

## Job Description

<b>Job Title</b>	Short Term Services Support Worker		
<b>Location</b>	Various		
<b>Reporting to (job title)</b>	Reablement Team Leader		
<b>Service/Section/School</b>	Social Care Reablement as part of short term services		
<b>Effective date</b>	1.9.21		
<b>Evaluated Grade</b>	AFC Band 3	<b>Job Number</b>	N.0268

### Job Purpose:

To provide short term care and support to people in the community with a focus on maximising independence, following a period of acute ill health or hospitalisation.

Post holders will carry out their role as defined in care & reablement plans, and contribute to the assessment process and ongoing monitoring and review of peoples goals.

Post holders will work under the guidance of Team Leaders and other professional staff, and ensure they follow both local and national policies and procedures.

This role requires the ability to fulfil all spoken aspects of the role with confidence and fluency in English.

### Main duties and responsibilities:

Assist and promote independent social and living skills including the provision of a range of tasks, for example: involving assistance with mobility, personal care, bathing, dressing/undressing; continence, nutrition, hydration and prompting, monitoring and administration of medication where required, in line with local policies.

Therapeutic moving & handling skills – often with the need for prolonged physical effort. Will include frequent use of wide range of moving & handling equipment.

To undertake specific clinical tasks as delegated once undertaken relevant training and deemed competent. These will include baseline observations and investigations, simple wound care and like for like dressings management. To be able to recognise deteriorating physical health, use clinical/physiological observations to assist in assessment and escalate using early warning score and SBAR as required.

To be able to follow goal plans and use observational skills to evaluate and modify interventions in order to participate in the reablement of people, engaging them as an active part of the process.

To be able to fit and adjust community equipment to people and their environment.

To feedback to team or clinical leads any outcomes, concerns, progress, deterioration with regard to the achievement of the set goals.

To form professional relationships with people and communicate effectively with them, as well as with team members, families, carers and others. This will involve using a range of communication skills and the ability to manage any barriers to effective communication.

Maintain service user records in individual service users' homes, including the completion of goal plan documentation, and where required using electronic devices and media.

To understand the implications of the Mental Capacity Act and acts to assess capacity as appropriate

Work within the Employer and Devon County Council policies and procedures for safeguarding adults.

To carry out any other duties which fall within the broad spirit and scope and purpose of the job description.

To have a working knowledge of local community resources and networks and be able to provide information and advice on how to access services that will benefit the health and wellbeing of individuals.

To contribute towards ensuring a safe working environment for self and others and report on situation of potential risk, working with local policies and procedures.

Only undertake work which is within own competence and to identify any work required to be undertaken by more senior staff. To seek advice and supervision from Team or Clinical Lead as necessary to ensure appropriate patient management and care.

To be aware of, and act upon, local health and safety policies, including the prompt recording of any accident, incident, or other untoward event involving self, patients or other staff.

To contribute to service development and research activities.

To contribute in audit and clinical governance activities.

Ensure awareness of and comply with Employers policies and procedures relating to Clinical Governance etc as required by the role, and ensure that their requirements, along with nationally recognised professional standards are incorporated within clinical practice. Ensure that the Employer's Policies, Procedures and Standard Operating Procedures relating to patient care Health and Safety at Work are understood and implemented.

### **Management and Leadership**

- To manage your day following allocation of visits and be able to reprioritise when needed, and to work without direct supervision throughout the day.
- To participate in team meetings to develop effective communication within the team and to consolidate a cohesive and supportive team.
- To take a flexible approach to supporting colleagues in times of caseload pressure, including working with colleagues as directed to maintain support across the team within the resources available.

### **Education**

- Undertake completion of the Care Certificate and competencies as set out in the shared skills framework, in agreement with your line manager.
- To maintain your competencies through mandatory training and external training opportunities where appropriate.

- To participate in regular Supervision and appraisal in line with local policy and actively participate in personal development training needs.
- To support new and less experienced members of all disciplines, both formally and informally, including students and placements.

### **Budget & Resources**

- To be responsible for the use of resources in the most efficient and effective way, including the provision of short term services.
- To have delegated authority to order equipment from the Community Equipment Service up to £100 in value.
- The post holder will support financial independence with the service user and this may involve the handling of cash, cheques and financial information belonging to the service user.

### **Contacts and relationships**

- To ensure that patients are kept fully informed at all stages of intervention.
- To answer queries from relatives and other professionals as they arise, or provide contact details and/or advice regarding how queries can be resolved.
- To ensure detailed information is fed back to team leaders/supervisors regarding the persons progress and ongoing need for support. Due to the diverse and complex nature of the caseload, this may require the ability to communicate complex information to meet a range of levels in understanding, and to overcome such barriers as, e.g. hearing loss, cognitive impairment, dysphasia, pain, fear, social and cultural differences.
- Able to communicate the role and remit of the Service.
- The Post Holder to be supplied with mobile telephones and lone working devices for work purposes and be expected to abide by local policy.
- To maintain and Preserve confidentiality at all times, and be aware of the Data Protection Act, Access to Health Records and Consent for Treatment.

### **Effort - Physical Effort**

- Moderate to intense physical effort on a daily basis. Moving and handling of people in relation to assessment, treatment and rehabilitation. Pushing wheelchairs and use of whole range of moving & handling equipment. Will also involve static postures, standing and kneeling. To include moving & positioning of inert limbs or repositioning of unconscious people.
- Manually handle equipment (wheelchairs, health care equipment) and furniture frequently, following ergonomic risk assessment as per statutory training and service risk assessment.
- Ability to travel to other locations as required meeting time constraints.
- Service user support requirements will necessitate working in restricted positions or limited space.
- Daily work involves frequent driving, sitting/standing, and walking.

### **Mental Effort**

Lone working for majority of shifts, work in an unpredictable pattern when required.

- Read and decipher service user information.
- Ability to motivate service users.
- Have the ability to communicate with the appropriate response and manner to both service users and carers/family during emotional times.

- Understanding of a range of procedures which are evidenced based; Community procedures, Clinical observations, Basic life support, Support implementing and evaluating patient care.
- Instigate emergency procedures i.e. finding a collapsed service user and commencing basic life support
- Work pattern is unpredictable and subject to interruption i.e. calls being prioritised, other work colleagues, family /service user/ carers needs.

### **Emotional Effort**

- Dealing with people and families undergoing major changes in their health and social position, and helping them come to terms with any impairments or disabilities.
- Be able to immediately respond to complaints/demands from distressed or anxious people, carers and other professionals
- Work with service users who may have a poor/life limiting prognosis.
- Work with service users in the aftermath of bad news or occasionally to relatives following a death, if this occurs in-between care visits.
- Work with service users with mental health problems and occasional challenging behaviour.
- Work with relatives/carers in a supportive role.

### **Working Conditions**

- Work in service users homes which can often involve hot/cold temperatures, cluttered and unhygienic environments, pets.
- Frequent contact with body fluids, infection, dust and unpleasant smells.
- Driving Hazards i.e. driving in all weathers and sometimes very rural areas.
- Risk of exposure to contagious conditions e.g. diarrhoea and vomiting.
- Transportation of samples in own vehicle.

**Person specification:**

Attribute	Essential	Desirable	Method of Assessment
Management of people		Able to contribute to the training of other staff/students	◦
Experience	<ul style="list-style-type: none"> <li>• Experience of working in a caring environment</li> <li>• Able to demonstrate an understanding of the rights of the Service User</li> <li>• Able to demonstrate a commitment to working with older adults</li> <li>• Able to demonstrate an understanding of health and safety and safeguarding issues</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in community setting and lone working.</li> <li>• Previous experience of working in a multi disciplinary team</li> <li>• Experience of updating service users' plans.</li> <li>• Experience of working within and applying safeguarding adults procedures</li> <li>• Experience of working with a rehabilitation ethos</li> <li>• Experience of working with people at end of life</li> </ul>	◦
Practical Skills	<ul style="list-style-type: none"> <li>• Able to demonstrate a good level of literacy, numeracy, verbal and written skills, including record keeping skills.</li> <li>• Demonstrate skills in written and spoken English, adequate to enable the post holder to carry out the role effectively</li> <li>• Excellent Interpersonal and communication skills Able to communicate with individuals of varying levels of understanding</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to assist service users in the activities of daily living whilst promoting independence.</li> <li>• Knowledge/understanding of equipment used to promote independence.</li> <li>• Ability to carry out safe practice when moving and handling users and equipment.</li> <li>• Understanding of relevant health and safety legislation for moving and handling.</li> </ul>	◦
Communication	Ability to fulfil all spoken aspects of the role with confidence and fluency in English	◦	◦
Personal Qualities	<ul style="list-style-type: none"> <li>• Demonstrate a caring and compassionate attitude</li> <li>• Demonstrate desire to 'make a difference ' to help people regain their independence</li> <li>• Ability to deal with sensitive issues with tact and diplomacy</li> <li>• Ability to work as part of a team.</li> <li>• Ability to teach technical skills/life skills to service users..</li> <li>• Understand the need for confidentiality</li> <li>• Be flexible, adaptable and reliable</li> </ul>	◦	◦
Strategic Thinking	<ul style="list-style-type: none"> <li>• Ability to work single handed and use own initiative.</li> <li>• Ability to work under</li> </ul>	◦	◦

	pressure and with flexibility.		
Technology / IT Skills	Basic IT Skills – Microsoft Word, Outlook, Excel	◦	◦
Education and Training	Experience of personal care and/or clinical procedures, to NVQ3 level qualification OR equivalent knowledge	<ul style="list-style-type: none"> <li>• NVQ3 or QCF or Diploma Level 3 in Health &amp; Social Care</li> <li>• Basic Food Hygiene Certificate</li> </ul>	◦
Professional Registration	<i>None</i>		Certificate/Registration
Equal Opportunities	Devon County Council and its staff seek to eliminate discrimination, advance equality and foster good relations.		Demonstrate knowledge at Interview
Physical	<p>Able to carry out the duties of the post with reasonable adjustments where necessary</p> <p>Ability to manoeuvre and handle service users and equipment in line with manual handling procedures</p> <p>Possible exposure to unpleasant sights, smells and environments</p>		OH1
Emotional Effort	<p>Providing a caring, reassuring attitude towards unwell service users, their families and friends.</p> <p>Possibility of managing challenging behaviour (rarely)</p> <p>Ability to provide care and support to service users with acute, chronic and end of life conditions and their families and carers</p>		
Mental Effort	<p>Time management</p> <p>Ability to safely manage lone working</p> <p>Able to work in new environments, often on a daily basis, building effective working relationships</p> <p>Working alongside other healthcare professional as part of a multi-disciplinary team</p>		
Other relevant factors	<p>Commit and conform to DCC Customer Service Standards</p> <p>Ability to work flexibly including unsocial hours and shift patterns including weekends and Bank Holidays</p> <p>Have full UK driving licence and access to a vehicle.</p> <p>The post holder must demonstrate a positive commitment to diversity and equality</p>		

