

Job Description

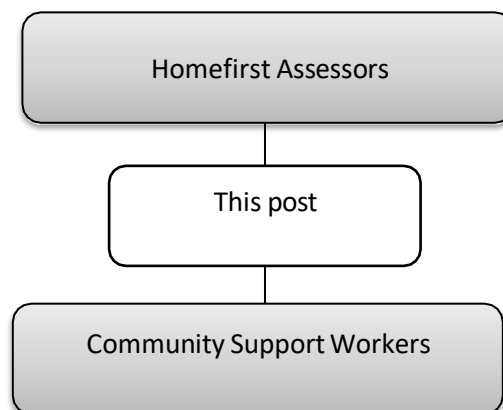
Job Title	Senior Community Support Worker
Salary Band	4
Service Area	Adult Community Services
Department	Homefirst

Job Overview

The post holder will provide a versatile and responsive service to ensure that opportunities for patients reablement and rehabilitation are optimised within the community setting. The post holder will be part of an Integrated Care Pathway for patients that involved a range of services to prevent hospital admission and support discharge from hospital.

The post holder will undertake specific therapeutic support work to aid reablement and rehabilitation of patients, planning and implementing interventions and reporting back on progress and any issues to the clinician.

Organisational Chart



Duties and Responsibilities

Communication and Working Relationships

- To be an effective team member, respecting the work of others and representing the team and trust suitably at all times.
- Whilst maintaining a professional attitude at all times, develop sound interpersonal relationships with patients and colleagues.
- Use effective communication, verbal and non-verbal, to communicate treatment programmes to patients some of whom may have barriers to understanding or communication, e.g., blind, deaf, aphasic or who do not have English as a first language.
- To encourage patients and their carers in an active approach to regaining and maintaining personal independence. This requires empathy, sensitivity, and good interpersonal skills and may require motivational skills with some patients.
- To communicate effectively with patients and carers and provide patient centred care, to encourage self-management, maximise reablement/rehabilitation potential.
- To liaise with the MDT as necessary regarding patient care. In particular highlighting any variations to expected outcomes from treatment programmes you deliver.
- To represent the service verbally and in written communication in a positive and professional way and to project the correct image by adhering to uniform policy.

Management and Personal Development

- In the absence of qualified staff, to be the first point of contact, to receive referrals and contribute to the prioritisation of the team's workload working with cross-covering qualified staff.
- To take part in the Trust appraisal and performance review programme as an appraisee. To use the provided 'Personal Development Plan' to support your own learning and development, including gathering evidence of Continual Professional Development.
- To keep up to date on professional issues by participating in In-Service Training and other training activities as agreed through the appraisal process.
- To actively participate in the delivery of in-service training.
- To develop self-awareness and to be a questioning and reflective health worker.
- To assist in the training of newly appointed staff in basic elements of patient care, safety, and inducting them into the department.
- To undertake any other duties that might be considered appropriate by the Homefirst Assessors
- Take responsibility for specific tasks, for example maintaining adequate stock in the loan equipment sub-store.
- Take part in surveys and audits as required
- Follow organisation policies
- In the absence of qualified staff, to be the first point of contact, to receive referrals and contribute to the prioritisation of the team's workload working with cross-covering qualified staff.

Clinical Activities

- To undertake specific skilled therapeutic support work to aid the reablement/ rehabilitation of patients. To plan and implement interventions, using various treatment skills and to monitor progress and evaluate the outcome.
- To hold own case load of patients as delegated by the registered members of the team.

- Treat patients according to set treatment protocols, monitoring patient progression, make alterations (within protocols and scope of practice) to patient treatment programmes as required.
- For a defined and delegated group of patients - to undertake the assessment of patients, using investigative and analytical skills. To use clinical reasoning and utilise a range of assessment and treatment skills and options to formulate treatment programmes.
- Assist the patient to achieve their reablement goals using a range of specific activities, primarily on an individual basis, but also in groups, without direct supervision. This may include activities for developing independence in daily living skills, e.g., nutritional advice, supporting with personal care and promoting a return to normal function and activity as appropriate, support and encourage the appropriate use of aids/equipment and reinforce self-care wherever possible.
- To practise autonomously, under the supervision of a qualified clinician reporting back patient progress and informing assessors of any problems
- To actively participate in the discharge planning process from start to finish with support from Homefirst assessors, Occupational Therapy, nursing and Physiotherapy colleagues and the wider MDT.
- Ongoing evaluation of patients' response to therapeutic intervention(s) and decide on appropriate action, e.g. adapt intervention, adapt environment, seek advice from senior clinicians
- Following procedures for the replenishment of community equipment, apply the 'Clinical Criteria for Loan Equipment'/ladder approach to ensure appropriate prescription of community equipment/best use of available resources
- To deliver care in a manner sensitive to individual's needs and wishes, acknowledging and respecting their rights, individual values, cultural and religious diversity at all times.
- To support patients, carers, staff, and relatives by providing education and advice as appropriate under the instruction of therapists.
- To fully participate in the inter-professional evaluation of the rehabilitation programme, to ensure patients meet their on-going health & wellbeing needs.
- To provide assessments, order, issue, fit, demonstrate, and advise on the use of a range of standard equipment, ensuring patients, carers and staff are able to use safely and correctly.
- To be responsible for coordinating team reviews or family meetings, liaising with community rehabilitation services, adult and community services, the voluntary sector, and other organisations as necessary.
- To work in a variety of settings including group sessions, patient's home, and clinics as required.
- Contribute to development of patient care by attending relevant team, departmental or clinical / multi-disciplinary team meetings and comment on recommended changes to clinical care or service provision.
- Work within department protocols
- To keep the department tidy, ensure that used / returned equipment is stored and collected in line with equipment loan store procedures.
- To act as an advocate for the patient where necessary and have the skills to deal with emotional or aggressive responses from patient and carers.
- To identify the potential for stress and to support patients by demonstrating empathy and understanding and to provide support to patients who are anxious/upset.
- Demonstrate the ability to work alone in the community, ensuring safe working practice; competency in risk assessments; contact with the team; knowledge and competency of emergency procedures. Respond in a person-centred manner to challenging behaviour

- To risk assess all areas of your work including manual handling risks, biohazards from for example soiled sheets, body fluids / sputum, anxious or angry clients/carers, lone working, patients with mental health or cognitive dysfunctions etc.
- Provide care to patients with complex or chronic degenerative illnesses or terminal conditions, as well as dealing with patients in their own homes with poor family/ social support. Patients and their carers may be depressed, withdrawn, or aggressive.
- The post holder will be frequently expected to concentrate for prolonged periods during assessment and treatment sessions and ensure good communication with patients who have impaired understanding or communication difficulties, e.g., slurred speech. There may be periods of unpredictable work patterns.
- To be conversant with, and comply with, all health and safety, security and confidentiality, and privacy and dignity regulations that are in force. To attend mandatory training sessions e.g., fire/health and safety lectures and reporting any accidents and/or hazards etc. using the Trust reporting systems.

Strategic Development, Planning and Organising

- To comply with the departmental and organisational policies.
- To ensure that you implement policy and service development changes.
- To contribute to working parties developing, reviewing, and updating service guidelines, policies, and procedures as appropriate.

Administrative

- To maintain accurate, comprehensive, and up-to-date documentation, in line with legal and departmental requirements using the IT system as required by the organisation.
- Communicate assessment and treatment results to the appropriate disciplines both verbally and in writing e.g., medical notes, reports, and letters in a timely manner.
- To be responsible for ordering loan equipment and assist in the ordering of non-standard equipment.
- Be responsible for the administrative arrangements in the area they work e.g. booking out of equipment in conjunction with other members.
- To support with administration duties when administrator is absent or on leave.
- To be actively involved in the collection of appropriate data and statistics for the use of the service, and the Sentinel Stroke National Audit Programme.

IT Systems and Processes

- Accurate, complete, and up to date entry of patient and activity data onto trust systems

Additional Information

Code of Conduct

The post holder is required to comply with all relevant Code of Conducts for the role, including the Trust's Code of Conduct. All staff are required to support the Trust's commitment to developing and delivering excellent customer service by treating patients, their carers, families, friends, visitors and staff with professionalism, dignity, and respect. All staff are expected to behave in a professional manner and not to bring the Trust into disrepute.

Confidentiality and Data Protection Act

All NHS employees have a duty to maintain confidentiality under both common law and the Data Protection Act 2018. Service users and staff have a right to expect that any information, whether personal or commercial, held by the Trust will be treated in a confidential manner. All employees of Cornwall Partnership NHS Foundation Trust must not, without prior permission, disclose any information regarding patients or staff.

Safeguarding Children and Vulnerable Adults

All employees of Cornwall Partnership NHS Foundation Trust must be familiar with and adhere to the Trust's safeguarding policies and procedures.

Personal Development

All employees are required to undertake statutory and essential training as directed by the Trust. This will be monitored through the supervision and appraisal process which is in place for all staff to participate in.

Risk Management and Health and Safety

All employees of Cornwall Partnership NHS Foundation Trust are required to make positive efforts to maintain their own personal safety and that of others. You are reminded of your responsibilities for health and safety at work under the Health and Safety at Work Act 1974 as amended and associated legislation. These include the duty to take reasonable care for the health and safety of yourself and of others in your work activities or omissions, and to co-operate with your employer in the discharge of its statutory duties. It is also essential that precautions advised by Management, Occupational Health, Risk & Safety Services, etc. are adhered to for your own protection.

Infection Prevention and Control

All staff, collectively and individually, has a duty of care in following best practice in adherence to guidelines which is a fundamental requirement in underpinning the management of infection control.

Location/Mobility

In accordance with the Trust's requirements, all staff are required to undertake work and alternative duties as reasonably directed at variable locations in the event of, and for the duration of a significant internal incident, major incident, or pandemic. You may be required to work at or from any additional location as determined by the Trust. You may also be required to travel between Trust premises for the performance of your duties.

Equal Opportunities

The aim of the Trust's policy is to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of race, creed, sex, marital status, disability, age, nationality, ethnic or national origins. The Trust commits itself to promote equal opportunities and will keep under review its policies, procedures, and practices, to ensure that all users and providers of its services are treated according to their needs.

Review of the Job Description

This is a generic job description and is intended as an outline of the general area of activities. It may be amended in light of the changing needs of the organisation, in which case it will be reviewed.

Rehabilitation of Offenders Act

The Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 is applicable to this post. Therefore, should you be offered the post it will be subject to a Disclosure & Barring Service check satisfactory to the Trust. You will therefore be required to declare all criminal convictions, cautions, reprimands, and warnings that would not be filtered in line with current guidance

The Trust operates a no smoking policy. Employees are not permitted to smoke anywhere in the premises of the Trust or when outside on official business. Staff must be mindful of public perception and therefore must not smoke whilst travelling in Trust identified vehicles or when can be identified as a member of CFT staff.

Person Specification

Job Title	Senior Community Support Worker
Salary Band	4
Service Area	Adult Community Services
Department	Homefirst

Role Requirement	Essential	Desirable
<i>Education / Qualifications and Relevant Experience</i>		
NVQ Level 3 in an appropriate area or equivalent relevant qualification or experience	<input type="checkbox"/>	
Significant previous experience of working in a rehabilitation environment	<input type="checkbox"/>	
Experience of working with elderly, injured/disabled people	<input type="checkbox"/>	
Significant experience of working as a Therapy or Nursing assistant/rehab technician	<input type="checkbox"/>	
Experience of managing a separate caseload	<input type="checkbox"/>	
Experience of working in the NHS		<input type="checkbox"/>
Experience as a Technical Instructor/rehab Technician III working in health or similar post		<input type="checkbox"/>
Evidence of recent study, e.g., Anatomy and Physiology ITEC, Access to Therapy course etc.		<input type="checkbox"/>
<i>Skills and Aptitude</i>		
Excellent communication and interpersonal skills. Ability to communicate with patients with impaired communication abilities	<input type="checkbox"/>	
Ability to work on own initiative and to manage own caseload.	<input type="checkbox"/>	
Good computer skills	<input type="checkbox"/>	
Completion of Stroke Competencies		<input type="checkbox"/>
<i>Knowledge and abilities</i>		
Able to undertake the physical nature of the post including moving and handling patients and equipment, kneeling, sitting on heels, move inert adult limbs, support patients while walking, manual handling and transfer patients, push wheelchairs, use hoists on a daily basis	<input type="checkbox"/>	

<i>Personal Qualities</i>		
Ability to work independently and as part of a team	<input type="checkbox"/>	
Responsible disposition	<input type="checkbox"/>	
Able to demonstrate empathy, motivate and persuade patients with impaired cognitive abilities or physical senses	<input type="checkbox"/>	
Good organisational skills	<input type="checkbox"/>	
Willing to undertake any necessary training and to train others	<input type="checkbox"/>	
<i>Other</i>		
Demonstrates evidence of Trust "CHOICE" values	<input type="checkbox"/>	
Ability to travel independently where required	<input type="checkbox"/>	
Holds a valid UK driving license	<input type="checkbox"/>	
Disclosure and Barring Service check satisfactory to the Trust	<input type="checkbox"/>	
Occupational health clearance satisfactory to the Trust – ability to undertake duties	<input type="checkbox"/>	
This role may be deemed as an Information Asset Owner in line with the Trust Information Risk Policy		