

JOB DESCRIPTION

JOB DETAILS	
Job Title	Response & Recovery Community Senior Support Worker
Reports to	The direct line manager
Band	Band 3
Department/Directorate	Community Division

JOB PURPOSE
- The post holder will work as part of the response and recovery team providing therapeutic and clinical interventions to patients in the community setting - Work under the direction of the registered professionals, to deliver safe, effective care to the cluster/General Practitioners (GP) practice populations - Develop skills to ensure that the cluster and practice population receive the appropriate care and treatment in their own preferred place of care enabling them to maximise their independence and optimise their quality of life. - Contributes to assessment of care needs and follows treatment plans. Provides advice and information to patients, relatives and carers within the home environment or alternative care setting. - Records and documents interventions and changes to the patient's clinical condition. - To practice in accordance of Trust standards and policies and to work within the boundaries of their role and individual competence

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
- To support the registered practitioner in patient care delivery by undertaking a range of delegated clinical care duties - 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. - To work independently or as part of a team to plan your own workload, prioritising the clinical needs of the patients in your care - To have a flexible approach to working as patient care demands to include working within different environments e.g. care homes, patient homes, clinics and in-reach following patient safety guidelines/risk assessments. - To be responsible for their own decision making and actions. - 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, supporting informed decision making/risk taking. - To undertake training in order to undertake clinical interventions effectively and remain competent to practice these interventions, following assessment and completion of clinical competency. - 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 undertake a range of clinical interventions and to demonstrate accurate physical skills with the use of relevant equipment, obtained through training and practice.

JM0710b – based off - JM0710A AHP support worker UCR, formally matched 17/06/2024. Updated by JE Team 30.03.2026
Reviewed & approved by JE 17/09/2026

- 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. 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 adhere to them in line with Trust requirements.
- 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.
- Contributes to assessment of care needs and follows plans of care.
- Provides advice to clients and patients relatives and carers within the home environment or alternate care setting.
- 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.
- To provide support and supervision to new or less experienced staff by demonstrating and teaching safe practice and explaining supplementary tasks which need completing in the department, such as daily cleaning of environment and equipment, quality control checks on equipment, audits or other works to maintain standards, stocking of equipment, organising the clinical environment.
- Accurately record information, 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 and care 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.
- 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.

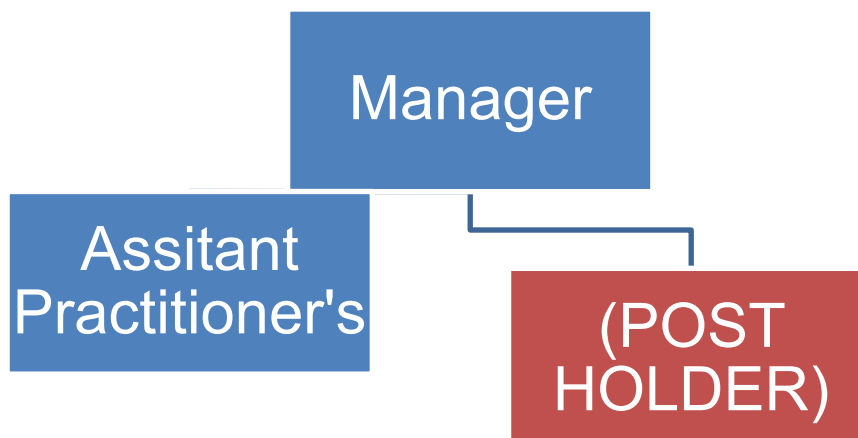
KEY WORKING RELATIONSHIPS

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter 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
• Allied Health Professionals • Registered Nurses • Nursing support staff • Doctors of all grades • Domestic and housekeeping staff • Administrative staff • Facilities and estates staff • Learning and development team	• Social care providers/agencies • Patients, relatives and carers • Care/nursing home staff • General Practitioners • Other members primary care • Agencies and other providers

ORGANISATIONAL CHART



FREEDOM TO ACT

The postholder will work autonomously, in line with Trust Policies and Standard Operating Procedures under the direction of the designated HCPC Registered Allied Health Professional.

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

Work will be prioritised work according to time scales required considering any clinical risks.

Work within organisational Policies, Procedures and Standard Operational Procedures (SOP) and knowledge of where to reference these.

Is 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 recognising the individual's right to privacy and choice.

Effectively communicates information relating to patient's health and treatment. Utilises interpersonal skills, with support from the registered practitioner to support patients, relatives and carers in the decision-making process regarding their care.

Ensure clear, concise, accurate and legible records and all communication is maintained in relation to care delivered, adhering to local and national guidance.

Awareness of different communication needs of patients, carers and relatives.

Ensure all patient related information is treated sensitively and adhere to the principals of confidentiality at all times.

The postholder should be able to challenge constructively within the multidisciplinary team, in an

appropriate and professional manner, whilst acting as the patients advocate.

Contribute to MDT and PSH meetings as a feedback method to clinicians.

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

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 clinical interventions, consistent with their role, responsibilities and values.

Understanding the 'deteriorating patient' and risks to patient, feeding back or escalating concerns.

Risk assess situations providing accurate feedback to the team as necessary eg 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 clinical 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 professional and following the individual patient's care plan.

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 direct contact with patients, performing clinical interventions and supporting the health and wellbeing 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/treatment plan.

The post holder will;

- Implement clinical treatment packages related to their clinical skills.
- Demonstrate own clinical competence developed through continual professional development, reflective practice and maintenance of clinical competencies.
- Work pattern may require a schedule of patient visits with frequent concentration for treating and interacting with patients/carers etc. The workload is unpredictable and subject to change and interruption i.e. calls being re-prioritised, interactions with work colleagues, family/patients/carers needs.
- Contributes to holistic assessments of patients.
- Develop skills to recognise risk factors to staff, patients and carers within the healthcare setting.

- Report any untoward incidents, complaints and clinical emergencies to the appropriate professional within an appropriate time frame.
- 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.
- Assist in the collection and appropriate management of specimens.
- Develop knowledge of therapy techniques appropriate to the setting and for clients with a wide range of conditions.
- Be able to order, 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:

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

FINANCIAL/PHYSICAL RESOURCES

Ensure the efficient use of resources.

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.

Assessing and ordering equipment needs to support patients within the home setting.

The postholder will monitor stock levels within department

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.

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.

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

Understands 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 systems.

Participate in supervision and annual appraisal with a registered professional to support professional development.

Individual responsibility to complete mandatory training in line with electronic staff record.

Supports the registered professionals with Health and Wellbeing activities in the team e.g. act as a Health and wellbeing champion for the team.

To support other teams/areas where clinical risk has been identified

INFORMATION RESOURCES

Recording, storing and providing information in relation to patient records following GDPR guidance.

Accurately completing and maintaining effective patient's records, both written and electronically.

Completing electronic patient activity effectively to facilitate data collection.

Recording and storing information on relevant IT systems.

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.

The postholder will need to demonstrate keyboard skills to support their own learning 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

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

Driving, including flexibility of moving between environments.

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

Manual handling of patients working within the confines of the patient's home.

Ability to work a shift pattern over a 24hr period where the service requires. This may include weekend and bank holiday working.

MENTAL EFFORT

The postholder may be required to work a variety of irregular shift patterns (role dependant), in line with the Roster policy.

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.

Ability to be resilient to the predictable and unpredictability of the workload

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

Working with patients with mental health, learning disabilities and challenging behaviour

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 work with patients who make unwise choices and 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.

Potential contact with:

- Body fluids e.g. faeces, vomit
- Smells
- Infections
- Dust
- Frequent contact with adverse weather conditions whilst out in the community
- Pets belonging to service users

Lone working in people's place of residence

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.

JM0710b – based off - JM0710A AHP support worker UCR, formally matched 17/06/2024. Updated

by JE Team 30.03.2026

Reviewed & approved by JE 17/09/2026

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 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.

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	Response & Recovery Community Senior Support Worker
------------------	---

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
English and Mathematics at GCSE Grade 4-9 (A-C). OR functional skills Level 2.	X	
A full L3 qualification/apprenticeship such as the senior healthcare support worker apprenticeship (or other L3 qualification pathway) or equivalent experience OR 3 A levels OR Health and Science T-level	X	
KNOWLEDGE/SKILLS • Basic computer/keyboard skills. • Fine motor skills – for clinical tasks • 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 • Complete and maintain competencies for role including Moving and Handling, Medication administration, pressure care, NEWS2 Observations, venepuncture	X X X X X X X X	X X
EXPERIENCE • Previous experience in a care environment or able to demonstrate a caring nature/ life experience	X	
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 and training • Physical ability to undertake demanding moving and handling tasks, maintaining ward hygiene and stock levels. • Able to work as a team member or independently • Ability to adapt behaviour to changing and challenging situations. • To be flexible, adaptable, reliable and punctual.	X X X X X X X X	
OTHER REQUIREMENTS	X	

JM0710b – based off - JM0710A AHP support worker UCR, formally matched 17/06/2024. Updated by JE Team 30.03.2026
Reviewed & approved by JE 17/09/2026

• The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. • Valid driving licence and use of a car • Be willing to work throughout the cluster, division and trust according to service need • Works well in a busy environment • Flexible working regarding working in a range of clinical settings, environments and shift patterns.	X X X X	
--	------------------	--

		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y				x
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)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	Y				
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