Royal Devon University Healthcare NHS Foundation Trust

JOB DESCRIPTION

JOB DETAILS	
Job Title	Senior Allied Health Professional (AHP) Support Worker – Trauma & Orthopaedics
Reports to	Head of Acute Physiotherapy & Occupational Therapy
Band	Band 3
Department/Directorate	(Physiotherapy & Occupational Therapy Department)

JOB PURPOSE

- The post holder will work as part of the Physiotherapy & Occupational Therapy team providing therapeutic and clinical interventions to patients in the inpatient Trauma & Orthopaedics (T&O) rehabilitation service.
- Work under the direction of the Allied Health Professionals, to deliver safe, effective care to the local population.
- Contributes to assessment of care needs and follows treatment plans. Provides advice and information to patients, relatives and carers within the hospital environment.
- 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
- Undertake rotational work within the department as/if required.

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
- 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. out-patient areas, clinics, wards and out-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, informed decision making/risk taking.
- To undertake training in order to perform clinical interventions effectively and remain competent to practice these interventions, all following assessment and completion of clinical competency. See attached clinical specific tasks associated with role.
- Assess a person's clinical condition, within the individual's scope of competence using tools specific to role 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.
- 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.
- Promoting independence with mobility and to maintain current function.

- 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.
- 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 trollies 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 clinical areas, 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

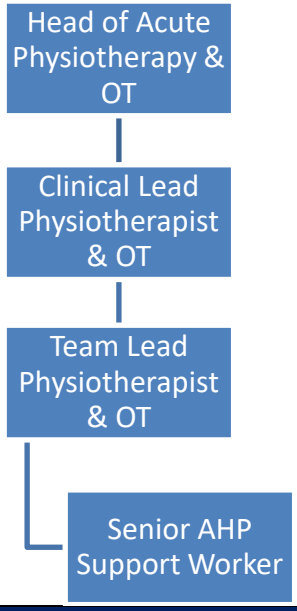
KEY WORKING RELATIONSHIPS

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 may 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 • Doctors of all grades • Registered Nurses • Nursing support staff • 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 • Agencies and other providers • General Practitioners • Other members of primary care

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.

Work alone at times in a variety of settings under the direction of the registered practitioner within the boundaries of existing competence with access always to support and supervision.

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.

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.

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

Act as a positive role model to portray a consistent professional image of the service.

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.

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

Understand the implications of the mental capacity act and act to assess capacity as appropriate

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 professional values.

Recognise the need for further advice, guidance and support as appropriate.

Assess patient's ability to perform the required examinations and record. Refer to guidelines or registered professional if the test is beyond the patient's abilities.
Report any incidence untoward instance complaints and near misses to self, patient's or carers to the appropriate professional within the stated time scales and record these on Datix.

Feedback any outcome/concerns with regard to the achievement of the set goals.

Undertake delegated risk assessments providing accurate feedback to the team as necessary e.g. in relation to lone working.

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 AHP and following the individual patient's care plan.

The postholder will monitor stock levels within department

Manage a delegated caseload.

Organise own day-to-day activity in liaison with registered staff.

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. Work within defined scope of practice
- Demonstrate own clinical competence developed through continual professional development, reflective practice and maintenance of clinical competencies.
- 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.

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 a hospital and home setting.

HUMAN RESOURCES

The post holder will:

- 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.
- Recognise and respect equality and diversity, demonstrating an inclusive approach in all environments.
- Understand the importance of role modelling and participates in the training and their own 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.
- Individually responsibility to complete mandatory training in line with electronic staff record.
- Support the registered professionals with Health and Wellbeing activities in the team e.g. act as a Health and wellbeing champion for the team.
- 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.

Ability to travel to meet the requirements of the post

PHYSICAL EFFORT

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

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

MENTAL EFFORT

The postholder may be required to work a variety of irregular 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.

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

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.

Support individuals, families and carers when faced with life changing diagnoses and through periods of end of life care.

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

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.

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	Allied Health Professional (AHP) Senior Support worker inpatient and outpatient

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.	X	
• Fine motor skills – for clinical tasks	X	
• Healthcare competencies appropriate to area of work		X
• Good interpersonal and communication skills.	X	
• Understands the need for strict confidentiality.	X	
• Working knowledge of complex care needs of some families including Safeguarding Children & Adults, Domestic Abuse and Mental Health.		X
• Able to prioritise and organise work.		X
• Able to work under instruction, under pressure and as part of a team.	X	
• Record keeping competency in handwritten and electronic records.	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.	X	
• Able to manage stress in themselves and others.	X	
• Able to offer support at times of emotional distress.	X	
• Willingness to undertake new skills and training	X	
• Physical ability to undertake demanding moving and handling tasks, maintaining ward hygiene and stock levels.	X	
• Able to work as a team member or independently	X	
• Ability to adapt behaviour to changing and challenging situations.	X	
• To be flexible, adaptable, reliable and punctual.	X	
OTHER REQUIREMENTS		
• The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	X	
• Ability to travel to other locations as required.	X	
• Works well in a busy environment	X	
• Must be able to work unsocial hours and have a flexible approach to work.	X	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent) R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	Y				F
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	Y				F
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)	Y		O		
Animals	N				
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			M	
Heavy manual handling (>10kg)	Y		O		
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y				F
Mental Effort	Y				F
Emotional Effort	Y				F
Working in isolation	N				
Challenging behaviour	Y		O		