

JOB DESCRIPTION

JOB DETAILS	
Job Title	Support Worker (UCR)
Reports to	The direct line manager
Band	2
Department/Directorate	Urgent Community Response, Community

JOB PURPOSE
<p>The Support Worker will work as part of the Urgent Community Response team providing care to patients in their own home or care setting.</p> <p>The post holder will contribute to the delivery of planned care under delegation and direction of the registered professional, and will provide advice and information to patients, relatives and carers under delegation and direction of the registered professional.</p> <p>To practice in accordance of Trust standards and policies and to work within the boundaries of their role and individual competence.</p> <p>The UCR service operates between 7:30am and 10:00pm over 7 days. The post holder will be required to work flexibly.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> • To provide direct patient centred care in accordance with patient needs and in line with Trust policies. • To establish and maintain good interpersonal skills. 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, pain assessment tool, non-verbal signs of deterioration and know how to urgently escalate concerns appropriately. • To work independently or as part of a team to plan your own workload, prioritising the personal care needs of the patients in your care. • To be able to assist a patient at risk of harm, such as pressure damage, and risk of falls by following the risk assessment and individualised care plan/rehabilitation plan. You will also be expected to report any changes in condition that may impact the patient, via the 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. • 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 work within your own capabilities and demonstrate a personal duty of care, using any resources, valuables, ordering clinical supplies, when using any equipment such as hoists, examination trolleys and wheelchairs. • The postholder will receive training on how to accurately record information, such as 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/rehabilitation plans. • To act as the patient's advocate in safeguarding patients from harm using the patient's information, such as falls prevention and pressure damage prevention. • To act accordingly if concerned or made aware of any incidents/concerns or harm such as safeguarding concerns, reporting incidents using the incident reporting system.

- Physical effort of long periods of time standing/walking. Periods of intense effort supporting the moving and handling procedure, moving wheelchairs, beds and trolleys and restraining patients, if trained to do so.
- Long periods of concentration when required for clinical interventions and interactions with patients and other multi-disciplinary team members. Variances in shift patterns and unpredictability of working environment and the requirement to concentrate and respond effectively to emergency situations.
- The emotional impact of caring for individuals, empathising, empowering and acting as an advocate for the patient. Regular exposure to distressing or upsetting circumstances and supporting patients during these times and through chronic illness, terminal illness, challenging and aggressive behaviours and leading up to and during an individual's death.
- Frequent exposure to hazards, such as physical, challenging or aggressive behaviours and unpleasant conditions such as working with body odours and bodily fluids, soiled linen and specimen collection.

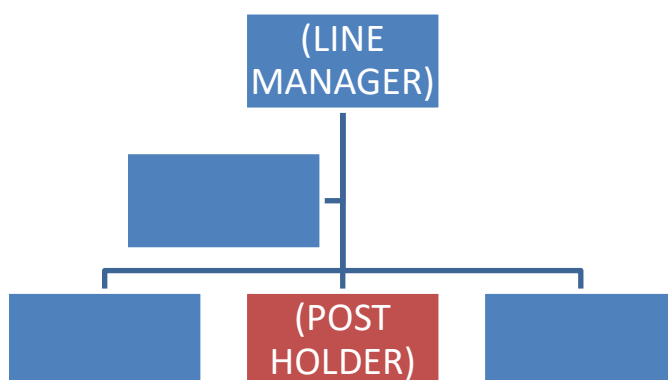
KEY WORKING RELATIONSHIPS

The post holder is required to deal effectively with staff of all levels throughout the Trust when they encounter them 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 Trust	External to Trust
<ul style="list-style-type: none"> • Community teams: UCR, CRT, CNs and PEs • Allied Health Professionals • Doctors of all grades • Registered Nurses • Nursing support staff • Domestic and housekeeping staff • Administrative staff • Facilities and estates staff • Learning and development team 	<ul style="list-style-type: none"> • Social care providers/agencies • Patients, relatives and carers • Care/nursing home staff • Agencies and other providers

ORGANISATIONAL CHART



FREEDOM TO ACT

The postholder will work under the direct supervision of a registered Professional in line with Trust Policies and Standard Operating Procedures.

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

Responsible for taking decisions alone 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 address communication barriers. They should demonstrate the interpersonal skills that demonstrate empathy, compassion, courtesy, respect and trust.

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.

Escalate concerns to patient health or welfare directly to team clinician to ensure speed of response if further action required.

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

ANALYTICAL/JUDGEMENTAL SKILLS

The postholder will exercise personal responsibility and work independently within defined parameters of practice and their scope of competence, taking the initiative in a variety of situations and performing a range of tasks, consistent with their role, responsibilities and professional values.

Understands signs of a 'deteriorating patient' and risks to patient, feeding back or escalating concerns.

Risk assess situations providing accurate feedback to the team as necessary e.g. 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 no-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.

PLANNING/ORGANISATIONAL SKILLS

The postholder will be responsible for working in an effective and organised manner, prioritising the needs of their patients, 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.

PATIENT/CLIENT CARE

The postholder will be in continual direct contact with patients, providing care, 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.

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.

Be able to 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.

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. Participate in audit activity undertaken in area of practice.

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

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, non-stock requisition and sourcing individualised resources through procurement.

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

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

Understands the importance of role modelling and participates in induction of colleagues as appropriate to the postholders' competency.

Complete and maintain competencies for role.

INFORMATION RESOURCES

The postholder will be expected to develop skills to maintain professional standards of record keeping. They should follow all information governance guidance and policies, maintain confidentiality as outlined within Trust policies.

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 (e.g. NEWS2 equipment, manual handling aids).

PHYSICAL EFFORT

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

Frequent and moderate effort for several short periods will be required when undertaking moving and handling of individuals and equipment, in line with organisational guidelines.

Be able to 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.

MENTAL EFFORT

The postholder may be required to work a variety of shift patterns (role dependant), in line with the Roster policy. This may include weekend and Bank holiday working.

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

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.

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 busy and potentially noisy environment and 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 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.

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

You are expected to comply with Trust Infection Control Policies and conduct themselves at all times in such a manner as to minimise the risk of healthcare associated infection

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.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Support worker (UCR)
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
<ul style="list-style-type: none"> English and Mathematics at GCSE grade D / 3 or level 1 functional skills, or equivalent relevant experience 	E	
<ul style="list-style-type: none"> Care certificate 		D
<ul style="list-style-type: none"> Level 2 healthcare qualification or equivalent 		D
KNOWLEDGE/SKILLS		
<ul style="list-style-type: none"> Basic computer/keyboard skills 	E	
<ul style="list-style-type: none"> Good interpersonal and communication skills 	E	
<ul style="list-style-type: none"> Understands the need for strict confidentiality 	E	
<ul style="list-style-type: none"> Able to prioritise and organise work 	E	
<ul style="list-style-type: none"> Able to work under instruction, under pressure and as part of a team 	E	
<ul style="list-style-type: none"> Record keeping competency in handwritten and electronic records 	E	
EXPERIENCE		
<ul style="list-style-type: none"> Able to demonstrate a caring nature/ life experience 	E	
<ul style="list-style-type: none"> Previous experience in a care environment 		D
PERSONAL ATTRIBUTES		
<ul style="list-style-type: none"> Able to demonstrate empathy, sensitivity, and to adapt communication style to circumstances 	E	
<ul style="list-style-type: none"> Able to manage stress in themselves and others 	E	
<ul style="list-style-type: none"> Able to offer support at times of emotional distress 	E	
<ul style="list-style-type: none"> Willingness to undertake new skills 	E	
<ul style="list-style-type: none"> Physical ability to undertake demanding moving and handling tasks, maintaining work area hygiene and stock levels 	E	
OTHER REQUIREMENTS		
<ul style="list-style-type: none"> The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust 	E	
<ul style="list-style-type: none"> Ability to travel to other locations as required 	E	
<ul style="list-style-type: none"> Works well in a busy environment 	E	
<ul style="list-style-type: none"> Adaptable/ flexible 	E	
<ul style="list-style-type: none"> Good time keeping 	E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	Y				X
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	Y		X		
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	Y				X
Animals	Y			X	
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
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				
Other General Hazards/ Risks					
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