

JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | Response and Recovery Support Worker |
| **Reports to**  | Nurse Manager / Clinical Lead / Assistant Practitioners. |
| **Band**  | Band 3 |
| **Department/Directorate**  | Health and Social Care Community Division  |

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| **JOB PURPOSE**  |
| To provide short term care and support to people in the community with a focus on maximising independence, following a period of acute ill health or hospitalisation. Post holders will carry out their role as defined in care & reablement plans.Post holders will work under the guidance of Team Leaders and other professional staff, and ensure they follow both local and national policies and procedures. Post holders are to contribute with assessments of care needs and follow plans of care. Provides advice andinformation to patients, relatives and carers within the home environment or alternative caresetting.Develop skills to ensure that the cluster and practice population receive the appropriate careand treatment in their own preferred place of care enabling them to maximise theirindependence and optimise their quality of life.This role requires the ability to fulfil all spoken aspects of the role with confidence and fluency in English.**K** |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| Assist and promote patients’ independence in social and living skills through a variety of tasks such as mobility support, personal care (bathing, dressing/undressing), continence care, nutrition, and hydration monitoring (including accurate food/fluid charting where required).Support medication administration based on care plans pre-defined by registered clinicians, following training to ensure safe delivery.Perform specific clinical tasks once trained and deemed competent, including baseline observations, simple wound care, dressing management, and recognizing deteriorating health. Use clinical observations, early warning scores, and SBAR communication to escalate concerns appropriately.Follow care plans closely, applying observational skills to evaluate and adapt interventions in collaboration with patients to actively participate in their reablement.Contribute to assessing care needs and deliver care in accordance with community patient requirements, ensuring patients receive appropriate treatment in their preferred place of care to maximise independence and quality of life.Provide advice and support to patients, relatives, and carers within the home or alternative care settingsTake responsibility for decision-making and actions within the scope of delegated duties, maintaining a high standard of patient care at all times. |
| **KEY WORKING RELATIONSHIPS**  |
| The post holder is required to deal effectively with staff of all levels throughout the Trust 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:

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| **Internal to the Trust**  | **External to the Trust**  |
| * Therapy Manager and Community Rehabilitation Teams
* Urgent Community Response Team Manager and Teams.
* Hospital Discharge Team
* Single Point of Access
 | * Patient/ client, family and carers
* GPs and other members of the primary health teams
* Palliative care team.
* Safeguarding team.
* Practice Plus (OOH’s GP provider).
* South West Ambulance Service (SWAST).
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| **ORGANISATIONAL CHART**  |
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| **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. The Post Holder to be supplied with mobile telephones and lone working devices for work purposes and be expected to abide by local policy.To maintain and Preserve confidentiality at all times, and be aware of the Data Protection Act, Access to Health Records and Consent for Treatment.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 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 noncomplex 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**  |
| Assist and promote independent social and living skills including the provision of a range of tasks, for example: involving assistance with mobility, personal care, bathing, dressing/undressing; continence, nutrition, hydration and prompting, monitoring and administration of medication where required, in line with local policies. Therapeutic moving & handling skills – often with the need for prolonged physical effort. Will include frequent use of wide range of moving & handling equipment. To undertake specific clinical tasks as delegated once undertaken relevant training and deemed competent. These will include baseline observations and investigations, simple wound care and like for like dressings management. To be able to recognise deteriorating physical health, use clinical/physiological observations to assist in assessment and escalate using early warning score and SBAR as required.To be able to follow goal plans and use observational skills to evaluate and modify interventions in order to participate in the reablement of people, engaging them as an active part of the process. To be able to fit and adjust community equipment to people and their environment.To feedback to team or clinical leads any outcomes, concerns, progress, deterioration with regard to the achievement of the set goals.Maintain service user records in individual service users’ homes, including the completion of goal plan documentation, and where required using electronic devices and media.To understand the implications of the Mental Capacity Act and acts to assess capacity as appropriateOnly undertake work which is within own competence and to identify any work required to be undertaken by more senior staff. To seek advice and supervision from Team or Clinical Lead as necessary to ensure appropriate patient management and care. |
| **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. In exceptional circumstances the post holder will support financial independence with the service user and this may involve the handling of cash, cheques and financial information belonging to the service user. This should only be done after discussions with either R&R Nurse Manager, Clinical Lead, UCR or OOH’s nursing team.  |
| **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**  |
| To actively promote and collect patients, relatives and carer feedback of the community services, tohelp facilitate learning and improvement.To participate in relevant audits. |
| **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** |
| Moderate to intense physical effort on a daily basis. Moving and handling of people in relation to assessment, treatment and rehabilitation. Pushing wheelchairs and use of whole range of moving & handling equipment. Will also involve static postures, standing and kneeling. To include moving & positioning of inert limbs or repositioning of unconscious people.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.Service user support requirements will necessitate working in restricted positions or limited space.Daily work involves frequent driving, sitting/standing, and walking. |
| **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 is 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.Undertake any training required in order to maintain competency including mandatory training, e.g. Manual HandlingContribute to and work within a safe working environment You are 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 infectionAs 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 (DSE) if appropriate to role.
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| **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

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| **Job Title** | Response and Recovery Support Worker |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**English and Mathematics at GCSE grade A-C (9-4) or level 2 functional skills A full practice-based level 3 qualification OR equivalent experience Care certificate Basic Food Hygiene Certificate Willingness/commitment to undertake training and update competencies  There is an expectation of a commitment to complete of the Care Certificate programme provided by the Trust within required timescale.  | EE | D   D   D   D |
| **KNOWLEDGE/SKILLS**Basic computer/keyboard skills Fine motor skills Healthcare competencies appropriate to area of work Good interpersonal and communication skills Understands the need for strict confidentiality Working knowledge of complex care needs of some families including Safeguarding Children & Adults, Domestic Abuse and Mental Health Able to prioritise and organise work Able to work under instruction, under pressure and as part of a team. Record keeping competency in handwritten and electronic records. Must be willing to gain knowledge and understanding of specific equipment related to the role. Knowledge and understanding of equipment for independence  |   E E  E E   E E E  |     D   D     D  D  |
| **EXPERIENCE** Previous experience in a care environment Able to demonstrate a caring nature/ life experience. Experience of working in a team and able to use own initiative |    E   |   D  D  |
| **PERSONAL ATTRIBUTES** Able to demonstrate empathy, sensitivity, and to adapt communication style to circumstances. Able to manage stress in themselves and others. Able to offer support at times of emotional distress. Willingness to undertake new skills Physical ability to undertake demanding moving and handling tasks, maintaining ward hygiene and stock levels. Ability to lone work and as part of a team Empathetic approach with vulnerable patients | EEEEEE |  |
| **OTHER REQUIREMENTS** The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust Be willing to work throughout the Cluster, Division and Trust according to service need. Flexible working regarding working in a range of clinical settings, environments and shift patterns. Ability to travel between visits within the locality meeting time restraints.Holds a valid driving licence, access to road worthy vehicle with appropriate insurances for use of vehicle for work purposes. Be flexible to work on occasion throughout allocated RDUH NHS Healthcare Foundation Trust sites  | E  E E E   E  |  |

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|  | **FREQUENCY****(Rare/ Occasional/ Moderate/ Frequent)** |
| **WORKING CONDITIONS/HAZARDS** | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** |  |  |  |  |
| Laboratory specimens | N |  |  |  | x |
| Contact with patients | Y |  |  |  |  |
| Exposure Prone Procedures | Y |  | x |  |  |
| Blood/body fluids | Y |  |  |  | x |
| Laboratory specimens | Y |  |  |  | x |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| 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 |  |  | x |  |
| Animals | Y |  |  | x | x |
| Cytotoxic drugs | N |  | x |  |  |
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| **Risks requiring Other Health Surveillance** |  |  |  |  |
| Radiation (>6mSv) | N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | Y |  | x |  |  |
| Noise (over 80dBA) | N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
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| **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 | Y |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort  | Y |  |  |  | x |
| Mental Effort  | Y |  |  |  | x |
| Emotional Effort  | Y |  |  |  | x |
| Working in isolation | Y |  |  |  | x |
| Challenging behaviour | Y |  |  |  | x |