



**Dorset HealthCare
University**
NHS Foundation Trust

JOB DESCRIPTION

JOB TITLE:	Rehabilitation Assistant
PAY BAND:	Band 3
LOCATION:	Various
ACCOUNTABLE TO:	Locality Manager
LINE MANAGER:	ICRT Team Lead
KEY RELATIONSHIPS:	<p>Service users Families/Carers Nursing/residential homes Trust Staff Medical staff Advanced Practitioners District Nurse Teams Primary Care Network Acute Trusts Social Care Professionals Voluntary Organisations Safeguarding Teams Specialist Nurses GPs and Practice Managers Community Mental Health Teams Community Pharmacists SWAST Drug and Alcohol Services</p>
HOURS OF WORK:	This is a full- / part-time post. The post holder may be required to work flexibly to meet the needs of the service.
JOB SUMMARY	<p>To contribute to the teams role in providing clinical rehabilitation and intermediate care to community patients under the direction of qualified practitioners.</p> <p>To assist in the provision of administrative support to the department / team.</p> <p>Hours of work are between 08.00 and 20.00 in shift pattern to cover 7 days a week. The post holder will be required to work weekends and bank holidays on a rota basis.</p>

SECTION A: MAIN DUTIES AND RESPONSIBILITIES

October 2023

1. CLINICAL RESPONSIBILITIES

- 1.1 Implement planned Intermediate Care/Rehab for individuals in their own home, Community Hospital ward and other community settings maintaining a high standard of evidence based practice to meet identified needs.
- 1.2 Actively participate in learning opportunities to maintain knowledge and inform practice. Actively seeks feedback.
- 1.3 Manage own workload and time, for example maintaining own diary.
- 1.4 To assist clinicians in administrative tasks required for the efficient day-to-day running of the team.
- 1.5 Record own learning and personal development. Identifies and articulates areas for self-improvement, including through self-reflection and evaluation of practice.
- 1.6 To attend mandatory and statutory training as identified at appraisal and by trust policy.
- 1.7 Provide a positive, compassionate role model to less experienced staff and colleagues to ensure the delivery of people centred care and the key components of compassionate care.
- 1.8 Communicates through a variety of methods, including the use of interpersonal, written and verbal and non-verbal skills. Exchanges information with service user and families using active listening, compassion, empathy, and coproduction techniques with the service user.
- 1.9 Is vigilant for cues indicating safeguarding issues. Escalates safeguarding concerns and reports to the multi-disciplinary team in a robust, timely manner, complying with legal requirements.
- 1.10 Understands the principles and practices of infection control, adhering to these consistently within own sphere of practice.

2. RESPONSIBILITY FOR HUMAN RESOURCES / WORKFORCE

- 2.1 Contribute to colleague's learning, for example by giving and receiving feedback and contributing to learning resources for others, such as students.
- 2.2 Induct new team members. Participate in training and mentoring of less experienced support staff and students (including apprentices) in respect of tasks and responsibilities within scope of practice.
- 2.3 Take appropriate action when the performance and practice of others should be positively recognised or requires improvement. Identifies and develops own leadership skills, for example by volunteering for broader opportunities within their organisation. Advocates for service users, families and carers.

3. RESPONSIBILITY FOR FINANCE / RESOURCES

- 3.1 To utilise the trusts resources efficiently and effectively
- 3.2 To monitor stock levels of items such as stationary and equipment bringing the need to order supplies to the attention of the budget holder.
- 3.3 To ensure that equipment issued is safe and fit for purpose following trust policies and guidelines.

4. RESEARCH & DEVELOPMENT

- 4.1 Contribute to audit, service evaluation and quality improvement activities, such as service user feedback
- October 2023

and benchmarking.

- 4.2 Understand and comply with research governance, ethics, protocols and research, and may carry out routine research activities under guidance of more experienced staff. Disseminate research findings.

5. **POLICY & SERVICE DEVELOPMENT**

- 5.1 Follows policy, commenting on proposals for change in policies, procedures and practices applicable to their area of practice

6. **RESPONSIBILITY FOR INFORMATION / DATA**

- 6.1 To maintain and ensure the highest quality of recording of patient data into the relevant record system in line with professional guidance and Trust Policy.
- 6.2 Provide quality information relevant to role using Trust record systems using Microsoft Office components such as Word and Excel.

7. PROFESSIONAL RESPONSIBILITIES

- 7.1 Ensure that personal performance meets job requirements, Professional Codes and standards, Trust and post competency standards at all times.
- 7.2 Understands the importance of role models, for example to assist the development of others. Acts in a professional manner, demonstrating NHS Constitution values.
- 7.3 Acts with integrity and honesty, ensuring individuals do not experience harm by reporting situations, behaviours or errors that might lead to adverse outcomes for service users.
- 7.4 Ensure the required level of IT competence required for the role to process, record, evaluate, and report data.
- 7.5 Demonstrate commitment to the role and to service improvement through innovative thinking and assisting with small scale projects.
- 7.6 Challenge poor practice and take appropriate action making full use of current support systems.
- 7.7 Create effective teamwork across professional boundaries using team building skills, creating common goals, and through engagement.
- 7.8 Respect and apply the requirements of equality and diversity, promoting and role modelling these across the multi-disciplinary team.
- 7.9 Identifies and manages risks, including assessment of moving and handling, using local policies and procedures. Is aware of the environment in which they work and how to maintain safety for themselves and others.
- 7.10 Reports any incidents, accidents or complaints in a timely manner, taking appropriate action where necessary.
- 7.13 Maintains a working knowledge of local support available for service users and signposts people effectively in liaison with multi-disciplinary team colleagues.
- 7.14 Prepares for and participates in appraisals and agrees a Personal Development Plan. Participates in regular supervision as per Trust Policy.

8. OTHER RESPONSABILITIES

- 8.1 May work alone within scope of role and have their own caseload of service users with non-complex needs that have been previously seen or triaged by a registered member of staff.

Specific tasks may include:

Pressure area/Skin care

Assistance with medication

Care of minor wounds

Assistance with dietary/fluid needs

Emotional support

Bowel Care

Personal Care tasks; toileting, dressing, hygiene

Meal Preparation

End of life care

Provision of collar/brace care

Prescription and fitting of equipment

Following delegated treatment/goals

Contribution to reviews and creation of care plans/goals

Falls management

Basic assessment of non-complex presentations that have been triaged by a qualified clinician, such as;

Falls, mobility, transfers, washing and dressing

Following assessment, formulate and implement a patient centred treatment plan under indirect supervision.

- 8.2 Dependant on service need and the completion of identified training and competency, the following
October 2023

extended skills may include:

Wound management
Catheter management
Subcutaneous injections
Venepuncture
Echocardiograms (ECG)
Bladder scanning

- 8.3 To use basic clinical reasoning skills within agreed parameters in order to allow patients to maximise their functional independence. This may include analysing a range of options for an individual such as deciding the appropriate place and method of intervention or equipment provided.
- 8.4 To prioritise activities to meet the holistic needs of service users, including adjusting normal routines where levels of complexity exist.
- 8.5 Use knowledge and understanding of common physical, mental and behavioural health conditions to recognise deterioration in service users. Respond by promptly escalating concerns to a registered Practitioner.
- 8.6 Provide feedback on service-user progress and condition, recognise the impact of support and interventions, and suggest ideas for improvement when developing, reviewing and evaluating care plans based on objective evidence and experience.
- 8.7 Recognise an emergency, summon assistance and act as a member of the multi-disciplinary team within parameters of own competence and defined role. In settings where a registered practitioner is not present, initiate immediate first aid whilst awaiting the arrival of appropriately qualified practitioners.
- 8.8 Ensure safe and effective use of equipment by service users, carers and family members, including fitting, demonstration, and teaching of safe and appropriate use.
- 8.9 To use therapeutic handling techniques as required by the individual and their environment (which may be cramped in nature) in order to safely, efficiently and effectively treat the patients according to their agreed treatment plans and goals.

9. ENVIRONMENTAL FACTORS

- 9.1 The post holder may be required to concentrate for sustained periods, e.g. when compiling complex financial reports
- 9.2 The post holder will be required to drive across rural Dorset.

SECTION B: TERMS AND CONDITIONS OF SERVICE

1. Dorset HealthCare has a range of clinical, operational, financial, health & safety, risk management, human resource, equality & diversity and other policies, procedures and guidance, copies of which can be found on the Trust Intranet or obtained from the line manager or Human Resources Department. The post holder is expected to be aware of all policies, procedures and guidance which applies to them and to observe their provisions at all times.
2. Employment in this post is subject to a Disclosure & Barring Service criminal records Disclosure. The post holder may be required to undertake a Disclosure application at any time during employment.
3. Staff are not permitted to smoke on Dorset HealthCare premises, either inside or outside, or inside Trust vehicles.
4. Staff are expected to undertake all mandatory training and refresher training appropriate to their role. This may include preventative management of violence and aggression (PMVA) and/or breakaway techniques, and cardio-pulmonary resuscitation (CPR). If in doubt as to which mandatory training applies to this post, advice should be sought from the line manager.
5. All staff who are required to handle food and drink other than for their own consumption must comply with the Food Safety and Hygiene (England) Regulations 2013.

6. Dorset HealthCare is committed to promoting the welfare of children and vulnerable adults. Staff are expected to be aware of, and comply, with their roles and responsibilities in relation to safeguarding vulnerable groups.
7. Staff are expected to observe the highest standards of care and conduct and to engage constructively with managers, colleagues, patients/service users/carers and others in the course of their duties.

SECTION C: CORE ATTRIBUTES AND BEHAVIOURS

Staff are expected to adhere to and demonstrate Dorset HealthCare's Core values and behaviours at all times.

Values

Our values underpin all that we do and provide a sense of direction to people, teams and the Trust overall.

1. **Respect and dignity**
We value each person as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits. We take what others have to say seriously. We are honest about our point of view and what we can and cannot do.
2. **Commitment to quality of care**
We earn the trust placed in us by insisting on quality and striving to get the basics right every time: safety, confidentiality, professional and managerial integrity, accountability, dependable service and good communication. We welcome feedback, learn from our mistakes and build on our successes.
3. **Compassion and kindness**
We respond with humanity and kindness to each person's pain, distress, anxiety or need. We search for the things we can do, however small, to give comfort and relieve suffering. We find time for those we serve and work alongside. We do not wait to be asked, because we care.
4. **Improving lives**
We strive to improve health and wellbeing and people's experiences of the NHS. We value excellence and professionalism wherever we find it – in the everyday things that make people's lives better as much as in clinical practice, service improvements and innovation.
5. **Working together for patients**
We put patients first in everything we do, by reaching out to staff, patients, carers, families, communities, and professionals outside the NHS. We put the needs of patients and communities before organisational boundaries.
6. **Everyone counts**
We use our resources for the benefit of the whole community and make sure nobody is excluded or left behind. We accept that some people need more help, that difficult decisions have to be taken – and that when we waste resources we waste others' opportunities. We recognise that we all have a part to play in making ourselves and our communities healthier.
7. **Being a learning organisation**
We wish to continue to be a learning organisation in partnership with Bournemouth University and other local academic organisations.

Behaviours

Our behaviours provide a guide to how we can bring our values to life and constantly remind us that how we do things is as important as what we do and achieve.

7. **Positive**
Embracing change and feedback, utilising constructive feedback to make improvements and promoting achievements of the Trust and others.
8. **Proactive**
Challenging unacceptable behaviour, showcasing learning and innovation, actively encouraging ideas and involvement from others.
9. **Supportive**
Being attentive, encouraging and helping others, giving and receiving feedback to enable people, teams

and services to develop.

10. **Respectful**
Empowering people to voice their opinion, introducing yourself and ensuring language is professional and inclusive.
11. **Reliable and trustworthy**
Being open and transparent, acknowledging errors, being honest about limitations and not over-promising.

SECTION D: CHANGES

This document represents a description of the job, and the skills, knowledge, experience and attributes required, at the date of issue.

Dorset HealthCare will periodically review this job description and person specification to ensure that it continues to meet service needs and will involve the post holder/s in the review process with the aim of reaching agreement on any reasonable changes which may be required. In the event that agreement is not achieved, Dorset HealthCare reserves the right to insist on reasonable changes following consultation with the post holder.

PERSON SPECIFICATION

1.	KNOWLEDGE, SKILLS AND TRAINING	ESSENTIAL	DESIRABLE
1.1	NVQ care level 2/3 or willing to work towards	Yes	
1.2	Skills to manage challenging situations	Yes	
1.3	Good organisational skills/decision making	Yes	
2.	JOB SPECIFIC EXPERIENCE		
2.1	Experience working in Health or social care setting	Yes	
2.2	Experience of working in the community		Yes
2.3	Previous experience of rehab of elderly/adults		Yes
2.4	Experience of developing programmes of care for an individual or groups of patients/clients and of providing advice	Yes	
2.5	Ability to prioritise and organise workload effectively	Yes	
3.	FINANCE/RESOURCES		
3.1	Able to effectively manage available resources in the pursuit of quality service provision ensuring a safe environment	Yes	
4.	INFORMATION TECHNOLOGY/RESOURCES		
4.1	Able to evaluate data and produce reports using Microsoft Excel and Word		Yes
4.2	Experience of using electronic patient / service user record systems		Yes
5.	PERSONAL QUALITIES/ATTRIBUTES		
5.1	Evidence of demonstrating the Trust's values and behaviours.	Yes	

5.2	Able to communicate effectively at different levels of the organisation and with staff, patient/service users, visitors or external organisations both verbally and in writing in the exchange of complex, sensitive or contentious information which may require the use of negotiating and/or persuasive skills.	Yes	
5.3	Able to overcome barriers to understanding where there are physical or mental disabilities.	Yes	
5.4	Able to analyse and assess situations and to interpret potentially conflicting situations and determine appropriate action, where there is a range of options and judgement is required.	Yes	
5.5	Demonstrable ability of using tact and diplomacy	Yes	
5.6	Ability to work autonomously if required	Yes	
5.7	Willing to work flexibly and proactively with the team, including weekend and bank holiday working	Yes	
5.8	Good time management skills	Yes	
6.	BUSINESS TRAVEL		
6.1	Subject to the provisions of the Equality Act, able to travel using own vehicle on Trust business.	Level 1/2	
7.	ADDITIONAL REQUIREMENTS		
7.1	Demonstrable skills in written and spoken English to a standard which enables the post holder to carry out the full range of duties and responsibilities of the role effectively.	Yes	

***Essential / desirable car user definitions**

Level 1 – (Essential) post holder is required to:

- *travel an average of more than 3,500 miles a year;*
- *or travel an average of at least 1,250 miles a year; and necessarily use their car an average of 3 days a week; or spend an average of at least 50% of their time on such travel; including duties performed during the visits;*
- *or travel an average of at least 1,000 miles a year and spend an average of 4 days a week on such travel, including the duties performed during the visits.*

Level 2 – (Essential) users who use their own vehicles for official journeys other than in the circumstances described under Level 1 above.

Level 3 (Desirable) non-essential car users who may exceptionally be required to travel on Trust business where such journeys could also be reasonably be made by public transport.