

POST TITLE:	Engagement Support Worker
BAND:	Band 2
ACCOUNTABLE TO:	Clinical Lead for Enhanced Care and Engagement Support Workers
RESPONSIBLE TO:	Ward Manager
LINE MANAGEMENT RESPONSIBILITY FOR:	

JOB OVERVIEW

To assist staff with direct and indirect patient care within clearly defined limits and attainment of defined competence. To work without constant direct supervision using initiative within the level of competence for the post.

DETAILED JOB DESCRIPTION AND MAIN RESPONSIBILITIES

The postholder:-

2.1 Main tasks

To support multidisciplinary ward staff to deliver a multi-component prevention of delirium and support vulnerable patients who have a suspected diagnosis or diagnosis of dementia using activity as a therapeutic medium to support recovery.

- Carry out all duties in a professional, compassionate, and courteous manner.
- To ensure that no action or omission on your part is detrimental to the condition, safety, well-being, and interest of the patients.
- To attend handover meetings at the start of the shift. To assign specific patients to work with and to identify prevention of delirium interventions. Promoting a patient centred approach.
- To build therapeutic relationships with patients and relatives through, using open verbal, non-verbal communication skills, having regular conversations, providing reassurance, an empathetic listening ear and companionship through identifying topics of meaning/purpose to individual patients. Keeping up to date records and encouraging participation and liaising with family.
- To work as an extension of the ward staff. To deliver group interactions/activities to monitor and where appropriate to prevent increased risk of delirium. These interventions are aimed at increasing patient’s orientation to time and place and cognitive stimulation (for example: reminiscence, reading a book or newspaper, social interaction coffee mornings and mealtime sessions)
- To support the Prevention of Delirium Volunteers with induction to the wards and help support them in their role as a POD Volunteer.
- To encourage and support relatives/friends to participate in the recovery of patients by encouraging them to: focus conversations around familiar events and routines; bring familiar items to support patient’s orientation to the environment, routines, and improvement in memory.
- To ensure that patients with sensory impairments (including poor vision and hearing) have appropriate clean spectacles and hearing aids, checking they are in good working order and that the batteries are replaced when needed.



- To support patients with hydration and dietary requirements, encouraging them to drink, refreshing their water jugs and ensuring that patients have a drink of their choice, as well as ensuring that they can reach and hold the glass/cup independently or with assistance. To monitor fluid balance and dietary needs when working with patients and feeding back findings to nursing staff.
- To offer support to patients who have been identified by ward staff as requiring practical help with feeding by: encouraging, prompting, and enabling them to eat and drink independently. Helping with cutting up and removing packaging from food. Assisting patients who are unable to eat or drink independently to maintain adequate nutrition and hydration. To assist patients in completing their daily ward menus where appropriate.
- To encourage/accompany patients who can walk independently or with the use of walking aids to mobilise to the day room to enable them to engage in therapeutic interventions.
- To support the therapists to progress assessments and treatment plans by completing the appropriate documentation for therapeutic interactions, interventions carried out with patients (including memory care plans, mealtime, and social interaction activity analysis documents). Report information collected from the memory plan and issues pertaining to the treatment of patients and activities which they engaged to the nurse responsible for the patients care before the end of the shift.
- To ensure the environment is prepared and safe for treatment sessions, seeking advice and guidance from staff or therapy staff if there are any concerns about this.
- To understand the principles of consent prior to any intervention.
- To promptly discuss any issues of concern regarding the patient's wellbeing immediately to the nurse responsible for the patients care, i.e. increased pain, breathing difficulties, new signs of confusion, disorientation or behavioural problems.

3.1 Clinical Duties

Please refer to section 2

3.2 Professional Duties

- At all times treat patients, visitors and colleagues with dignity and respect, exercising discretion and behaving in a manner consistent with the CHFT standards of behaviour.
- To maintain confidentiality in all aspects of work
- Work in a collaborative and co-operative manner with other members of the care team and wider multidisciplinary team.
- To follow Infection prevention and control guidelines and Trust policy regarding IPC
- To undertake mandatory training in Manual Handling and adhere to principals taught
- To follow Health and Safety policies relevant to the working environment and attend mandatory updates in accordance with Trust policy
- To undertake duties that you have received appropriate training for and have been deemed competent
- To adhere to all Trust policies and procedures
- To establish and maintain effective communication and relationships with colleagues and the wider multi-disciplinary team
- To contribute to the development of clinical area, by bringing new ideas to help to improve patient care/experience

3.3 Managerial Duties

There are no managerial duties required for this post



3.4 Financial Duties

There are no financial duties required for this post

3.5 Managing Self

- Participate in regular supervision
- Attend all mandatory training and other training pertinent to the role
- To participate in annual appraisal, agreeing your own development plan with your Line Manager.
- To comply with all Trust policies, procedures, and protocols
- To carry out duties with due regard to the Trust's Equality, Diversity and Inclusion Policy
- To be able to recognise own limitations and seek advice and support from Line Manager whenever necessary
- To always maintain professional conduct including appearance and adherence to the uniform policy
- To undertake any other duties which may be required as part of the role.

This job description is an outline only and is not definitive or restrictive in any way. It will be regularly reviewed and may be amended in the light of changing circumstances following consultation with the post holder.



PERSON SPECIFICATION
ROLE TITLE:
BAND:

REQUIREMENTS	Essential or Desirable	Application	Interview	Reference
QUALIFICATIONS / TRAINING				
Health specific NVQ level 2 or 3 (or equivalent) or equivalent acute health care experience	E	x		
GCSE English grade 9-2 (A*-E) or equivalent	E	x		
KNOWLEDGE, EXPERIENCE & EXPERTISE				
Previous employment within a healthcare environment, working with older people	E	x	x	x
Experience of developing activities for working with groups.	E	x	x	x
Experience of working with patients with Dementia	D	x	x	x
Knowledge of the conditions of Delirium and Dementia	D	x	x	x
Awareness of Delirium prevention & management strategies.	D	x	x	x
Willingness to undertake any training or development relevant to the role.	E	x		
Moving and handling and Infection control	D	x		
Food hygiene	D	x		
Resuscitation	D	x		
Customer care	D	x	x	
Insight into the roles and responsibilities of the post	E	x	x	
Demonstrate a commitment to a caring profession	E	x	x	
Understand the importance of record keeping	E	x	x	
Literacy skills	E	x	x	
Experience of record keeping	D	x	x	
COMMUNICATION AND RELATIONSHIPS (INCLUDING MANAGEMENT RESPONSIBILITIES)				
Ability to work as a team member	E	x	x	
Ability to work in a busy environment	E	x	x	
Good verbal, non-verbal and written communication skills	E	x	x	
Able to use own initiative as necessary	E	x	x	
Aware of own limitations/ level of competence	E	x	x	
Plan delegated workload	D	x	x	
DBS REQUIREMENT				
<i>This position is eligible for an enhanced check with adults barred list information</i>				