

Job Description

Job Title: Healthcare & Therapy Assistant	Band 3
Department: REACT	

Responsible to: Service Co-ordinator
Contact with: Interdisciplinary Team, Patients/Service Users, Carers, both formal and family carers, Colleagues within Health, Mental Health and Adult Community Services and within Housing and the Private and Voluntary Sectors

Principal objectives:

To work as a member of an interdisciplinary community multi-agency team, working across health, social and voluntary care boundaries and professional boundaries to provide high standards of care to patients and service users.

Key Responsibilities:

- Following training, to use skills from the professional areas of; Specialist Nursing, Nursing, Social/personal Care, Occupational Therapy, Physiotherapy, Podiatry, Dietetics, Mental Health, and Medicines Management to undertake tasks as delegated in order to meet the individual needs of patients and service users.
- Working in collaboration with patients and their carers, all healthcare professionals, and statutory and non-statutory agencies, to ensure a joined up and integrated approach to patient care.
- Enabling individuals to increase independence, resolve a crisis situation, improve health outcomes and manage long term and life limiting conditions aimed at reducing unnecessary admissions to acute hospital or long-term care.
- The detailed activities should be seen in the context of the role as described above i.e. As a member of a community interdisciplinary multi-agency team.
- This role will be pivotal to providing 24-hour support to enable people to remain safely at home during their crisis situation and/or returning home from hospital. It will therefore involve working weekdays, weekends and bank holidays as well as working flexibly and completing day, evening, or overnight shifts. The role will include providing one to one support with patients in their home environment.

General

- The post holder will work with colleagues from health, social care and voluntary care services to ensure a joined up and integrated approach is delivered to patients and their carers who are in a crisis situation and have returned home from hospital.
- To develop and maintain a flexible, proactive, and positive approach to the role whilst being innovative and open to change in working practices and arrangements for the benefit of patients and the service.
- To take active responsibility and ownership of high-quality service delivery and to foster a culture of integrity, team and organisational values and be an ambassador for REACT team raising the profile for the service.
- Manage an effective interface with clinicians and other colleagues in a positive manner to drive effective change and always maintain a Patient Centred approach as service champion and work towards continual service improvement.
- All staff are expected to work across traditional boundaries of both health, social and voluntary care services to deliver truly holistic care and take responsibility for their own development professionally and personally. Additionally, staff will be expected to demonstrate their commitment to the ethos of trust, leadership, motivation, professionalism, innovation, compassion and empathy, results orientated drive and enthusiasm.

- Working to delegated tasks from registered practitioners. Carrying out routine elements of assessment, working to care plans, carrying out delegated care/therapy interventions. Post holder will progress care/therapy interventions as outlined in care plan.
- The post holder will always have access to a registered practitioner, but this may be by telephone.
- Working alone in the community which necessitates ability to decision make in situations that have not been predicted.

Communication / Relationship Skills

- Communicating with a range of people on a range of matters in a form that is appropriate to them and the situation, this will include members of the interdisciplinary team, referrers, service users, relatives, carers, and other agencies. This includes written and verbal communication and use of mobile technology.
- Identifying and minimising barriers to effective communication with individuals who may speak a different language or have sensory impairments.
- Keeping accurate and complete records of all relevant contacts and duties consistent with current legislation, policies, and procedures.

Analytical / Judgmental Skills

- Working within areas of competence and recognising when patient's needs are outside remit of role. For example if there is a change in the patient's condition, contacting a registered professional for advice and guidance.
- Adapting therapy approaches according to the patient's individual needs which may not be known, for example where it becomes evident that the patient has a cognitive impairment.
- Progressing patients through their care/therapy programmes according to their ability and using own experience and judgement.
- Using judgement skills if there are issues relating to patient safety, reporting these on using the organisation's Safeguarding Policy.

Responsibility for Policy and Service Improvement/ Development

- Carrying out tasks related to evaluating services when asked for example involvement in audit or patient experience surveys.
- Passing on to Line Manager/Team constructive views and ideas on improving services for users and the public.
- Alerting Line Manager/Team when direction, policies and strategies are adversely affecting users of services or the public.
- Implementing agreed changes to practice resulting from patient experience and feedback.

Responsibility for Audit/Research & Development

- Being aware of the organisation's annual audit plan and assisting in the areas requested.
- Acting on recommendations from audits to make practice/service improvements.

Planning and organisational tasks / duties

- Responsible for organising own workload, ensuring integration with the team.
- Demonstrating time management skills.
- In some settings would need to be able to organise and run group sessions in liaison with registered practitioners.
- Under direction to plan, organise and deliver programmes of care/therapy.

Patient Care Responsibilities

- Discussing individual's care/treatment plan and their related condition/illness with the registered professional/ team and understanding own role in delivering care, enabling, or providing interventions and treatments to meet individual's needs.
- Explaining the purpose of assessing health and wellbeing needs to the patients concerned and gaining their consent.
- Respecting people's dignity, wishes and beliefs and involving them in shared decision making.
- Undertaking routine assessments, reporting back on assessments and any risks identified.

- Preparing for and undertaking personal care/treatment/interventions as consistent with the care plan.
- Identifying any specific precautions or contraindications to proposed intervention/treatment and taking appropriate action.
- Reporting any suspicions of risk to the appropriate people in line with the organisation's safeguarding guidance.
- Supporting and monitoring people throughout treatment programmes and alerting the relevant person when there are unexpected changes in patient's status.
- Feeding back on status, changing needs and appropriateness of care/treatment plan.
- Liaising with family and formal carers, other health providers, Adult Community Services, Housing, voluntary, and private sector organisations as appropriate.
- Maintaining clear, legible, and accurate records of contact with patients/service users and carers in line with organisational requirements.

Responsibilities for information resources

- Maintain patient and clinical records in line with computerised recording system, mobile technology and organisations policies and procedures.
- Inputting results of assessments, including observations and investigations, and treatment/care interventions.
- Accessing e mail and having a moderate level of computer skills.
- Use of computerised ordering systems.

General

- To be responsible for complying with Trust and local Safeguarding policies and procedures.
- To be responsible for the quality of data recorded. The data should be accurate, legible (if handwritten), recorded in a timely manner, kept up to date and appropriately filed.
- All employees must comply with the East Suffolk & North East Essex Foundation Trust Equality and Diversity Policy and must not discriminate on the grounds of sex, colour, race, ethnic or national origins, marital status, age, gender reassignment, disability, sexual orientation or religious belief.
- Employees have a responsibility to themselves and others in relation to managing risk and health and safety, and will be required to work within the policies and procedures laid down by the East Suffolk & North East Essex Foundation Trust. The Trust seeks to establish a safe and healthy working environment for its employees and operates a non-smoking policy.
- All employees have the right to work in an environment which is safe and to be protected from all forms of abuse, violence, harassment, and undue stress. All employees are responsible for helping to ensure that individuals do not suffer harassment or bullying in any form. All employees will be personally accountable for their actions and behaviour in cases of complaint of harassment or bullying.
- All staff have a responsibility to contribute to a reduction in the Trust's carbon footprint and should pro-actively reduce and encourage others through own actions to reduce their contribution to carbon emissions. This includes switching off electrical appliances that are not in use, turning down heating, closing windows, switching off lights and reporting carbon waste etc.

Prepared By:

Date: