

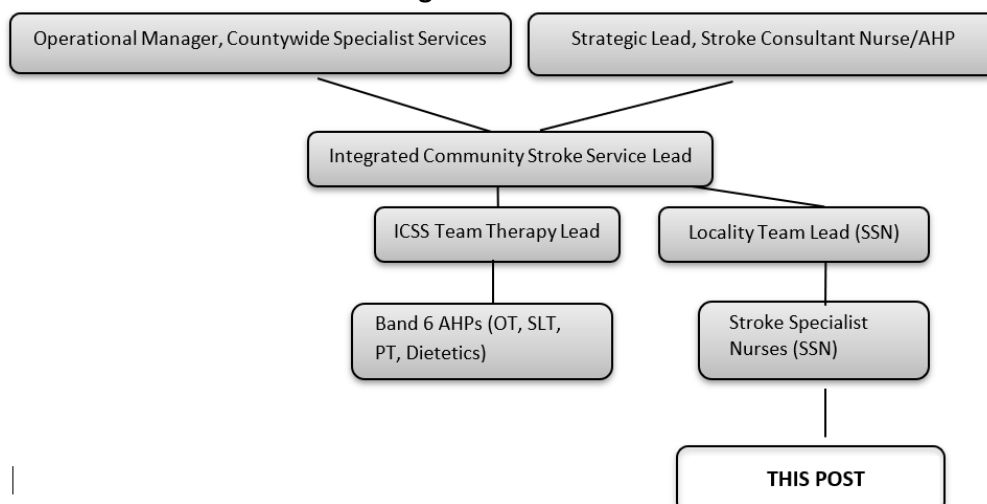
## Job Description

|                              |  |
|------------------------------|--|
| <b>Job Title</b>             | Stroke support worker (community)        |
| <b>Salary Band</b>           | Band 3                                   |
| <b>Division/Service Line</b> | Countywide Specialist Services           |
| <b>Department</b>            | Integrated Community Stroke Service Team |

### Job Overview

- The main purpose for this post is in the provision of 6 month post stroke follow up for patients on the caseload of the integrated community stroke service (ICSS) team. They will also support team members in the delivery of groups activities, carry out the physical monitoring (Blood Pressure, ECG, Venepuncture etc) of patients under the direction of the wider team.
- There may be a requirement to provide occasional cover for the TIA Clinic Health Care Assistant
- The post holder will be rostered to provide a 7 day a week service to community patients with a diagnosis of stroke or TIA
- The Stroke Support workers within each locality team will form a part of the Integrated Community Stroke Service Team
- This post holder will be expected to work with patients, their family and carers in the community, in patients own homes, including residential and nursing homes, in clinic and group settings and via telephone and digital media as required.

### Organisational Chart



### Duties and Responsibilities

### *Communication and Working Relationships*

- Working as part of an interdisciplinary team, to facilitate the review, monitoring and education of stroke patients.
- To work under the guidance and clinical supervision of the locality team within the countywide Integrated Community Stroke Service Team
- To work as a part of a team towards providing a 7-day service.
- The post holder must be able to provide, receive and feedback routine information which requires tact and persuasive skills.
- Use an approach that engages patients holistically to encourage and support them in their secondary prevention and risk management plan

### *Management and Personal Development*

- Actively work towards completion of work-based Stroke support worker competencies.
- Actively participate in own wider learning, including clinical supervision and peer supervision sessions.
- Work within parameters of own job description, monitor own progress; strive to improve practices and performances as services develop.
- Assist in the support and training induction of others including students, newly appointed junior therapists, nursing staff and rehab support workers,
- To take responsible care for his/her own health and safety and that of other persons who may be affected by his/her acts or omissions.
- To conform to statutory regulations, all local policies and guidelines. The post holder will be responsible for attending all appropriate mandatory training sessions.
- To report accidents, incidents or complaints in line with local procedures and policies.
- Adhere to the Lone Worker Policy when visiting patients in the community.

### *Clinical Activities*

- To follow up patients at around six months post stroke which will include:
  - a) using the appropriate proforma to guide the appointment
  - b) provide secondary prevention advice as required,
  - c) carry out HCA Level physical monitoring as required (BP, manual pulse, kardia recording, ECG, **venepuncture**, fitting of ambulatory BP monitor, MUST Scores etc)
  - d) Documentation of assessment and completion of National Data requirements (SSNAP)**
  - e) Handover of care back to GP with clear actions for future monitoring**
- Carry out physical monitoring at home or in a clinic setting under the guidance of the stroke specialist nursing team
- Participate in or facilitate patient groups in a variety of settings as required
- Carry out support or follow up calls or visits as directed by the senior members of the ICSS Team
- Carry out joint assessments as required with members of the ICSS Team
- To manage the reablement of patients, as delegated by a therapist or nursing staff, working without direct supervision.
- Obtain relevant information on patients referred from appropriate sources, e.g. patients, carers and record in the Integrated Care Plan.
- Monitor patient's progress, modifying intervention and reporting observations back to members of the ICSS team, highlighting variations to expected outcomes from treatment programmes.

- Assist ICSS team members in assessment procedures and provide equipment within agreed protocols.
- Use enhanced skills to facilitate effective communication for patients with aphasia or other barriers to communication and understanding.
- Use skills of tact, diplomacy and gentle persuasion to enhance patient's alliance to enable an active part in their own reablement/rehabilitation programme.
- Provide and discuss information with patients and carers as part of own clinical work or as directed as necessary by the ICSS Team.
- Participate as a member of the inter-disciplinary team, contributing to goalsetting meetings.
- To be responsible for assessing patients to a set protocol and progression of treatment.

#### *Strategic Development, Planning and Organising*

- Contribute to organisation of and participate in family meetings for key patients.
- Contribute to organisation of and participate in the unit / Integrated Community Team based rolling programme for patient and carer information and education sessions.
- Liaise with others, including outside agencies, as directed by the senior members of interdisciplinary team.
- Contribute to stock maintenance and storage as delegated by Senior Team members.
- Organise own workload, including planning community visits discussing any conflicting demand with Locality Team Lead.
- Contribute to the effective handover of the patient's condition to family members, other health professionals including members of the ICSS team
- Be responsible for some administrative arrangements, e.g. booking rooms, meetings and appointments or other duties.

#### *Administrative*

- Maintain records, both clinical and administrative in line with current documentation guidelines.
- In conjunction with all staff, to be responsible for the security of equipment and materials within the unit and contribute to the smooth running of the unit and Community team to ensure the health, safety and welfare of patients and staff.
- Keep work areas or rooms tidy and clean equipment regularly in line with the infection control policy. Report any shortages, damage or problems, to locality team lead
- Participate in development of the Integrated Community Stroke Service Team by contributing to staff meetings

## **Additional Information**

### *Code of Conduct*

The post holder is required to comply with all relevant Code of Conducts for the role, including the Trusts Code of Conduct. All staff are required to support the Trust's commitment to developing and delivering excellent customer service by treating patients their carers, families, friends, visitors and staff with professionalism, dignity and respect. All staff are expected to behave in a professional manner and not to bring the Trust into disrepute.

### *Confidentiality and Data Protection Act*

All NHS employees have a duty to maintain confidentiality under both common law and the Data Protection Act 2018. Service users and staff have a right to expect that any information, whether personal or commercial, held by the Trust will be treated in a confidential manner. All employees of Cornwall Partnership NHS Foundation Trust must not, without prior permission, disclose any information regarding patients or staff.

### *Safeguarding Children and Vulnerable Adults*

All employees of Cornwall Partnership NHS Foundation Trust must be familiar with and adhere to the Trust's safeguarding policies and procedures.

### *Personal Development*

All employees are required to undertake statutory and essential training as directed by the Trust. This will be monitored through the supervision and appraisal process which is in place for all staff to participate in.

### *Risk Management and Health and Safety*

All employees of Cornwall Partnership NHS Foundation Trust are required to make positive efforts to maintain their own personal safety and that of others. You are reminded of your responsibilities for health and safety at work under the Health and Safety At Work Act 1974 as amended and associated legislation. These include the duty to take reasonable care for the health and safety of yourself and of others in your work activities or omissions, and to co-operate with your employer in the discharge of its statutory duties. It is also essential that precautions advised by Management, Occupational Health, Risk & Safety Services, etc. are adhered to for your own protection.

### *Infection Prevention and Control*

All staff, collectively and individually, has a duty of care in following best practice in adherence to guidelines which is a fundamental requirement in underpinning the management of infection control.

### *Location/Mobility*

In accordance with the Trust's requirements, all staff are required to undertake work and alternative duties as reasonably directed at variable locations in the event of, and for the duration of a significant internal incident, major incident or pandemic. You may be required to work at or from any additional location as determined by the Trust. You may also be required to travel between Trust premises for the performance of your duties.

### *Equal Opportunities*

The aim of the Trust's policy is to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of race, creed, sex, marital status, disability, age, nationality, ethnic or national origins. The Trust commits itself to promote equal opportunities and will keep under review its policies, procedures and practices, to ensure that all users and providers of its services are treated according to their needs.

### *Review of the Job Description*

This job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This role profile is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and on-going discussions with the designated manager.

### *Rehabilitation of Offenders Act*

The Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 is applicable to this post. Therefore should you be offered the post it will be subject to a Disclosure & Barring Service check satisfactory to the Trust. You will therefore be required to declare all criminal convictions, cautions, reprimands and warnings that would not be filtered in line with current guidance

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**The Trust operates a no smoking policy. Employees are not permitted to smoke anywhere in the premises of the Trust or when outside on official business. Staff must be mindful of public perception and therefore must not smoke whilst travelling in Trust identified vehicles or when can be identified as a member of CFT staff.**

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## Person Specification

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|------------------------------|--|
| <b>Job Title</b>             | Stroke Support Worker Community          |
| <b>Salary Band</b>           | Band 3                                   |
| <b>Division/Service Line</b> | Countywide Specialist Services           |
| <b>Department</b>            | Integrated Community Stroke Service Team |

| Role Requirement   | Essential | Desirable |
|--|-----------|-----------|
| <i>Education / Qualifications and Relevant Experience</i>  |           |           |
| NVQ 3 or equivalent experience in a range of subjects relevant to rehabilitation/ health and social care                           | ✓         |           |
| Completion of or willingness to complete the Stroke Support Worker Course  | ✓         |           |
| Infection control  |           | ✓         |
| Previous experience of providing care/reablement in a health or social care setting  | ✓         |           |
| An awareness of the needs and aspirations of those needing assistance  | ✓         |           |
| <i>Skills and Aptitude</i>   |           |           |
| Effective team worker  | ✓         |           |
| Ability to work independently and alone  | ✓         |           |
| Enhanced communication skills, including supported communication   |           | ✓         |
| Effective communication skills, both written and verbal  | ✓         |           |
| Ability to work flexibly and independently and as a lone worker  | ✓         |           |
| Understands the need for confidentiality, tact and sensitivity   | ✓         |           |
| Ability to plan, practice and organise tasks   | ✓         |           |
| Ability to manage the physical and emotional demands of the post, moving and handling, distressed patients                         | ✓         |           |
| Ability to promote rights and dignity of patients  | ✓         |           |
| Able to manage a range of tasks with competing demands, and prioritise / reprioritise appropriately                                | ✓         |           |
| <i>Knowledge and abilities</i>   |           |           |
| To demonstrate an understanding of the needs of stroke patients in order to effectively support patients and their carers/families | ✓         |           |

|   |   |  |
|---|---|--|
| To demonstrate an understanding of the risk factors for stroke and provide advice on managing these risks   | ✓ |  |
| Knowledge of reablement and rehabilitation principles   | ✓ |  |
| Able to make basic judgements, assessments and evaluations involving a range of facts or situations, some requiring analysis, resolving day-to-day issues | ✓ |  |
| <i>Personal Qualities</i>   |   |  |
| Creative and flexible   | ✓ |  |
| Reliable, trustworthy, and honest   | ✓ |  |
| Positive and cheerful disposition   | ✓ |  |
| Fit to do job   | ✓ |  |
| Non-judgmental  | ✓ |  |
| Able to work across 7-day rotas as required   | ✓ |  |
| Good timekeeping and time management  | ✓ |  |
| <i>Other</i>  |   |  |
| Demonstrates evidence of Trust "CARE" values  | ✓ |  |
| Ability to travel independently where required  | ✓ |  |
| Valid current UK driving licence  | ✓ |  |
| Disclosure and Barring Service check satisfactory to the Trust  | ✓ |  |
| Occupational health clearance satisfactory to the Trust   | ✓ |  |
| This role may be deemed as an Information Asset Owner in line with the Trust Information Risk Policy  |   |  |

