

**JOB DESCRIPTION**

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

# Band: 3 - This post is subject to formal matching. The Band is

**confirmed but there may need to be some revision to the JD required in the future.**

**Responsible To: Team Leader**

**Accountable To: Team Leader**

# Section/Department/Directorate: Additional Clinical Services

**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, and contribute to the assessment process and ongoing monitoring and review of peoples goals.

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.

This role requires the ability to fulfil all spoken aspects of the role with confidence and fluency in English.

**Main duties and responsibilities:**

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.

To form professional relationships with people and communicate effectively with them, as well as with team members, families, carers and others. This will involve using a range of communication skills and the ability to manage any barriers to effective communication.

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 appropriate

Work within the Employer and Devon County Council policies and procedures for safeguarding adults.

To carry out any other duties which fall within the broad spirit and scope and purpose of the job description.

To have a working knowledge of local community resources and networks and be able to provide information and advice on how to access services that will benefit the health and wellbeing of individuals.

To contribute towards ensuring a safe working environment for self and others and report on situation of potential risk, working with local policies and procedures.

Only 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.

To be aware of, and act upon, local health and safety policies, including the prompt recording of any accident, incident, or other untoward event involving self, patients or other staff.

To contribute to service development and research activities. To contribute in audit and clinical governance activities.

Ensure awareness of and comply with Employers policies and procedures relating to Clinical Governance etc as required by the role, and ensure that their requirements, along with nationally recognised professional standards are incorporated within clinical practice. Ensure that the Employer’s Policies, Procedures and Standard Operating Procedures relating to patient care Health and Safety at Work are understood and implemented.

# Management and Leadership

* To manage your day following allocation of visits and be able to reprioritise when needed, and to work without direct supervision throughout the day.
* To participate in team meetings to develop effective communication within the team and to consolidate a cohesive and supportive team.
* To take a flexible approach to supporting colleagues in times of caseload pressure, including working with colleagues as directed to maintain support across the team within the resources available.

# Education

* Undertake completion of the Care Certificate and competencies as set out in the shared skills framework, in agreement with your line manager.
* To maintain your competencies through mandatory training and external training opportunities where appropriate.
* To participate in regular Supervision and appraisal in line with local policy and actively participate in personal development training needs.
* To support new and less experienced members of all disciplines, both formally and informally, including students and placements.

# Budget & Resources

* To be responsible for the use of resources in the most efficient and effective way, including the provision of short term services.
* To have delegated authority to order equipment from the Community Equipment Service up to £100 in value.
* 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.

# Contacts and relationships

* To ensure that patients are kept fully informed at all stages of intervention.
* To answer queries from relatives and other professionals as they arise, or provide contact details and/or advice regarding how queries can be resolved.
* To ensure detailed information is fed back to team leaders/supervisors regarding the persons progress and ongoing need for support. Due to the diverse and complex nature of the caseload, this may require the ability to communicate complex information to meet a range of levels in understanding, and to overcome such barriers as, e.g. hearing loss, cognitive impairment, dysphasia, pain, fear, social and cultural differences.
* Able to communicate the role and remit of the Service.
* 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.

# Effort - 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

Lone working for majority of shifts, work in an unpredictable pattern when required.

* Read and decipher service user information.
* Ability to motivate service users.
* Have the ability to communicate with the appropriate response and manner to both service users and carers/family during emotional times.
* Understanding of a range of procedures which are evidenced based; Community procedures, Clinical observations, Basic life support, Support implementing and evaluating patient care.
* Instigate emergency procedures i.e. finding a collapsed service user and commencing basic life support
* Work pattern is unpredictable and subject to interruption i.e. calls being prioritised, other work colleagues, family /service user/ carers needs.

# Emotional Effort

* Dealing with people and families undergoing major changes in their health and social position, and helping them come to terms with any impairments or disabilities.
* Be able to immediately respond to complaints/demands from distressed or anxious people, carers and other professionals
* Work with service users who may have a poor/life limiting prognosis.
* Work with service users in the aftermath of bad news or occasionally to relatives following a death, if this occurs in-between care visits.
* Work with service users with mental health problems and occasional challenging behaviour.
* Work with relatives/carers in a supportive role.

# Working Conditions

* Work in service users homes which can often involve hot/cold temperatures, cluttered and unhygienic environments, pets.
* Frequent contact with body fluids, infection, dust and unpleasant smells.
* Driving Hazards i.e. driving in all weathers and sometimes very rural areas.
* Risk of exposure to contagious conditions e.g. diarrhoea and vomiting.
* Transportation of samples in own vehicle.

**Organisational Chart:**



# GENERAL

This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to him or her. You will, therefore, be expected to participate fully in such discussions. It is the organisations' aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you. We are committed to serving our community. We aim to co-ordinate our services with secondary and acute care. We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighboring healthcare agencies and professionals. Each registrant is expected to evidence as part of their KSF review the clinical audit and service level review activity undertaken by them individually or as part of a team in relation to the services they deliver. This can include a wide range of activity from more formal clinical audit activity to more routine evaluation of clinic activity or undertaking service user feedback exercises. We recruit competent staff whom 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. The Trust operates a 'non smoking' policy. Employees are not able to smoke anywhere within the premises of the Trust or when outside on official business. All employees must demonstrate a positive attitude to The Trust equality policies and Equality Scheme. Employees must not discriminate on the grounds of sex, colour, race, ethnic or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect. If the post holder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Disability Discrimination Act.

# HEALTH AND SAFETY AT WORK

The employer will take all reasonably practical steps to ensure your health, safety and welfare while at work. You must familiarise yourself with the employer's Health & Safety policy, and its safety and fire rules. It is your legal duty to take care for your own health and safety as well as that of your colleagues.

# STAFF HEALTH AND WELLBEING

You must take responsibility for your workplace health and wellbeing:

* Be physically active at work (i.e. take breaks away from your desk, taking the stairs where possible)
* 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.

If you are a line manager, in addition to the above, it is expected you will:

Champion health and wellbeing.

* Encourage and support staff engagement in delivery of the service.
* Encourage staff to comment on development and delivery of the service.
* Ensure during 1:1’s / supervision with employees you always check how they are.

# INFECTION CONTROL - ROLE OF ALL STAFF

It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.

All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:

* Attending mandatory and role specific infection prevention education and training.
* Challenging poor infection prevention and control practices.
* Ensuring their own compliance with Trust Infection Prevention and Control policies and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents

# CONFIDENTIALITY

You may not process or disclose any information of a confidential or personal nature relating to the employer or in respect of which the employer has a duty of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law. Any failure to comply with this term of your employment will be treated as an act of misconduct under the employer’s disciplinary procedure.

# SAFEGUARDING

To be fully aware of and understand the duties and responsibilities arising from the Children’s Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker’s role within the organisation.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker’s role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker’s line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

Everyone within Northern Devon Healthcare 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. Northern Devon Healthcare Trust ensures that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted within the Trust and adhered to by all members of staff.

# JOB DESCRIPTION AGREEMENT

**Job holder’s Signature: .....................................................................................**

**Date: .....................................................................................**

**Manager’s Signature: ..................................................................................... Date: .....................................................................................**

**Person specification:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Attribute**  | **Essential**  | **Desirable**  | **Method of Assessment**  |
| Management of people  |   | Able to contribute to the training of other staff/students  |   |
| Experience  | * Experience of working in a caring environment
* Able to demonstrate an understanding of the rights of the Service User
* Able to demonstrate a commitment to working with

older adults * Able to demonstrate an understanding of health and safety and safeguarding issues
 | * Experience of working in community setting and lone working.
* Previous experience of working in a multi disciplinary

team * Experience of updating service users’ plans.
* Experience of working within and applying safeguarding adults procedures
* Experience of working with a rehabilitation ethos
* Experience of working with people at end of life
 |   |
| Practical Skills  | * Able to demonstrate a good level of literacy, numeracy, verbal and written skills, including record keeping skills.
* Demonstrate skills in written and spoken English, adequate to enable the post holder to carry out the role effectively
* Excellent Interpersonal and communication skills Able to communicate with individuals of varying levels of understanding
 | * Ability to assist service users in the activities of daily living

whilst promoting independence. * Knowledge/understanding of equipment used to promote independence.
* Ability to carry out safe practice when moving and handling users and equipment.
* Understanding of relevant health and safety legislation for moving and handling.
 |   |
| Communication  | Ability to fulfil all spoken aspects of the role with confidence and fluency in English  |   |   |
| Personal Qualities  | * Demonstrate a caring and compassionate attitude
* Demonstrate desire to ‘make a difference ‘ to help people regain their independence
* Ability to deal with sensitive issues with tact and diplomacy
 |   |   |
|  | * Ability to work as part of a team.
* Ability to teach technical skills/life skills to service users..
* Understand the need for confidentiality
* Be flexible, adaptable and reliable
 |  |  |
| Strategic Thinking  | * Ability to work single handed and use own initiative.
* Ability to work under pressure and with flexibility.
 |   |   |
| Technology / IT Skills  | Basic IT Skills – Microsoft Word, Outlook, Excel  |   |   |
| Education and Training  | Experience of personal care and/or clinical procedures, to NVQ3 level qualification OR equivalent knowledge  | * NVQ3 or QCF or Diploma Level 3 in Health & Social Care
* Basic Food Hygiene Certificate
 |   |
| Professional Registration  | *None*  | Certificate/ Registration  |
| Equal Opportunities  | Devon County Council and its staff seek to eliminate discrimination, advance equality and foster good relations.  | Demonstrate knowledge at Interview  |
| Physical  | Able to carry out the duties of the post with reasonable adjustments where necessary Ability to manoeuvre and handle service users and equipment in line with manual handling procedures Possible exposure to unpleasant sights, smells and environments  | OH1  |
| Emotional Effort  | Providing a caring, reassuring attitude towards unwell service users, their families and friends. Possibility of managing challenging behaviour (rarely) Ability to provide care and support to service users with acute, chronic and end of life conditions and their families and carers  |   |
| Mental Effort  | Time management Ability to safely manage lone working Able to work in new environments, often on a daily basis, building effective working relationships Working alongside other healthcare professional as part of a multi-disciplinary team  |   |
| Other relevant factors  | Commit and conform to DCC Customer Service Standards Ability to work flexibly including unsocial hours and shift patterns including weekends and Bank Holidays Able to travel to other locations as and when required The post holder must demonstrate a positive commitment to diversity and equality  |   |

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|  |  | **HAZARDS :**  |  |  |  |
| Laboratory Specimens Proteinacious Dusts  |   | Clinical contact with patients  | X  | Performing Exposure Prone Invasive Procedures  |   |
| Blood/Body Fluids  | X  | Dusty Environment  |   | VDU Use  | X |
| Radiation  |   | Challenging Behaviour  | X  | Manual Handling  | X |
| Solvents  | X  | Driving  |   | Noise  |   |
| Respiratory Sensitisers  | X  | Food Handling  |   | Working in Isolation  | X |
| Cytotoxic drugs  |   | Night working  |   |   |   |