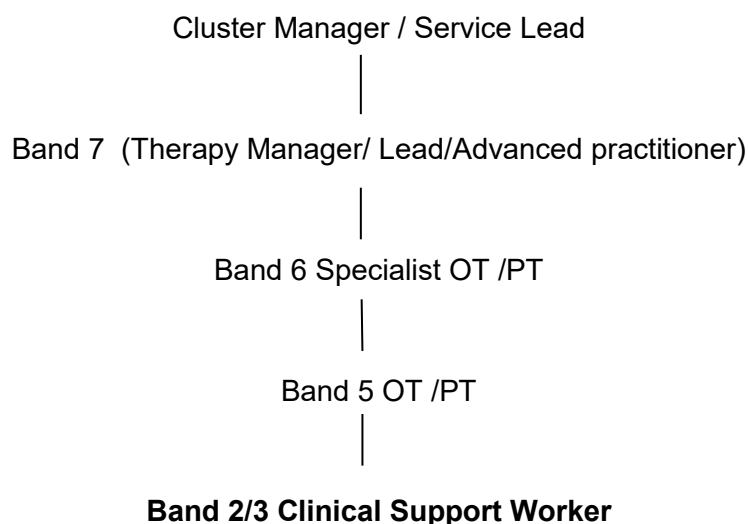
Key Working Relationships:

To establish effective communications amongst all staff within the service thus creating conditions conducive to good patient care.

| To work collaboratively with: | Frequent | As Required |
|---|----------|-------------|
| Clerical Staff | √ | |
| Cluster Manager, Service Lead or Team Lead | √ | |
| Community equipment store | | √ |
| Complex Care Teams | √ | |
| Consultants | | √ |
| GPs and other practice staff | | √ |
| Head of Physiotherapy and Occupational Therapy Services | | √ |
| NDHT staff at all levels | √ | |
| Nursing Staff /specialist nurses | √ | |
| Other specialist services | | √ |
| Patients, relatives and carers | √ | |
| Social Services | √ | |
| Voluntary agencies | | √ |

The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider Healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Organisational Chart (Operational Structure):



***Professional Lead OT/PT (community) provide professional leadership for community teams**

Key Result Areas/Principal Duties and Responsibilities

Some services will require post holders to work on weekend rotas, with instruction/support/guidance from the senior therapist on duty

Communication and Relationship Skills

- Form professional relationships with clients and communicate with them in a way that respects their views, autonomy and culture.
- Constructively manage barriers to effective communication.
- Instruct and guide individuals/groups of patients in therapeutic programmes and activities.
- Report effectively to the therapy team on patients' performance and progress.
- Communicate with other staff and agencies as appropriate in written and oral format to report on patient performance and progress.
- Attend meetings and feedback relevant information.
- Assist in obtaining valid patient consent and work within a legal framework with patients who lack capacity to consent to treatment.
- 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.
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Analytical and Judgement Skills

- Risk assess situation providing accurate feedback to the team as necessary eg in relation to lone working.
- Recognise the need for further advice, guidance and support as appropriate.
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Planning and Organisational Skills

- Exercise good personal time management, punctuality and consistent reliable attendance.
- Co-ordinate patient appointments.
- Manage a delegated caseload
- Organise therapy home visits as directed, to include liaison with patients, carers and transport services.
- Organise own day to day activity in liaison with the therapist.
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Physical Skills

- Core IT skills to maintain patient records, e-mail, order equipment etc
- Measure patients for equipment.
- Fit and adjust therapy equipment as appropriate.
- Therapeutic handling of patients (e.g. positioning, stair practice) demonstrating dexterity and co-ordination skills often with the need for prolonged physical effort.

Responsibility for Patient and Client Care

- Gather core information and contribute to the assessment of patients as requested by Registered Therapist.
- Implement, evaluate and modify therapy intervention as directed by the therapist.
- Be responsible for a delegated caseload following initial assessment by the therapist, carrying out interventions, including goal setting, outcomes, risk assessment and discharge.
- Monitor client's progress, taking account of their environment and adjust own clinical interventions accordingly.
- Follow the therapist's treatment plan and feedback on the client's progress and highlight need for re-assessment when needed.
- Contribute to delegated therapy assessments.
- Demonstrate an understanding of therapy and apply this using specific knowledge and skills
- Assess risk, and manage it effectively within clinical and community settings.
- Develop knowledge of therapy techniques appropriate to the setting and to clients with a wide range of conditions.
- Plan home visits and case conferences as directed by the therapist.
- Once a therapy programme is established, hand over patients as appropriate to other multidisciplinary team members / support staff teaching them new ways of working as needed.
- 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.

Responsibility for Policy and Service Development

- Keep up to date with relevant therapy Trust and Health and Social Care developments
- Participate in the planning, reviewing and development of therapy services.
- Report any incident/untoward incidents/near misses to self, patients or carers to the manager.
- Be aware of, and follow the Health and Safety at Work Act and local/national guidelines.
- Be aware of and follow the Trust policies and procedures.

Responsibility for Financial and Physical Resources

- Order equipment and resources as agreed or directed by the therapist.
- Ensure safe and efficient use of stock and equipment. Ensure equipment is checked appropriately. Report any equipment defects.
- Demonstrate and instruct on the use of equipment to ensure safety.
- Understand and apply eligibility criteria for services.

Responsibility for Human Resources

- Be prepared to share knowledge and experience both formally and informally.
- Take a flexible approach in supporting colleagues during times of caseload pressures.
- Participate in the training and induction of other staff/students as appropriate.
- Participate in supervision and appraisal process, identifying own areas of development & undertaking relevant activities to meet objectives set in Personal Development Plan.
- Teach therapy related skills and techniques to other support staff e.g. care home staff.
- Keep a record of own training and development.

Responsibility for Information Resources

- Contribute to the collection, maintenance and dissemination of information (written and electronic).
- Maintain accurate and complete patient records

Responsibility for Research and Development

- Contribute to any research and development being carried out in the area, collecting information and evidence as requested by the therapist.

Decision Making

- Adhere to professional and organisational standards of practice.
- Work alone at times in the therapy/ward environment and in the community, under the direction of the therapist and always with access to support and supervision.
- Modify intervention as needed depending on risk assessment, the situation and own skills and knowledge. Refer back to the therapist for support and advice ensuring that they are aware of any modifications made.
- Be aware of own limitations ensuring that no task or procedure is carried out until competent to carry out task safely.

Physical Effort

- Manually handle equipment (wheelchairs, health care equipment) and furniture frequently, following ergonomic risk assessment as per statutory training and service risk assessment.
- Ability to travel to other locations as required meeting time constraints.
- Treatment will necessitate working in restricted positions or limited space.
- Moving and handling of patients in relation to assessment, treatment and rehabilitation.

Mental Effort

- Work in an unpredictable pattern when required.
- Read and decipher patient information.
- Help patients to make appropriate choices.
- Help motivate patients.
- Have the ability to communicate with the appropriate response and manner to both patients and carers/family during emotional times.

Emotional Effort

- Work with patients who may have a poor/life limiting prognosis.
- Work with patients in the aftermath of bad news.
- Work with patients with mental health problems and occasional challenging behaviour.
- At times talk to relatives following a death.
- Work with relatives/carers in a supportive role.

Working Conditions

- Work in patient homes which can often involve hot/cold temperatures, cluttered and unhygienic environments.
- Frequent contact with body fluids, infection and unpleasant smells.

Some services will require post holders to work autonomously on weekend rotas.

GENERAL

This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to him or her. You will, therefore, be expected to participate fully in such discussions. It is the organisations' aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.

We are committed to serving our community. We aim to co-ordinate our services with secondary and acute care.

We aim to make all 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 will share our knowledge with neighbouring healthcare agencies and professionals.

We recruit competent staff whom 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.

The Trust operates a 'non smoking' policy. Employees are not able to smoke anywhere within the premises of the Trust or when outside on official business.

All employees must demonstrate a positive attitude to Trust equality policies and Equality Scheme. Employees must not discriminate on the grounds of sex, colour, race, ethnic or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect.

If the post holder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Equality Act 2010.

SAFEGUARDING

To be fully aware of and understand the duties and responsibilities arising from the Children's Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker's role within the organisation.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker's role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker's line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

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.

HEALTH AND SAFETY AT WORK

The employer will take all reasonably practical steps to ensure your health, safety and welfare while at work. You must familiarise yourself with the employer's Health & Safety policy, and its safety and fire rules. It is your legal duty to take care for your own health and safety as well as that of your colleagues.

INFECTION CONTROL - ROLE OF ALL STAFF

It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.

All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:

- Attending mandatory and role specific infection prevention education and training.
- Challenging poor infection prevention and control practices.
- Ensuring their own compliance with Trust Infection Prevention and Control policies and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents

CONFIDENTIALITY

You may not disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law. Any failure to comply with this term of your employment will be treated as an act of misconduct under the employer's disciplinary procedure.



JOB DESCRIPTION AGREEMENT

Job holder's Signature:

Date:

Manager's Signature:

Date:

PERSON SPECIFICATION

POST : Clinical Support Worker (Higher Level)

| REQUIREMENTS | E/ D* | HOW TESTED? Application Form/Interview/ Reference/Test | INTERVIEW COMMENTS | SCORE (1 Low – 10 High) |
|--|---|---|-----------------------|--------------------------------------|
| <p><u>QUALIFICATIONS/SPECIAL TRAINING :</u></p> <p>Maths and English to GCSE or equivalent</p> <p>NVQ level 3 or equivalent training or experience e.g. OT Technicians award, B Tech or equivalent</p> <p>Completion of the Care Certificate programme provided by NDHT within 12 weeks of commencing in post</p> <p>Willingness/commitment to undertake training.</p> | <p>E</p> <p>E</p> <p>E</p> <p>E</p> | | | |
| <p><u>KNOWLEDGE/SKILLS:</u></p> <p>Knowledge/ understanding of equipment for independence.</p> <p>Awareness of therapy techniques relevant to the setting.</p> <p>Knowledge of client conditions related to the setting.</p> <p>Understanding the need for professional conduct.</p> <p>Health, safety and risk awareness.</p> <p>Core IT skills.</p> <p>Competent listening and observation skills.</p> <p>Good communication skills, written and verbal.</p> | <p>D</p> <p>D</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> | | | |

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|--|-----------------------|------------------------|--|--|
| Positive interpersonal skills. | E | | | |
| Good co-ordination/organisational skills. | E | | | |
| <u>EXPERIENCE:</u> Experience of training others in technical skills/life skills. Experience of working in care or rehabilitation. | D E | | | |
| <u>PERSONAL REQUIREMENTS:</u> Ability to work single handed. Ability to work under pressure and with flexibility. Ability to work as part of a team. Ability to teach technical skills/life skills to clients. Able to contribute to the training of other staff/students. | E E E E E | | | |
| <u>OTHER REQUIREMENTS:</u> The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. Ability to travel to other locations as required meeting time constraints | E E | Interview Interview | | |

*Essential/Desirable

| HAZARDS : | | | | |
|---|--|--------------------------------|---|--|
| Laboratory Specimens Proteinacious Dusts | | Clinical contact with patients | √ | Performing Exposure Prone Invasive Procedures |

| | | | | | |
|-------------------------|---|-----------------------|---|----------------------|---|
| Blood/Body Fluids | √ | Dusty Environment | | VDU Use | √ |
| Radiation | | Challenging Behaviour | √ | Manual Handling | √ |
| Solvents | | Driving | √ | Noise | |
| Respiratory Sensitisers | | Food Handling | | Working in Isolation | √ |
| Cytotoxic drugs | | Night working | | | |