

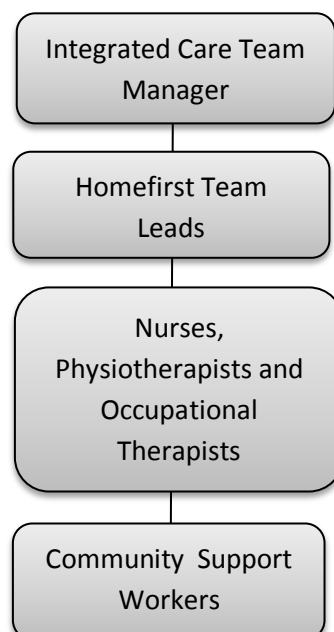
Job Description

Job Title	Community Support Worker
Salary Band	Band 3
Division/Service Line	Adult Community Services
Department	Home First

Job Overview

- The main purpose for this post is to ensure that opportunities for patients' reablement are optimised within a hospital and community setting.
 - The post holder will be rostered with other Community Support Workers to provide a 7 day a week service to inpatients and or community patients requiring reablement either during or after a hospital admission.
 - The Reablement workers within each locality will form a part of an Integrated Care Pathway for frail patients that involve a range of services.
 - This post holder will be expected to work with patients on the ward, in therapy areas and in the community, i.e. Residential homes and in patients own homes.
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Organisational Chart



Duties and Responsibilities

Communication and Working Relationships

- Working as part of an interdisciplinary team, to facilitate holistic reablement for patients.
- To work under the guidance and clinical supervision of the locality team including ward and community staff.
- To work as a part of a team to provide a 7-day service for the reablement of patients.
- Must be able to provide, receive and feedback routine information which requires tact and persuasive skills.
- Ability to persuade patients to co-operate in their reablement programme; tact and reassurance required when dealing with patients.

Management and Personal Development

- Actively work towards completion of work-based Rehabilitation Support Worker and Health Care Assistant (HCA) 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 induction of newly appointed junior therapists, nursing staff and rehab support workers, basic elements of reablement and rehabilitation, patient care and safety.
- 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

- Assist the patient to achieve their reablement goals using a range of specific activities, primarily on an individual basis, but also in groups, without direct supervision. This to include: activities for developing independence in daily living skills, e.g. personal care and encourage a return to normal function and activity as appropriate: make appropriate use of aids/equipment and encourage self-care where ever possible.
- Tasks will include:
 - a) Dressing and undressing.
 - b) Personal hygiene (bathing, showering, washing) and appearance; supporting the patient to maintain their identity through use of their own clothing, toiletries and make up.
 - c) Oral hygiene (mouth care, cleaning teeth or dentures), elimination needs (giving / removing bed pans or commodes, cleaning an incontinent patient, supervising a patient in the bathroom).
 - d) Manual handling/patient positioning (e.g. turning and repositioning).
 - e) Eating and drinking (preparing the patient and environment, supporting the patient to communicate preferences for food/drink options, cutting food, feeding) – monitor/record nutritional and fluid intake.
 - f) Activities to promote physical function e.g. walking, transferring and mobilization.
 - g) Activities for maintenance and promotion of cognitive function.
 - h) Activities for promotion of work leisure and social needs, e.g. accessing groups
 - i) Activities to promote communication
 - j) HCA competency skills, e.g. basic catheter care, clinical observations, set-up / calibration of

devices (e.g. ventilators, pumps, nebulisers). Prepare, apply and attach dressings and supports related to the care of wounds and lesions (grade 2 and below), ensuring that the dressing (and pressure exerted) is consistent with the type of wound, skin closure using adhesive sutures, wound drainage care; keep drain site clean and free of infection, change and dispose of drainage collection systems, observe and measure wound drainage as directed.

- Remove wound closure materials (sutures, staples), wound drains.
- 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 therapists, nurses or other members of the team, highlighting variations to expected outcomes from treatment programmes.
- Assist therapists and nurses in assessment procedures and provide equipment within agreed protocols.
- Following assessment for equipment by the therapist, ensure patients and their carers or regular care workers are trained in safe use.
- 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 compliance 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 a therapist or nurse.
- Participate as a member of the inter-disciplinary team, contributing to goalsetting meeting.
- Able to support the special needs of patients from black and other minority, ethnic and faith groups.
- 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 the Sister or therapist.
- Organise own workload, including planning community treatment visits discussing any conflicting demand with senior nurse /therapist / Integrated Community Team Lead.
- Contribute to the effective handover of the patient's detailed reablement programme to their family and / or community care staff prior to and following discharge from the unit.
- 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 the therapy areas or rooms tidy and clean therapy equipment regularly in line with the infection control policy. Report any shortages, damage or problems, to the Sister or therapist.

- Participate in development of unit/Integrated Community Team service 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 Trust's 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

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.

Person Specification

Job Title	Community Support Worker
Salary Band	Band 3
Division/Service Line	Adult Community Services
Department	Home First

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	✓	
Food hygiene certificate		✓
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	✓	
Effective communication skills, both written and verbal	✓	
Ability to work flexibly independent 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 medical conditions to support patients and enable you to instruct, advise and guide patients and carers	✓	
To demonstrate an understanding of the treatment concepts for the prescribed treatment programmes from both a Therapy and Nursing perspective	✓	
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 shifts	✓	
Good time-keeping 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	✓	

