

Job description

Stroke rehabilitation assistant



...we are caring and compassionate

...we deliver quality and value

...we work in partnership



Name:	
Job title:	Stroke rehabilitation assistant
Team:	Stroke services
Business unit:	Urgent care
Reports to:	Team lead
Accountable to:	Stroke Services manager
Band:	2
Location:	Variable across Medway
Last updated:	February 2015

Job purpose

To work as a member of the stroke interdisciplinary team, providing rehabilitation to stroke patients in hospital and community settings, under the guidance of professionally qualified members of the team and in liaison with the manager of Stroke Services and other members of the interdisciplinary team:

- Assist in the treatment of patients following a stroke in Medway and Swale
- Implement a treatment and rehabilitation program for the patient as instructed by the qualified team members.
- Assist in the on-going development and evaluation of the stroke service

Organisational chart

Available on request

1. Communication and relationship skills

- Ability to work and communicate well with all staff, patients, carers and relatives.
- Good verbal and written skills
- Good observational skills with an ability to feedback observations concisely and accurately
- Ability to follow written, verbal and visual instructions and treatment programs

2. Knowledge, training and experience

- Ability to travel across Medway and Swale in a timely manner
- Sound common sense and the ability to show initiative
- Willing to work flexibly, in different settings.
- Able to change working patterns as the service develops to work in shifts and at weekends
- Good general education
- Experience of working with people
- Able to take on a range of administrative tasks
- Able to work independently as well as part of a team
- Awareness of own competency and how to seek appropriate help
- Able to attend essential team meetings, in service and team development programmes and undertake competency assessment under the supervision of qualified professionals

3. Analytical and judgement skills

- To work in a manner which promotes the patient's independence at all times

4. Planning and organisational skills

- To achieve good time management and keep accurate records of patient contacts

5. Physical skills

- To assist the qualified members of the team/unit in the provision of a service to clients who have had a stroke, their carers and/or their relatives
- To assist the qualified members of the team/unit in providing group therapy for clients who have had a stroke and/or their carers /relatives
- To deliver individual care plans designed by qualified members of the stroke team/unit under their supervision.
- To be able to carry out basic neurological investigations on patients when requested by a qualified member of the team/unit
- To attend and contribute to multi-disciplinary team meetings as required
- To participate in and support qualified team members in stroke prevention
- To work alongside colleagues from within Medway Community Healthcare and other organisations to carry out enabling personal care tasks on a daily basis

6. Responsibility for patient / client care

- To accurately record and monitor clients progress and record any information relevant to the patient's care in the patient's multi-disciplinary records, including details of medication, treatment and care, notifying appropriate professional of any matters of concern
- To liaise fully at all times with team members and other appropriate colleagues with particular reference to the condition of the patient and their progress
- Give consideration of the needs and well-being of relatives/carers and promote relative/carer participation in care programmes
- Respect individual patients and their environment, maintaining confidentiality at all times
- To have good safety awareness for the patient, carer, relative, self-other team members and colleagues

7. Responsibility for policy and service development implementation

- To adhere to the protocols and guidelines as set out in the appropriate Policy and Procedures File

8. Responsibilities for financial and physical resources

- To assist the qualified team members with the allocation and maintenance of equipment, keeping accurate records of equipment used and materials used

9. Responsibilities for human resources (HR)

- Partake in appraisal process, attending training identified to meet the needs of the service and assist in the training of other staff as directed
- Ensure all policies and procedures are adhered to, including data protection and highlight any concerns to relevant staff

10. Responsibilities for information resources

- To keep and submit regular statistical data in a timely manner as determined by the service manager

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

- Participate in quality initiatives/audit aimed at enhancing care and change of practice to better meet the client and service needs

12. Freedom to act

- Works unsupervised and manages and priorities own work
- Uses initiative to resolve problems
- Follows organisation policies and procedures

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	Constant	45 mins per session	
Standing / sitting with limited scope for movement for long periods?	Yes	5		Varies	
Making repetitive movements?	Yes	5	Constant	Varies	
Inputting at a keyboard?	Yes	5	1	Minimal 30 mins a day	
Kneeling, crouching, twisting, bending or stretching?	Yes	5	Constant	Varies	
Climbing or crawling?	Yes	5	1-2	10 mins	
Working in physically cramped conditions?	Yes	5	1-2	30 Mins	
Working at heights?	No				
Pushing / pulling trolleys or similar?	Yes	5	1-2	varies	
Running?	No				
Cleaning / pot washing?	No				
Lifting weights / equipment with mechanical aids?	Yes	5	1-2	5 mins	
Lifting weights / equipment without mechanical aids?	Yes	5	1-2	5 Mins	
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	Y	Daily		
Carry out calculations	Y	Weekly		
Analyse statistics	No			
Operate equipment / machinery	Yes	Daily		
Drive a vehicle	Yes	Daily		
Carry out screening tests / microscope work	No			
Carry out clinical / therapeutic / social care / diagnoses / assessments	Yes	Daily		
Attend meetings (please describe role)	Yes	Monthly		
Prepare detailed reports	No			
Carry out formal student / trainee assessments	No			
Undergo cross examination in court	No			
Carry out clinical, therapeutic or social care interventions / treatment	Yes	Daily		
Carry out non-clinical fault finding	No			
Other (please specify)				

Is the pattern of this work predictable in nature? Yes? No?

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	Occasionally
Processing, eg typing / transmitting, news of highly distressing events	No
Providing a service for distressed / angry patients / clients	Occasionally
Dealing with difficult situations / circumstances	Occasionally
Designated to provide emotional support to front line staff	No
Providing a care or therapy service to emotionally demanding patients / clients	Occasionally
Caring for the terminally ill	No
Communicating life changing events to patients / clients	Occasionally
Dealing with people with challenging behaviour	Occasionally
Arriving at the scene of a serious incident	Occasionally
Other (please specify)	

Working conditions

This factor measures the demands arising from inevitably adverse environmental conditions (such as extreme heat / cold, smells, noise, fumes) and hazards, which are unavoidable (even with the strictest health and safety controls), such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers).

Please describe where you work and state percentage of time in each area below:

May be ward or community based working in patients' homes

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 required 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	Occasionally during winter
Use of VDU more or less continuously?	Yes	Occasionally
Excessive temperatures?	No	
Unpleasant smells / odours?	Yes	Occasionally
Excessive noise and / or vibration?	No	
Dust / dirt?	Yes	Occasionally
Humidity?	No	
Exposure to dangerous chemicals / substances in containers?	No	
Exposure to aggressive verbal behaviour where there is no or little support?	Yes	Occasionally
Unpleasant substances / non-household waste?	Yes	Occasionally
Noxious fumes?	No	
Infectious material / foul linen?	Yes	Occasionally
Fleas or lice?	Yes	Occasionally
Body fluids, faeces, vomit?	Yes	Occasionally
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	<ul style="list-style-type: none"> • Good general education • Literate/numerate 	<ul style="list-style-type: none"> • NVQ Level II/III – Healthcare related • Basic Food Hygiene Certificate
Experience	<ul style="list-style-type: none"> • Desire to work within rehabilitation. 	<ul style="list-style-type: none"> • Previous experience in the provision of rehabilitation or care.
Special knowledge / expertise	<ul style="list-style-type: none"> • Good verbal and written communication skills. • Ability to take on a range of administrative tasks. • Ability to work in a team and under the supervision of qualified staff 	
Disposition, adjustment, attitude and commitment	<ul style="list-style-type: none"> • Able to demonstrate empathy and be able to motivate and persuade patients to take part in rehabilitation programmes • Committed to getting the job done 	
Practical / intellectual skills	<ul style="list-style-type: none"> • Awareness of limitations, personal strengths and areas of development • Flexible, Reliable and organised • Ability to travel across Medway and Swale in a timely manner. • Fit to perform a range of duties 	
MCH values	<p>Being caring and compassionate The health and wellbeing of our patients and staff are my priority. I show kindness and humanity. I am inclusive and non-discriminatory.</p> <p>Working in partnership I ask for, respond to and offer feedback which improves the quality of our services. I work effectively as part of my immediate team, the wider organisation</p>	

	<p>and with external partners to achieve shared goals. I take responsibility and ownership for my area of work and I meet and manage expectations.</p> <p>Delivering quality and value I raise my concerns and I am open and honest when things do not go well, learning from successes and mistakes. I make the most of resources and reduce waste and inefficiencies. 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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