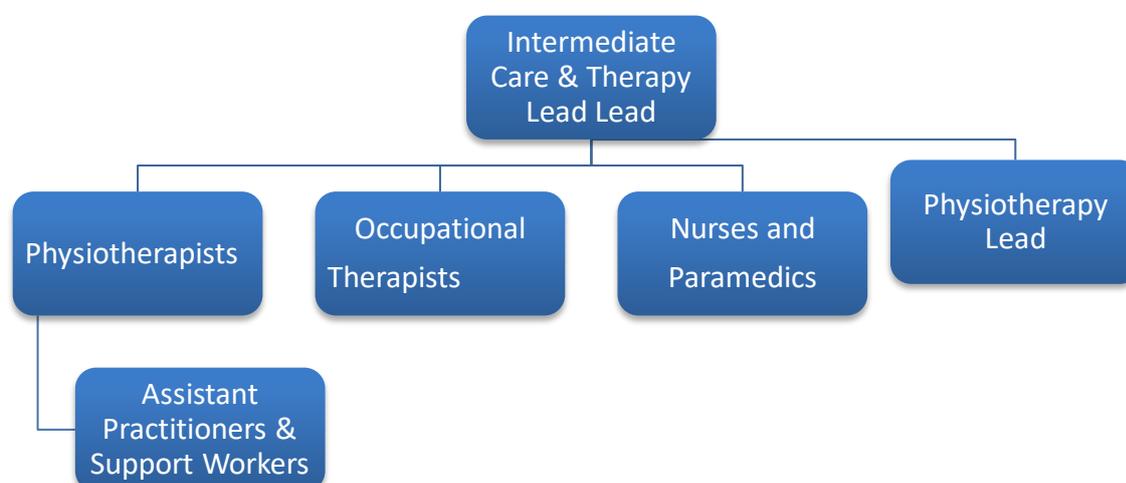


## JOB DESCRIPTION

<b>Job Title:</b>	Support Worker- Intermediate Care
<b>Band/Pay:</b>	Band 3
<b>Department:</b>	Intermediate Care and Community Therapy

### *Coastal Locality Wide Services*



### **Job overview**

Torbay and South Devon NHS Foundation Trust is an integrated care organisation which aims to provide high quality, safe and effective health and social care. Our vision is a community where we are all supported and empowered to be as well and as independent as possible, able to manage our own health and wellbeing, and in our own homes.

We have a great opportunity available within our continually developing Intermediate Care and Community therapy team in Coastal. We are looking for an enthusiastic support worker to join our team. This post will include 7 day working.

The Intermediate Care Service facilitates crisis management in the community, prevention of hospital admissions, quicker discharge from hospital and supports people to remain as independent as possible at home. Patients are seen within the most appropriate setting; at home and in intermediate care placements in residential

care homes. The team works in a truly integrated way, with support workers, assistant practitioners, nurses, paramedics, social workers, physiotherapists, pharmacists, and a dietician.

The support worker role in this team is to undertake delegated tasks for the Nurses, Paramedics, Occupational Therapists and Physiotherapists on the team to contribute to excellent patient care.

The role also involves undertaking delegated exercise programmes and rehabilitation treatment programmes for community therapy patients and assisting with group exercise classes.

The post holder will be well supported by senior staff, as well as by the wider multi-disciplinary team, which will include medical support. There are excellent CPD training opportunities, including peer support groups, training from the South Devon Health Services training and development team.

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### **Main duties of the Job**

The support worker role in this team is to undertake delegated tasks for the Nurses, Occupational Therapists and Physiotherapists on the team to contribute to excellent patient care.

The role also involves undertaking delegated exercise programmes and rehabilitation treatment programmes for community therapy patients and assisting with group exercise classes.

- Ensure that own contribution to service is delivered in a way that meet the diverse population of Southern Devon and adhere to the trust policy on equality and diversity
- To keep the patient at the centre of his or her care, ensuring patient and carer participation in decision making
- To practice the principles and philosophy of individualised person-centred patient care in accordance with Trust Policy, procedures and regulatory body's guidelines
- To maintain accurate and contemporaneous clinical records of care given
- To record activity on a clinical data base as required
- Assist in the monitoring and protecting of groups and individuals whose health and well-being may be at risk e.g.: vulnerable adults
- To work within a multi-professional team undertaking support worker role, taking work from qualified staff including Nurses, Paramedics, Physiotherapists, Occupational Therapists
- To work within wider locality team, working together to ensure patients' needs are met by the right person at the right time
- Communicate with both colleagues and patients with humanity and compassionate as you would expect from others, showing empathy and kindness to everyone

- Maintain a sensitive approach in emotionally challenging situations, e.g. palliative care
  - Participate in service developments to enhance the range and scope of services provided to patients and their carers
  - Participate in the audit and evaluation of the service
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## **About your new team and department**

Torbay and South Devon NHS Foundation Trust is an integrated care organisation which aims to provide high quality, safe and effective health and social care. Our vision is a community where we are all supported and empowered to be as well and as independent as possible, able to manage our own health and wellbeing, and in our own homes.

Coastal Intermediate Care Team and Community Therapy team is based at Teignmouth Hospital. The team are proactive and have a forward-thinking core that promote a positive and a 'can do' attitude. The successful candidate will be dynamic and key in managing patients to remain in their own home. Committed to staff development through education and training helping staff realise their potential in topics of interest to them and encouraging career pathways to enable progression. We pride ourselves on delivering high standards of care and building relationships within the communities we are part of. We are actively working to a more integrated approach to care delivery and work closely with our Community nursing team, Social care and voluntary care sector colleagues to achieve this.

We have a great opportunity available within our continually developing Intermediate Care and Community therapy team in Coastal. We are looking for an enthusiastic support worker to join our team. This post will include 7 day working.

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## **Detailed job description and responsibilities**

### **Communication and working relationships**

- You will work as part of a team on a daily basis, ensuring excellent patient care
- To maintain accurate and contemporaneous clinical records of care given.
- To record activity on a clinical data base(s) as required

### **Planning and organisation**

- You will plan your day autonomously, taking into account the priority needs of the patients under your care
- You will organise your day to provide maximum productivity, planning tasks and travel routes etc to maximise time spent face to face delivering patient care
- You will have your own caseload of community patients which you will need to manage autonomously, feeding back to the qualified staff member

**Responsibility and accountability**

- You will take responsibility for the daily care and support of delegated patients, escalating any concerns about patients to an appropriate professional
- To implement treatment and care to patients under the guidance and supervision of a registered professional. e.g. dressings, injections, monitoring etc.
- To work independently and autonomously, providing delegated treatment, support, care, treatment and advice to individuals, within guidelines and protocols identified for the role

**Policy and service responsibility**

- You will deliver treatment/care within a community setting as specified in a written care plan, under the guidance of a registered practitioner

**Responsibility for finance, equipment and other resources**

- You will have delegated authority for ordering equipment from the Devon Equipment provider, therefore you will take responsibility for appropriate use of this resource and that eligibility criteria is met
- You will maintain any equipment loaned to you to perform your role in good condition and report any defects or concerns as soon as possible

**Responsibility for supervision, leadership and management**

- You may assist with induction of new team members, demonstrating working practices and procedures

### PERSON SPECIFICATION

Attributes	Essential	Desirable
<b>Qualifications and training</b>	<ul style="list-style-type: none"> <li>• Previous experience of working within a healthcare/caring environment</li> </ul>	<ul style="list-style-type: none"> <li>• Experience within designated clinical area</li> <li>• NVQ Level 3 in Health &amp; Social Care</li> </ul>
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>• Ability to undertake a range of procedures relevant to area of works</li> <li>• Knowledge and experience of professional roles within a multi-disciplinary team</li> <li>• Experience of working in a care setting</li> <li>• Experience of supporting other workers</li> <li>• Delivering patient focused care</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of community working, preferably within Health and Social Care</li> <li>• Experience of working under distanced supervision</li> </ul>
<b>Specific Skills</b>	<ul style="list-style-type: none"> <li>• Typing / data inputting skills</li> <li>• Knowledge of health/social care IT systems</li> <li>• Physical skills to manually handle patients and use appropriate lifting aids</li> <li>• Experience of using effective communication skills both oral and written</li> </ul>	
<b>Requirements due to work environment/conditions</b>	<ul style="list-style-type: none"> <li>• Full UK driving licence with access to vehicle as you will be required to travel to remote locations at short notice</li> <li>• There is an expectation for the post holder to occasionally come into contact with highly</li> </ul>	

	<p>unpleasant conditions e.g.: odours, body fluids</p> <ul style="list-style-type: none"> <li>• Dealing with verbal aggression</li> <li>• Prioritisation skills and flexibility to re-plan day as required</li> </ul>	
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<b>Physical skills</b>	<ul style="list-style-type: none"> <li>• Ability to use safe manual handling skills whilst mobilising and transferring patients, and in the lifting and transporting of small pieces of equipment.</li> </ul>
<b>Physical effort</b>	<ul style="list-style-type: none"> <li>• Manual dexterity</li> <li>• Ability to work in confined space at times</li> <li>• There is the expectation that the role will require moderate physical effort for short periods</li> </ul>
<b>Emotional effort</b>	<ul style="list-style-type: none"> <li>• Able to listen and empathise with the needs and wishes of users, carers and colleagues.</li> <li>• Occasional exposure to distressing or emotional circumstances</li> <li>• Ability to work as a team member</li> <li>• Ability to recognise own limitations</li> </ul>
<b>Mental effort</b>	<ul style="list-style-type: none"> <li>• Dealing with complex situations</li> <li>• Dealing with emotionally challenging situations</li> </ul>