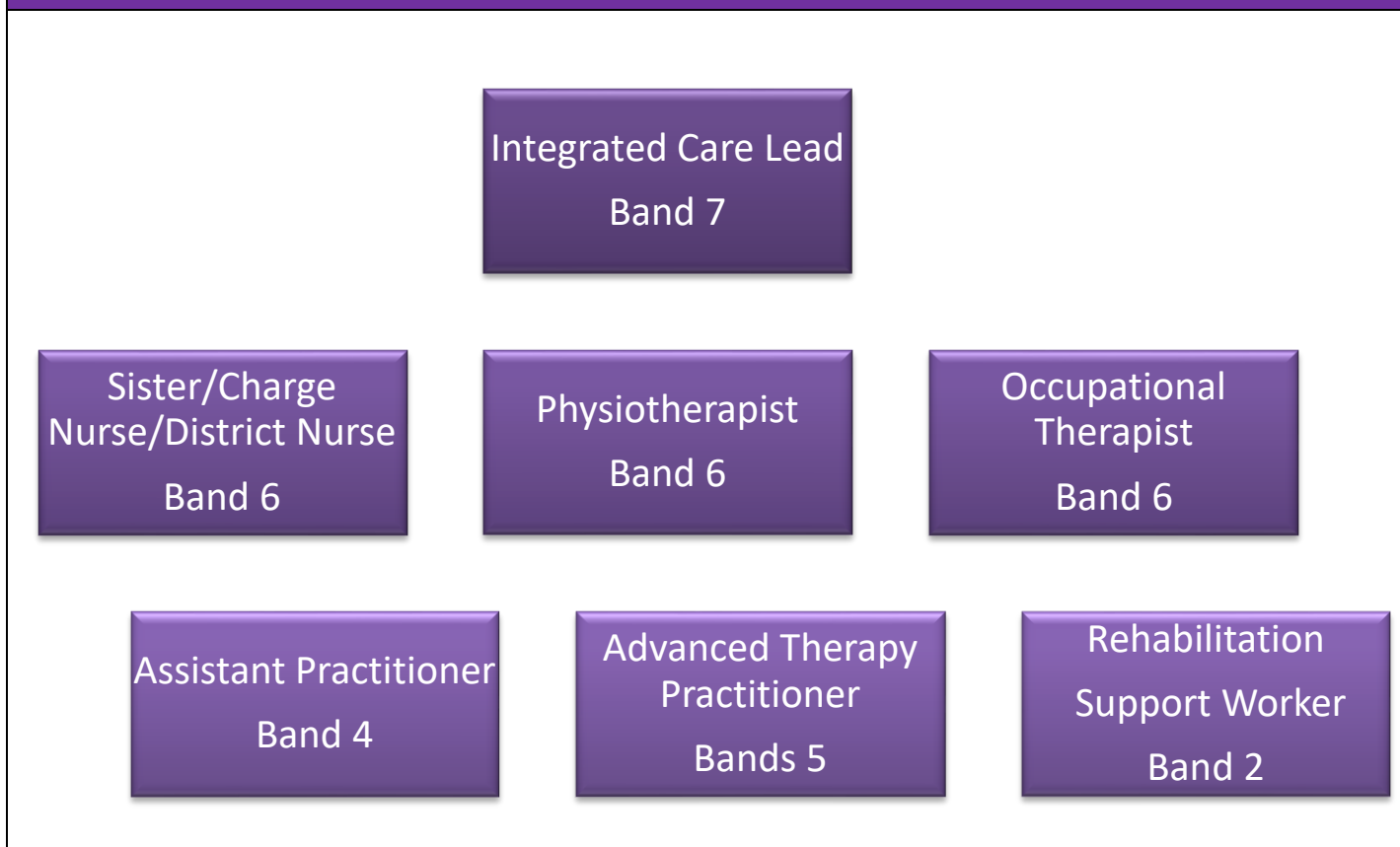


## JOB DESCRIPTION

<b>Post Title:</b>	Rehabilitation Support Worker – Primary Care Home
<b>Band:</b>	Band 2 NAX/RSWPCN07072019 (£18,005 to £19,337 pa)
<b>Reports to:</b>	Integrated Care Lead – Primary Care Home
<b>Accountable to:</b>	Locality Lead – Primary Care Home

## DEPARTMENT STRUCTURE



## KEY WORKING RELATIONSHIPS

Patients, families and carers. Multidisciplinary teams; General Practitioners; Social Care Services; Community Teams; Acute And Community Hospitals and Voluntary Agencies.

## JOB SUMMARY

The post holder will be part of the Primary Care Home to provide proactive and reactive community services.

The post holder will be focusing on reablement delivering care so that they can support and respond to the patient's needs in order to support independence and prevent/reduce the likelihood of increasing interventions or hospital admission.

## SPECIFIC DUTIES AND RESPONSIBILITIES

### We Listen, We Learn, We Lead

- Contribute to, support and promote ECCH's, strategic direction, values and culture in relation to proactive and reactive services.
- Communicate effectively with patients, relatives and carers, respecting patient confidentiality with privacy and respect for diverse cultural backgrounds and requirements
- Support and deliver aspects of activities of daily living. To include management of dietary and fluid intake, toe nail care, management of continence, assisting with toileting programmes, including use of sheaths, catheters and continence pads

- Undertake and record urinalysis, observations such as pulse, respiration rate, blood pressure. Reporting any changes to a Health Care Professional
- Check compliance with medication – Prompt and Assist and manage medication as directed (including blister pack/Medication Administration Chart). Reporting any problems with medication and/or compliance.
- Participate in one to one meetings/clinical supervision within Primary Care Home as required.
- Participate in the learning environment.
- Participate in internal and external networks in order to promote Primary Care Home.
- Contribute to the clinical governance agenda through participation in clinical audit when required.
- Contribute to an environment conducive to effective working, respecting and supporting the delivery of high quality clinical services.
- Contribute to change and innovation within Primary Care Home.

### **Work Together, Achieve Together**

- Work as part of the multidisciplinary Primary Care Home to deliver delegated proactive and reactive services including reablement and carrying out therapy exercises
- Work in partnership with senior members of the Primary Care Home and ensure the care provided is of high quality
- Work with patients towards self-care and independence.
- Work to support families and carers. Be aware of the effects of illness on the family Enable individuals and their families to express their feelings and preferences and take appropriate action.
- Work as part of the multidisciplinary team to deliver supportive care to patients approaching end of life.

### **My Responsibility, My Accountability**

- To promote effective communication between patients, families and carers to include participation in all decision making related to their care
- Follow an agreed care plan offering a range of clinical activities in a wide range of community settings to ensure best practice is delivered.
- Undertake personal care duties with patients
- Undertake skin assessments, continence and nutrition and report back to Health colleagues
- Undertake simple dressings
- Provide walking aids, provide and fit small aids and equipment as directed
- Participate in Health Education/training for patients, families and carers
- Engage in personal development; maintain competence, knowledge and skills commensurate with role
- Be wholly accountable for practice taking every reasonable opportunity to sustain and improve knowledge and competence
- Provide information as may be required to complete outcome measures on admission and discharge.
- Maintain legible, accurate and contemporaneous patient records in accordance with ECCH Policy. Report any changes in patient's condition to a registered Health Care Professional

### **Be Cost Conscious, Respect Our Resources**

- Take responsibility for the safe use of clinical equipment
- Contribute to the effective use of resources.
- Report any concerns/ changes in a patient's condition to a registered Health Care Professional without delay

All roles within East Coast Community Healthcare CIC (ECCH) require staff to demonstrate our ABCD Commitments and Signature Behaviours in the care they provide to patients, service users, stakeholders and colleagues. All members of staff should consider these behaviours, which are detailed in the pages below, an essential part of their job role.

## PERSONAL RESPONSIBILITIES

All of the above activities are governed by the operational policies, standing financial instructions, policies and procedures and standards of ECCH as well as legislation and professional standards and guidelines.

You are also responsible for ensuring the following:

- The requirements of the organisation's statutory responsibilities in relation to codes of conduct, corporate and clinical governance are disseminated, acted upon and achieved.
- Compliance with the Data Protection Act 2018 and Information Governance – the post-holder is not entitled to use for their own benefit or gain, or to divulge to any persons, firm or other organisation whatsoever, any confidential information belonging to the organisation or relating to the organisations affairs or dealings which may come to their knowledge during employment.
- Compliance with the Health & Safety at Work Act 1974 – the post-holder is required to fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards, and a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions.
- Compliance with all mandatory training requirements as set by ECCH for your role.
- You protect yourself and others against infection risks. All staff regardless of whether clinical or not are expected to comply with current infection control policies and procedures and to report any problems with regard to this to their managers. All staff undertaking patient care activities must attend infection control training and updates as required by ECCH.
- You act in such a way that at all times your actions safeguards the health and well-being of children and vulnerable adults. Familiarisation with and adherence to ECCH's Safeguarding Children and Adult policies is an essential requirement for all employees as is the participation in related mandatory/statutory safeguarding training.
- Post—holders are expected to adhere to the principles of openness, transparency and the statutory duty of candour in their day to day work and conduct. Post-holders are also expected to encourage the same behaviours within the wider Organisation.
- Post-holders are required to contribute to the organisation's performance against those aspects of the Assurance and Regulatory Frameworks pertaining to their role and to supply evidence of compliance with standards/targets.

ECCH is a learning organisation and an established placement provider for pre-registration learners; we support and value development of our existing workforce and the future workforce and as such everyone that works in ECCH is required to actively engage in supporting the learning environment.

**NOTES – to all employees:**

As a term of your employment with the organisation, you can be required to undertake such other duties commensurate with your band and/or hours of work at your initial place of work or at any other of the organisations establishments, as may reasonably be required of you.

This is a description of the job as it is at present constituted. It is the practice of this organisation regularly to examine employee's job descriptions and to up-date 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 and those working directly to him or her. You will, therefore, be expected to participate fully in such discussions and, in connection with them, to re-write your job description to bring it up-to-date if this is considered necessary or desirable. It is the organisation's aim to reach agreement on reasonable changes, but if agreement is not possible the organisation reserves the right to insist on changes to your job description after consultation with you.

## ABOUT US

ECCH is a social enterprise which provides NHS community health services across Norfolk and Suffolk. As a social enterprise, ECCH is owned by its staff and uses any surplus resources for the benefit of communities in Norfolk and Suffolk.



We achieve our purpose by delivering high quality, professionally led services that support and sustain the health and wellbeing of our communities that Excel, Grow, Partner and Evolve.

Our purpose and four strategic themes are supported by the positive behaviours which are embedded throughout ECCH and are demonstrated by our staff. These are our ABCD Commitments and our Signature Behaviours, which are outlined on the next page.

## ABCD COMMITMENTS

As a staff owned organisation it is important to embed and sustain a culture in which all staff feel valued and supported. Our staff helped to create the below commitments which we believe set out the standards that we can expect from one another. Essentially these commitments are intended to outline the type of culture we are seeking to promote within ECCH by defining the components; Attitude, Behaviour, Competence, Delivery. We expect all staff to take ownership of these commitments and to demonstrate them in every aspect of their role.

Attitudes	Behaviours
<ul style="list-style-type: none"> <li>• Be Positive</li> <li>• Give and receive constructive feedback</li> <li>• Embrace challenge and change</li> <li>• Spend time listening</li> <li>• Build Strong Relationships with colleagues and stakeholders</li> <li>• Be open, honest, flexible and reliable</li> </ul>	<ul style="list-style-type: none"> <li>• Lead by example</li> <li>• Be open, honest and transparent</li> <li>• Constructively address behaviours and attitudes that compromise a positive team environment</li> <li>• Demonstrate entrepreneurial spirit</li> <li>• Treat everyone equally and with respect</li> <li>• Take ownership and get things done</li> <li>• Always act as an ambassador for ECCH</li> <li>• Be proactive with personal desire to succeed and make a difference</li> </ul>
Competence	Delivery
<ul style="list-style-type: none"> <li>• Aim to deliver a high quality service every time, every day</li> <li>• Look after our own wellbeing and support others</li> <li>• Expand knowledge, share and develop ideas to continually improve and enhance our services</li> <li>• Support the delivery of our strategic objectives</li> <li>• Make the most of every opportunity that arises in the interest of our company</li> </ul>	<ul style="list-style-type: none"> <li>• Aspire for excellence in all that we do</li> <li>• Be professional at all times</li> <li>• Be accountable for decisions</li> <li>• Contribute to the development of our staff owned organisation</li> <li>• Take personal responsibility for reading, responding to and sharing communications</li> </ul>

## SIGNATURE BEHAVIOURS

We are building an 'intentional culture' with the Evolve programme that will help us meet our future challenges. Our four signature behaviours underpin how we want to do things in ECCH. All staff will be able to relate to these behaviours and all staff will be expected to positively demonstrate them in the workplace.

<p><b>We Listen, We Learn, We Lead</b></p> <ul style="list-style-type: none"> <li>• We convert ideas and feedback into action</li> <li>• We lead every day in many different ways (including following)</li> <li>• We take the time to hear what people say, not what we want to hear</li> <li>• We believe lifelong learning improves the wellbeing of all</li> </ul>	<p><b>Work Together, Achieve Together</b></p> <ul style="list-style-type: none"> <li>• When the team wins, we all win</li> <li>• We are part of our community and a system of care (no person is an island)</li> <li>• To do what I do, I need you (My team needs your team for ECCH to succeed)</li> <li>• Wellbeing is Key – Comfortable, Healthy, Happy</li> </ul>
<p><b>My Responsibility, My Accountability</b></p> <ul style="list-style-type: none"> <li>• We do what we say we will do</li> <li>• We are part of the solution, not the problem</li> <li>• We are positive: where blame is present, accountability is absent</li> <li>• Our Evolve behaviours are our responsibility</li> </ul>	<p><b>Be Cost Conscious, Respect Our Resources</b></p> <ul style="list-style-type: none"> <li>• We understand that every pound wasted is a need left unmet</li> <li>• We all share in ECCH's success</li> <li>• We innovate to grow our success</li> <li>• Saving 0.5% of our budget generates £175,000 – What could we achieve?</li> </ul>

<b>PERSON SPECIFICATION</b>		
<b>Post Title:</b>	Rehabilitation Support Worker – Primary Care Home	
<b>Band:</b>	Band 2	
<b>QUALIFICATIONS</b>		<b>ASSESSMENT METHOD</b>
<b>ESSENTIAL</b>	<ul style="list-style-type: none"> <li>Evidence of personal development</li> <li>Care Certificate or willing to undertake</li> </ul>	Application Form Qualification Certificates Interview
<b>DESIRABLE</b>	<ul style="list-style-type: none"> <li>Level II NVQ - or equivalent experience in Health or Social Care</li> </ul>	Application Form Qualification Certificates Interview
<b>EXPERIENCE</b>		<b>ASSESSMENT METHOD</b>
<b>ESSENTIAL</b>	<ul style="list-style-type: none"> <li>Previous relevant experience of working in health or social care environment</li> <li>Awareness of the needs of older people</li> </ul>	Application Form Interview
<b>DESIRABLE</b>	<ul style="list-style-type: none"> <li>Previous experience of NHS/Social Care/Voluntary organisation</li> <li>Understanding of reablement</li> </ul>	Application Form Interview
<b>SKILLS AND KNOWLEDGE</b>		<b>ASSESSMENT METHOD</b>
<b>ESSENTIAL</b>	<ul style="list-style-type: none"> <li>Good interpersonal skills</li> <li>Good IT skills</li> <li>Good verbal communication skills</li> <li>Good ability to listen</li> <li>Good written skills</li> </ul>	Application Form Interview Practical Assessment
<b>DESIRABLE</b>		Application Form Interview Practical Assessment
<b>PERSONAL ATTRIBUTES</b>		<b>ASSESSMENT</b>

		METHOD
<b>ESSENTIAL</b>	<ul style="list-style-type: none"> <li>• Team player</li> <li>• Approachable</li> <li>• Reliable</li> <li>• Flexible, and prepared to work all shift patterns</li> <li>• Willingness and ability to work across different sites</li> <li>• The ability to travel across the community</li> </ul>	Interview Practical Assessment
<b>DESIRABLE</b>	<ul style="list-style-type: none"> <li>• Ability to show patience and dependability</li> </ul>	Interview Practical Assessment