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***“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”***

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| **JOB DETAILS** | |
| **Job Title** | Rehab Support Worker |
| **Reports to** | Occupational Therapist / Physiotherapist |
| **Band** | 3 |
| **Department/Directorate** | Medical Division |

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| **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 will be based in the acute hospital * Work as a member of a team providing acute/community rehabilitation | |
| **KEY WORKING RELATIONSHIPS** |  |
| To establish effective communications amongst all staff within the service thus creating conditions conductive to good patient care   * 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, typed 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 multidisciplinary meetings and case conferences helping to ensure that there is an integrated approach which benefits the patients overall care and discharge plans | |
| **ORGANISATIONAL CHART** | |
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| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** | |
| * 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. * He/she will be flexible to support their colleagues in ensuring safe and timely discharge * The post-holder is responsible for his/her own workload within the designated clinical area. * To actively assist in the smooth running of the service throughout the RD&E NHS | |
| **COMMUNICATION/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 multidisciplinary meetings and case conferences helping to ensure that there is an integrated approach which benefits the patients overall care and discharge plans. | |
| **ANALYTICAL/JUDGEMENTAL SKILLS** | |
| * Risk assess situation providing accurate feedback to the team as necessary e.g. in relation to lone working. * Recognise the need for further advice, guidance and support as appropriate | |
| **PLANNING/ORGANISATIONAL SKILLS** | |
| * Exercise good personal time management, punctuality and consistent reliable attendance * Coordinate 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. | |
| **PHYSICAL SKILLS** | |
| * Core IT skills to maintain patient records, email, 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 coordination skills often with the need for prolonged physical effort | |
| **PATIENT/CLIENT CARE** | |
| * To undertake initial assessments of patients on Acute Care of the Elderly (ACE) on Wynard Acute Medical Unit (AMU) / Medical Triage Unit (MTU) / Emergency Department (ED) as appropriate or refer back to qualified staff as appropriate * 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, carrying out interventions, including goal setting, outcome, risk assessment and discharge. * Be responsible for a delegated caseload as directed by the therapist, carrying out interventions, including goal setting, outcomes, risk assessment and discharge. * Monitor clients progress, taking account of their environment and adjust own clinical interventions accordingly. * Follow the therapist’s treatment plan and feedback on the clients 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. | |
| **POLICY/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 | |
| **FINANCIAL/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 | |
| **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 and 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 | |
| **INFORMATION RESOURCES** | |
| * Contribute to the collection, maintenance and dissemination of information (written and electronic). * Maintain accurate and complete patient records | |
| **RESEARCH AND DEVELOPMENT** | |
| * Contribute to any research and development being carried out in the area, collecting information and evidence as requested by the therapist. | |
| **FREEDOM TO ACT** | |
| * He/she will provide support to other wards as necessary within the medical directorate * 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 the 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. | |
| **OTHER RESPONSIBILITIES** | |
| **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 time 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.   To take part in regular performance appraisal.  To undertake any training required in order to maintain competency including mandatory training, e.g. 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  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. | |
| **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:  Honesty, Openness & Integrity  Fairness,  Inclusion & Collaboration  Respect & Dignity  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 RD&E 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.  **Flexible Working**   * As services evolve changes to working patterns maybe required including weekends and bank holidays   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. | |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Maths and English to GCSE or equivalent  NVQ level 3 or equivalent training or experience e.g. OT Technicians award, B Tech or equivalent  Willingness/commitment to undertake training | **E**  **E**  **E** | D |
| **EXPERIENCE:**  Experience of training others in technical skills/life skills  Experience of working in care or rehabilitation  Knowledge/understanding of equipment for independence.  Awareness of therapy techniques relevant to the setting  Knowledge of client conditions related to the setting  Understanding the need for professional conduct  Health, safety and risk awareness  Core IT skills  Competent listening and observation skills  Good communication skills, written and verbal  Positive interpersonal skills  Good coordination/organisational skills | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** |  |
| **PERSONAL ATTRIBUTES**  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** |  |
| **OTHER REQUIREMENTS:**  Enthusiastic towards post  Evidence of flexible approach.  Ability to work flexibly over 7 days including bank holidays and weekends  Computer literate  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**  **E**  **E** | **D** |

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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 | Y/N | Y |  |  |  |
| Contact with patients | Y/N |  |  |  | Y |
| Exposure Prone Procedures | Y/N | Y |  |  |  |
| Blood/body fluids | Y/N |  |  |  | Y |
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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) | Y/N |  |  |  |  |
| Respiratory sensitisers (e.g. isocyanates) | Y/N |  |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | Y/N |  |  |  | Y |
| Animals | Y/N |  |  |  |  |
| Cytotoxic drugs | Y/N |  |  |  |  |
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| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | Y/N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | Y/N |  |  |  |  |
| Dusty environment (>4mg/m3) | Y/N | Y |  |  |  |
| Noise (over 80dBA) | Y/N | Y |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | Y/N |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y/N |  |  |  | Y |
| Heavy manual handling (>10kg) | Y/N |  |  |  | Y |
| Driving | Y/N | Y |  |  |  |
| Food handling | Y/N |  |  | Y |  |
| Night working | Y/N | Y |  |  |  |
| Electrical work | Y/N |  |  |  |  |
| Physical Effort | Y/N |  |  |  | Y |
| Mental Effort | Y/N |  |  |  | Y |
| Emotional Effort | Y/N |  |  | Y |  |
| Working in isolation | Y/N |  |  | Y |  |
| Challenging behaviour | Y/N |  | Y | Y |  |