

Job description

Intermediate Care Enabler



...we are caring and compassionate

...we deliver quality and value

...we work in partnership



Name:
Job title: Therapy Assistant
Team: Intermediate Care
Business unit: Urgent Response and Intermediate Care
Reports to: Senior Enabler
Accountable to: Clinical Lead
Band: 2
Location: Community
Last updated: June 2021

Job purpose

To be a part of the intermediate care team by ensuring that the values of the organisation are evident in all interactions with service users and colleagues across health and social care.

To ensure that all activities carried out contribute to supporting independence and delivering excellent care.

To ensure that service users and their families are fully involved in their care and enablement by engaging with them and responding to their feedback.

Follow enablement care plans to meet goals set out by therapists to encourage independence and minimise on-going care needs.

To work autonomously as well as part of a team in line with MCH policies and procedures.

To promote and provide a high standard of fundamental care to patient's

Report and record patient information on clinical notes system as per policy

Key tasks

Key tasks include, but are not limited to-

Building professional relationships with service users, ensuring they are aware of and engage with their enablement and care.

Handing over key information and on-going updates about the service(s) provided by intermediate care therapy/enablement team and what service users should expect

Provide and assist with a range of activities such as:

- Personal care (washing and dressing activities)
- Supporting, encouraging and motivating service users to transfer, mobilise and participate in activities of daily living.
- Ensuring service users dietary needs and support
- Prompting and administering medications as per needs
- Timely and accurate completion of records (for example logs of- activity, outcomes, enablement goals, incidents, etc.)

Effective, timely and relevant communication of issues and exceptions

Travelling efficiently to and from each visit within the allocated times

Take the lead on-site in the event of an incident until support is available from health care, social care or emergency services.

Key responsibilities

1. Communication and relationship skills

Exercise good clinical practice and assist the senior staff in achieving high morale for both patient's and staff

To work in a team structure, liaising with and maintaining an adequate/ effective communication with colleagues and other members of the multidisciplinary team to the benefit of patient's and staff

Escalate/ communicate any issues to the named clinician/supervisor

Participate in team meetings

To communicate effectively, so the appropriate qualified clinician is aware of any changes to patient's needs or problems associated with the prescribed programme of nursing care/ rehabilitation

To act courteously and professionally towards patient's and colleagues always applying the MCH values.

To be encouraging at all times

2. Knowledge, training and experience

To manage mandatory training via ESR / Health Education England portfolio and ensure it is up to date

Attend required training course/ sessions which are required for the remit of the post

Commitment to continued education and personal development to be identified through 1-1's and Personal Development Reviews (PDRs)

NVQ level 2 or equivalent with evidence of working towards NVQ level 3

Good verbal and written (typed) communication skills

IT skills, including use of health records system for documentation of care provided.

Able to demonstrate empathy and be able to motivate and persuade patient's to take part in rehabilitation programmes.

Ability to work as part of a team

Willingness and ability to learn, reflect and develop in order to be able to complete the required evidence of personal development such as the Care Certificate.

3. Analytical and judgement skills

Ability to recognise when to call for assistance and/ or report changes in the patient.

Recognise the deteriorating patient

To handle written and verbal enquiries in a professional manner and to deal with them promptly and effectively.

4. Planning and organisational skills

Work under the instruction of the trained clinician having participated in formulating the structure of the shift.

Decision making and acceptance of personal accountability for one's own actions.

Follow care plans and communicating appropriately such as when plans need updating due to completion or difficulty in meeting objectives

5. Physical skills

Support the Therapy Team in the rehabilitation of patients using a range of techniques.

Support the Therapy Team in the moving and handling of complex, high-risk patients in preparation for therapy or during therapy sessions according to the patient's risk assessment.

6. Responsibility for patient / client care

Build professional relationships with service users, ensuring they are aware of and engaged with their enablement and care.

Support members of the team working with you to achieve the agreed standards of care

Ensure the patient's needs are being met as identified in the plan of care

Undertake therapy tasks with the patient independently by use of my plan/enablement goal sheets and expectations set by the therapy team.

Using empathy, sensitivity and good interpersonal skills to encourage patients and their carers in an active approach to regaining and maintaining personal independence.

To maintain patients privacy and dignity at all times.

7. Responsibility for policy and service development implementation

Identify any problems which may interfere with the smooth running of the team and together with the senior staff discuss ways of resolving.

Put forward suggestions and ideas to the team/ Clinical Lead and encourage others to do the same.

Comply with organisational policies and procedures with particular knowledge and understanding of the sickness processes.

To be able to report/ act on accurately, clearly and effectively care undertaken/ prescribed in line with service policies and guidelines.

To be proactively aware of health and safety aspects of your work environment and implement any policies, which may be required to improve the safety of the unit, including prompt recording and reporting of incidents and concerns including near misses.

To actively participate in any investigations taking place including attending interviews and providing personal/ reflective statements.

8. Responsibilities for financial and physical resources

To ensure that all resources are used appropriately to provide quality care in line with MCH policies such as the use of the dressing formulary to support the Clinical Lead in the management of the team budget.

9. Responsibilities for human resources (HR)

Take part in orientation and induction programmes for new staff.

Participate in team training.

To participate in the appraisal (PDR) process so that personal and organisational objectives are met. This includes self-reflection.

The post holder is expected to always act in ways that support equality and value diversity, in accordance with the MCH values and local/ national legislation.

Undertaking mandatory and professional study days/ courses to ensure up to date evidence-based practice.

Undertake individual performance review as required.

To maintain NVQ level knowledge and competencies by reading clinical/ professional literature and research and attendance at training.

To undertake relevant continues professional development (CPD) activities to maintain and develop skills, knowledge and abilities and to keep CPD portfolio.

10. Responsibilities for information resources

Expected to ensure the correct use of confidential information and sensitive information in line with Caldicott guidelines.

Ensure all interactions in relation to patient care and rehabilitation are recorded appropriately, accurately and timely.

To be responsible for maintaining accurate and prompt records of all clinical intervention undertaken by post holder in line with legal requirements and local policy

11. Responsibilities for research and development (R&D)

Understanding of research and development in the practice of enablement/ intermediate care.

To provide the information required to support service delivery to patients/ carers and other users of Intermediate Care services.

To participate in audits as required ensuring high standard of care delivery.

12. Freedom to act

The ability to plan and organise own workload without direct supervision; with regular progress reports to line manager on key tasks, guided by defined policies and procedures.

13. Physical effort (refer to effort factor questionnaire)

Areas of the role which may require physical effort either as a sustained or sudden requirement. The frequency should also be given, ie as an occasional or on-going requirement. Moving / transferring patients / clients, moving equipment, long periods of driving or inputting at a keyboard should also be identified.

14. Mental effort (refer to effort factor questionnaire)

15. Emotional effort (refer to effort factor questionnaire)

16. Working conditions (refer to effort factor questionnaire)

Physical effort

This factor measures the physical effort (sustained effort at a similar level or sudden explosive effort) required for the job. It takes account of any circumstances that may affect the degree of effort required, such as working in an awkward position or confined space. Please tick the appropriate box in the table below.

Job requirements	Yes / no	Average number of shifts per week	Average number of times per shift	Average duration of each occurrence	Average weight lifted
Standing / walking for substantial periods of time?	Yes	5	1-2	10-20 mins	
Standing / sitting with limited scope for movement for long periods?	No				
Making repetitive movements?	No				
Inputting at a keyboard?	Yes	5	1-3	10-20 mins	
Kneeling, crouching, twisting, bending or stretching?	Yes	3	6	15 mins	
Climbing or crawling?	No				
Working in physically cramped conditions?	No				
Working at heights?	No				
Pushing / pulling trolleys or similar?	Yes	2	4	10-15 mins	
Running?	No				
Cleaning / pot washing?	Yes	1	2	10	
Lifting weights / equipment with mechanical aids?	Yes	5	6	20-30 mins	
Lifting weights / equipment without mechanical aids?	No				
Manual digging?	No				
Other? (please specify)					

Mental effort

This factor measures the mental effort (concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines) required for the job. Please tick the appropriate box in the table below and describe the level of alertness / concentration required when undertaking certain activities. Please note that the periods of time in the table refer to continuous periods of concentration.

Job requirement	Average duration	How often per day / shift?	Are there interruptions?	If yes, do they require you to change what you are doing?
Check documents	Yes	5	Yes	Potentially
Carry out calculations	Yes	5	Yes	Potentially
Analyse statistics	Yes	10	Yes	potentially
Operate equipment / machinery	No			
Drive a vehicle	YES			
Carry out screening tests / microscope work	No			
Carry out clinical / therapeutic / social care / diagnoses / assessments	Yes	5	Yes	Potentially
Attend meetings (please describe role)	Yes	2	Yes	Potentially
Prepare detailed reports	Yes	1	Yes	Potentially
Carry out formal student / trainee assessments	Yes	1	Yes	Potentially
Undergo cross examination in court	No			
Carry out clinical, therapeutic or social care interventions / treatment	Yes	5	Yes	Potentially
Carry out non-clinical fault finding	No			
Other (please specify)				

Is the pattern of this work predictable in nature? Yes

If no, please describe below, including examples of activities / responsibilities that make it unpredictable.

Emotional effort

This factor measures the emotional effort required to undertake clinical or non-clinical duties that are generally considered to be distressing and/or emotionally demanding. Please complete the table below, indicating whether you carry out the activities listed as examples.

Examples	Number of occasions per week / month / year
Giving unwelcome news to patients / clients / carers / staff	1-2 per month
Processing, eg typing / transmitting, news of highly distressing events	No
Providing a service for distressed / angry patients / clients	1 per month
Dealing with difficult situations / circumstances	1-2 per month
Designated to provide emotional support to front line staff	5 shifts per week
Providing a care or therapy service to emotionally demanding patients / clients	1-2 per week
Caring for the terminally ill	1 per month
Communicating life changing events to patients / clients	No
Dealing with people with challenging behaviour	1-2 per week
Arriving at the scene of a serious incident	1 per year
Other (please specify)	

Working conditions

Please complete the table below concerning the conditions in which you are required to work or illness /injury to which you are exposed.

Are you require to work in, directly with or exposed to:	Yes / no	Frequency per week / month / year
Driving / being driven in normal situations (excluding driving to work)?	Yes	Daily
Driving / being driven in emergency situations?	No	
Inclement weather?	Yes	1-2 per year
Use of VDU more or less continuously?	No	
Excessive temperatures?	No	
Unpleasant smells / odours?	Yes	Daily
Excessive noise and / or vibration?	No	
Dust / dirt?	No	
Humidity?	Yes	Every 2-3 years
Exposure to dangerous chemicals / substances in containers?	No	
Exposure to aggressive verbal behaviour where there is no or little support?	No	
Unpleasant substances / non-household waste?	Yes	Daily
Noxious fumes?	No	
Infectious material / foul linen?	Yes	Daily
Fleas or lice?	Yes	1 per year
Body fluids, faeces, vomit?	Yes	Daily
Exposure to dangerous chemicals / substances not in containers?	No	
Other (please specify)		

Corporate accountabilities

Equality and diversity

The post holder will comply with all policies and procedures designed to ensure equality and diversity of employment and services across the organisation.

Standards of professional and business conduct

The postholder will be required to comply with the organisation's standing orders and standing financial Instructions, and at all times deal honestly with the organisation, with colleagues and all those who have dealings with the organisation, including patients, relatives and suppliers. The postholder will also be required to comply with the Code of Conduct for NHS Managers and / or the relevant professional codes of conduct.

NHS values

All staff must be committed to abiding by the NHS values and our organisational values; open and truthful in all their dealings with patients and the public, being caring and compassionate, working in partnership and delivering quality and value. Organisational and personal interests must never be allowed to outweigh these.

Control of infection

All staff whether clinical or non-clinical are required to comply with the Health and Social Care Act 2008. Code of Practice for the prevention and control of infections and related guidance. Therefore the postholder is expected to keep patients, visitors, themselves and other staff safe by continuously reducing the risk of healthcare associated infections.

Risk management and health and safety

The postholder will ensure compliance with the organisation's risk management policies and procedures. These describe the organisation's commitment to risk management, the recognition that our aim is to protect patients, staff and visitors from harm, and stress that all staff have a responsibility to minimise risk. The postholder will be required to observe local health and safety arrangements and take reasonable care of him / herself and persons that may be affected by his / her work.

Governance standards

Comply with the relevant governance standards applicable to the organisation as communicated to the postholder from time to time

Confidentiality

To respect the confidence of patients, clients and their carers relating to their condition, their family and their financial and other circumstances and not to disclose any such information to others who are not authorised to have it, either within or outside the organisation. To abide by the organisation's code of conduct and Caldicott requirements in confidentiality at all times.

Records management

To maintain organisation and patient records (both paper and electronic) in accordance with organisation policies to facilitate clinical care and effective administration.

Freedom of Information

To provide advice and assistance to all persons who propose to make, or have made requests for information, and to ensure all requests for information are managed appropriately in accordance with organisation Freedom of Information procedures.

Data protection

To comply with organisation's policies and the Data Protection Act in all respects, with particular relevance to the protection and use of personal and patient information.

Security

To comply with organisation policies to ensure there is a safe and secure environment that protects patients, staff and visitors and their property, and the physical assets and the information of the organisation.

Safeguarding and protecting children and vulnerable adults

All staff must be familiar with and adhere to Medway Community Healthcare Safeguarding Policies, procedures and guidelines for both children and vulnerable adults. This must be in conjunction with the Kent and Medway Safeguarding Children Procedures and Kent and Medway Safeguarding Vulnerable Adults Multi-Agency Policy, protocols and guidelines. All staff are required to attend mandatory safeguarding children and vulnerable adults training and updating relevant to their position and role.

Person specification

Criteria	Essential	Desirable
Qualifications	NVQ level 2 health and social care or equivalent	NVQ level 3 in health and social care
Experience	<p>Legible hand writing</p> <p>Good communication skills</p> <p>Literate, articulate and numerate</p> <p>Ability to work under supervision</p> <p>Excellent clinical standards</p> <p>Good IT skills</p>	<p>Previous unit/ ward experience</p> <p>Previous experience in rehabilitation</p>
Driving	Staff should have access to a vehicle	
Special knowledge / expertise	<p>Interest in working in a rehabilitation/ enablement environment</p> <p>Understanding of the roles within a multidisciplinary team involved in rehabilitation.</p>	Attending training/ course relating to promotion of rehabilitation/ self care
Disposition, adjustment, attitude and commitment	<p>Maintains a tidy work environment</p> <p>Ability to work flexible/ variable shift pattern including days, nights, late and early.</p> <p>Willingness to undertake additional training</p> <p>Commitment to continued education and personal development</p> <p>Ability to attend required training within the remit of the post</p>	
Practical / intellectual skills	<p>To be articulate in communication both verbal and non verbal.</p> <p>Ability to make decisions and to accept personal accountability for ones own actions</p> <p>Able to recognise when to escalate for support in the best interests of the patient and team</p>	
MCH values	<p>Being caring and compassionate</p> <p>The health and wellbeing of our patients and staff are my priority.</p> <p>I show kindness and humanity.</p>	

	<p>I am inclusive and non-discriminatory.</p> <p>Working in partnership</p> <p>I ask for, respond to and offer feedback which improves the quality of our services.</p> <p>I work effectively as part of my immediate team, the wider organisation and with external partners to achieve shared goals.</p> <p>I take responsibility and ownership for my area of work and I meet and manage expectations.</p> <p>Delivering quality and value</p> <p>I raise my concerns and I am open and honest when things do not go well, learning from successes and mistakes.</p> <p>I make the most of resources and reduce waste and inefficiencies.</p> <p>I seek out, share and actively participate in new ideas and ways of working.</p> <p><i>These are the core values and behaviours expected of all roles within MCH and individual performance in relation to the values is assessed in your PDR. A full description is available from your manager and the intranet.</i></p>	
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