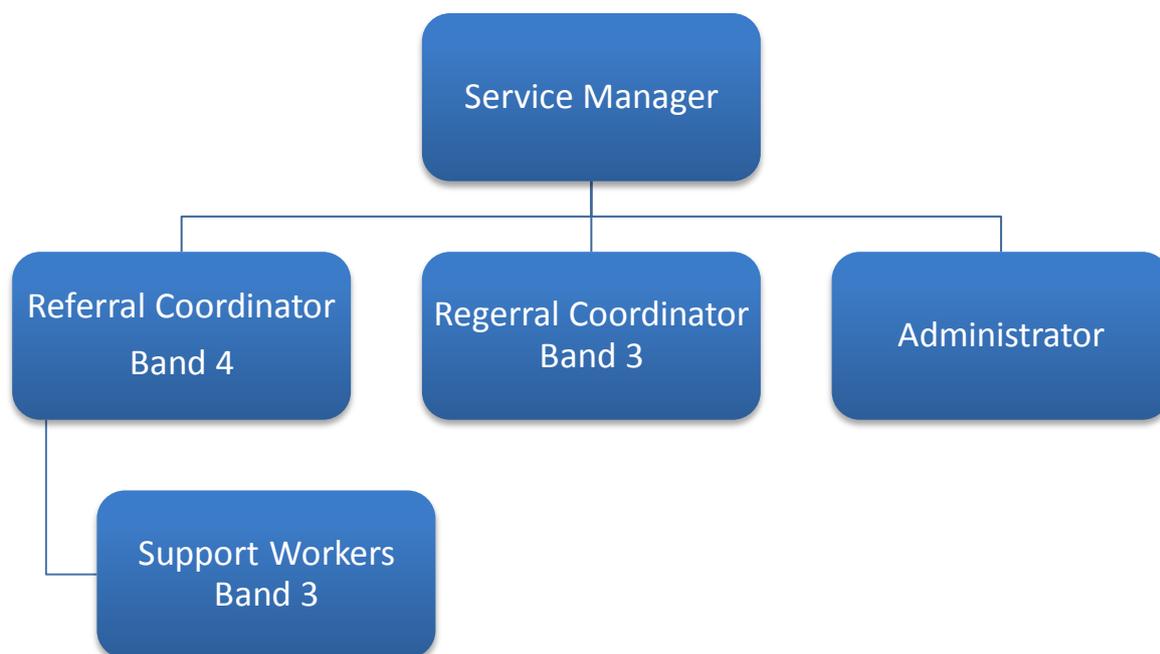


### JOB DESCRIPTION

<b>Job Title:</b>	Rapid Response Support Worker
<b>Band/Pay:</b>	Band 3
<b>Department:</b>	Rapid Response

#### *Moor to Sea Locality Wide Services*



#### **Job overview**

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 people's 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.

## **Main duties of the job**

- To manage own caseload and reprioritise when emergencies occur
  - Provide support to service users with personal care, domestic care, social needs and clinical needs in accordance with the care plan, and within the limits of own competencies and responsibilities
  - To observe and evaluate the service user's response to the care plan and communicate changes in need and/or circumstances to the appropriate member of the service in a timely manner
  - Provide a flexible service which will include shift patterns between 0700hrs and 2200hrs, 7 days a week, and overnight working as needed
  - Provide reports on service users using the service IT system, while complying with the Trust Policies and Procedures
  - Contribute to a safe working environment for self and others and report situations accordingly in line with Trust Policies and Procedures
  - Undertake training relevant to the post and in line with personal development and review
  - During times of reduced work to provide support to other teams linked with the service
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## **About your new team and department**

Rapid Response is available to Adults in the Torbay & South Devon area who are undergoing an acute physical health crisis or a sudden carer breakdown situation, where, with appropriate support and services, it would be possible to maintain them in their own home environment.

Rapid Response is also able to support discharges from hospital to facilitate an earlier discharge.

The service provides an immediate short-term intervention (up to a maximum of 7 days), with the aim of preventing admission to hospital or to residential / nursing home. The services are provided by Support Workers who visit during the day (from 7am – 10pm) - where necessary an overnight service can be arranged.

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## **Detailed job description and responsibilities**

### **Key Responsibilities, Planning and Organisation**

- 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
- 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

### **Communication & Record Keeping**

- To ensure that patients, relatives, carers and professionals are kept fully informed of progress following intervention. Due to the diverse and complex nature of the caseload, this requires 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
- Maintain service user records in individual service users' homes, including the completion of goal plan documentation, and where required using electronic devices and media

### **Responsibility and Accountability**

- 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

### **Policy and Service Responsibility**

- 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 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 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

### **Responsibility for Finance, Equipment and Other 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

### **Responsibility for Leadership and Management**

- 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 to maintain support across the team within the resources available

### **Education and personal development**

- 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

**PERSON SPECIFICATION**

Attributes	Essential	Desirable
<p><b>Qualifications and training</b></p>	<ul style="list-style-type: none"> <li>• Experience of personal care and/or clinical procedures, to NVQ3 level qualification OR equivalent knowledge</li> <li>• Basic IT Skills – Microsoft Word, Outlook, Excel</li> </ul>	<ul style="list-style-type: none"> <li>• NVQ3 or QCF or Diploma Level 3 in Health &amp; Social Care</li> <li>• Basic Food Hygiene Certificate</li> </ul>
<p><b>Knowledge and experience</b></p>	<ul style="list-style-type: none"> <li>• Experience of working in a caring environment</li> <li>• Able to demonstrate an understanding of the rights of the Service User</li> <li>• Able to demonstrate a commitment to working with older adults</li> <li>• Able to demonstrate an understanding of health and safety and safeguarding issues</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in community setting and lone working</li> <li>• Previous experience of working in a multi-disciplinary team</li> <li>• Experience of updating service users' plans.</li> <li>• Experience of working within and applying safeguarding adults' procedures</li> <li>• Experience of working with a rehabilitation ethos</li> <li>• Experience of working with people at end of life</li> <li>• Ability to assist service users in the activities of daily living whilst promoting independence</li> <li>• Knowledge/understanding of equipment used to promote independence</li> <li>• Ability to carry out safe practice when moving and handling users and equipment</li> <li>• Understanding of relevant health and safety</li> </ul>

		legislation for moving and handling
<b>Specific Skills</b>	<ul style="list-style-type: none"> <li>• Demonstrate skills in written and spoken English, adequate to enable the post holder to carry out the role effectively</li> <li>• Excellent Interpersonal and communication skills</li> <li>• Able to communicate with individuals of varying levels of understanding</li> <li>• Able to demonstrate a good level of literacy, numeracy, verbal and written skills, including record keeping skills</li> </ul>	
<b>Requirements due to work environment/conditions</b>	<ul style="list-style-type: none"> <li>• Demonstrate a caring and compassionate attitude</li> <li>• Demonstrate desire to 'make a difference' to help people regain their independence</li> <li>• Ability to work single handed and use own initiative Ability to work under pressure and with flexibility</li> <li>• Ability to deal with sensitive issues with tact and diplomacy</li> <li>• 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</li> <li>• Ability to work flexibly including unsocial hours and shift patterns including weekends and Bank Holidays</li> </ul>	<ul style="list-style-type: none"> <li>• Able to contribute to the training of other staff/students</li> </ul>

	<p>Have full UK driving licence and access to a vehicle</p> <p>The post holder must demonstrate a positive commitment to diversity and equality</p>	
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<b>Physical effort</b>	<ul style="list-style-type: none"> <li>• Ability to manoeuvre and handle service users and equipment in line with manual handling procedures</li> <li>• Possible exposure to unpleasant sights, smells and environments</li> </ul>
<b>Emotional effort</b>	<ul style="list-style-type: none"> <li>• Providing a caring, reassuring attitude towards unwell service users, their families and friends.</li> <li>• Possibility of managing challenging behaviour (rarely)</li> <li>• Ability to provide care and support to service users with acute, chronic and end of life conditions and their families and carers</li> </ul>
<b>Mental effort</b>	<ul style="list-style-type: none"> <li>• Time management</li> <li>• Ability to safely manage lone working</li> <li>• Able to work in new environments, often on a daily basis, building effective working relationships</li> <li>• Working alongside other healthcare professional as part of a multi-disciplinary team</li> </ul>