

## Job Description

### 1. JOB DETAILS

**Job title:** Rehabilitation Assistant (Band 3)

**Managerially Accountable to:** Team Lead

**Responsible Clinically to:** Team Lead and Senior Registered Professional of the team

**Location:** Copeland ICC

### 2. JOB SUMMARY

All staff are expected to work to the Trust Values:



**Kindness** – Kindness and compassion cost nothing, yet accomplish a great deal.



**Respect** - We are respectful to everyone and are open, honest and fair – respect behaviours.



**Ambition** – We set goals to achieve the best for our patients, teams, organisations and our partners.



**Collaboration** – We are stronger and better working together with and for our patients.

As a rehabilitation assistant in a multi-disciplinary team, work with other health and social care professionals to develop the ethos of multi-disciplinary, integrated care and seamless services ensuring that patient care is delivered to the highest possible standard.

As a rehabilitation assistant reporting to a registered health professional, the post holder will implement rehabilitation plans for patients in the community and other settings, observe the patient's condition, providing direct care with a rehabilitation and therapy focus. This may include supporting patients with personal hygiene and activities of daily living.

The post holder will also support the Lead Professional of the Day with tracking patients in the acute and community using patient vision and liaising with other health and care professionals. They will be a regular attendee at the

daily huddle to feed in update patient information. Flexible working will be required to meet the needs of the patient group.

### 3. ROLE OF DEPARTMENT

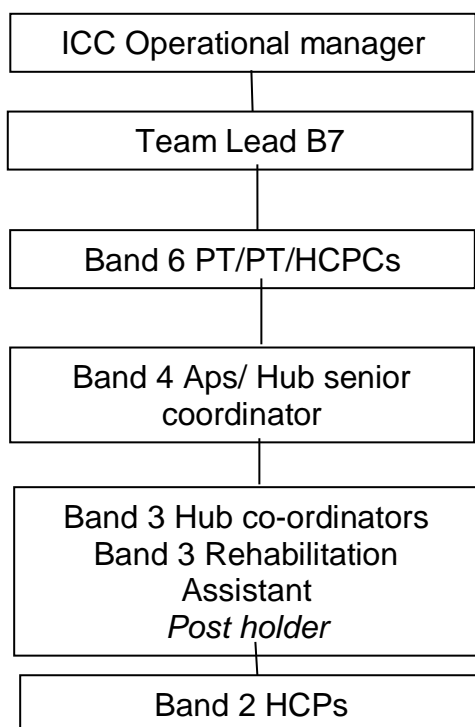
The Community Care Group provides a range of adult community health services to people living within North Cumbria

We work closely with Commissioners, GPs, Acute Services, Community hospitals, CHOC, Cumbria County Council Adult Social Care and third sector organisations. The key community health focus is to provide rehabilitation to prevent hospital admissions, facilitate early discharge and where possible to enable patients to manage their own conditions and remain in their own homes, enhancing both their independence and quality of life.

The team is interdisciplinary and generally consists of Occupational Therapists, Physiotherapists, Speech and Language Therapist, Assistant Practitioners, Rehab Assistants Home Care Coordinators and Home Care Practitioners. We also work closely with the District Nursing Service and Adult Social Care staff.

The services are delivered in a person's own home, the Community Hospital and Residential/Nursing establishments in the ICC.

### 4. ORGANISATIONAL CHART



## 5. KEY WORKING RELATIONSHIPS

Works with on a daily basis:

- Physiotherapists
- Occupational Therapists
- Home Care Coordinator
- Social Worker
- Social Care Worker
- Nurses (District, and Community Hospital)
- Assistant Practitioners
- Carers (Local Authority and Private Agencies)
- Patients
- Carers
- Pharmacist

Rehabilitation Assistants are expected to work with a range of different health and social care professionals from different organisations in the course of their work with patients.

## 6. DUTIES AND RESPONSIBILITIES OF THE POST

### Responsibility for Patients:

Responsibilities in this section cover those activities / treatment programmes which are set by senior members from different disciplines including Speech and Language, Occupational Therapy, Physiotherapy and Community Nursing.

In many cases a patient will have several or in some cases all of the above professionals working with them. In such cases the Rehabilitation Assistant will be expected to work at different times with all the professionals involved with the patient and carry out a range of activities accordingly.

- To respect and maintain the patients' rights, dignity and choice at all times
- The post holder will contribute to the assessment and goal planning process with the patients, the Care Manager (one of the professional members of the team) and other relevant senior members of the team.
- Responsible for carrying out delegated rehabilitation treatment programmes with patients in their own homes, community settings and the Community Hospital.
- To incorporate the patient's goals and treatment plans into different functional activities within the home under the guidance of senior team members.

- To progress treatment of patients within agreed protocols under the supervision / direction of a senior team member
- The post holder is responsible for documenting and reporting any improvements or adverse developments in the patient's condition or progress to senior members of the team in a timely and accurate manner.
- The post holder will accompany clients occupying a Community Hospital bed on home visits and undertake agreed therapeutic activities. Initial visits will be with one of the senior members of the team, but subsequent visits with the patient may be unaccompanied.
- Assess clients' needs with regards to equipment and prescribe from a standard equipment lists in line with local competency protocols.
- On a daily basis providing personal patient care and dealing with all types of bodily fluids within the health and safety guidelines
- Responsibility for carrying out group therapy and exercise sessions as delegated by the senior professionals in the team.

**Areas of Specialism:**

- To work with a mixed caseload of patients, including those with short term, long term, complex and multi pathology conditions.
- Whilst working in the patients home and the wider community, Rehabilitation Assistants will be working for long periods of the day unaccompanied, thus requiring a high standard of self-management skills.
- The role of the Rehabilitation Assistant requires working knowledge and skills relating to the following professions and their work:
  - Occupational Therapy
  - Physiotherapy
  - Nursing
  - Speech and Language Therapy
  - Social Work/Reablement
- Rehabilitation Assistants will be expected to carry out delegated treatment programmes for all the above professional groups. The range of activities and duties they may be expected to perform is varied and depends on the needs of the patient.

This will include assisting the patient in the following areas in order for them to achieve independence:

- Personal Care activities
- Kitchen activities
- Fine & Gross motor activity
- Balance training
- Exercise programmes
- Gait re-education
- Communicating

- Eating and Drinking
- Re integration into community activities
- Changing dressings

- The Rehabilitation Assistant will need to need to use their skills and knowledge to;
  - Grade activity and exercise programmes
  - Use verbal and none verbal cueing and prompting where appropriate
  - Use adaptive techniques and adaptive equipment where required
  - Use interpersonal skills to develop and maintain a therapeutic relationship with the patient
  - Instruct and coach new techniques and use of new equipment.
- With respect to the duties and activities relating to social circumstances, Rehabilitation Assistants will be required at times to work with vulnerable adults.

#### **Areas of Specialism cont:**

- Rehabilitation Assistants will be expected to work in a variety of different settings with patients. These include the patient's own home, community settings (outdoors, shops, and public transport), Residential and Nursing Home settings, and the Community Hospital. Some of these environments may be dirty and hazardous.

#### **Communication:**

- To communicate with members of the team in a manner that promotes effective and efficient inter-disciplinary working
- To contribute to team meetings, case conferences and communicate with other professionals and agencies (as required) in a manner that promotes collaborative working.
- To encourage patients to actively participate in all decisions relating to their care
- To communicate with patients in a manner, pace and level that is consistent with the abilities, preference and beliefs of the patient.
- To use verbal and non-verbal communication tools to gain informed consent from patients where there will often be complex barriers to effective communication e.g. hearing impairment altered perception, dysphasia, pain, fear and cognitive problems.
- Document clearly with the patient any progress, planned activity and communication issues in the patient held records. Encourage the client and their family to read and contribute to this process.

- Maintain effective communication with family and carers in line with patient confidentiality.
- Receive, transmit and store information, using methods consistent with their urgency e.g. phone, written, electronic, face to face.

**Responsibility for Administration:**

- To employ effective time management skills in order to complete all clinical and administrative duties, including documentation and data collection.
- To support and assist professional staff in clerical and administrative duties including the use of information technology.
- Ensure all documentation is in accordance with NCIC Documentation Standards and is comprehensive, accurate, and legally compliant.
- Record any patient intervention, action or communication in the patient held and / or team records in line with the documentation standards above.
- Maintain patient and service electronic records within the agreed time scale.
- Maintain a clean and safe environment

**Responsibility for Resources:**

- To monitor, maintain, store, distribute and order adequate supplies of equipment in accordance with health and safety procedures.
- Distributing emergency equipment to new patients may be a frequent activity and will involve moving and transporting bulky pieces of equipment from the store, into the car, and into the person's home.
- To complete the agreed local procedure for patients purchasing small aids not stocked in the Integrated Community Equipment Store.

**Continued Professional Development:**

- Participate in the in-service training programme and lifelong learning activities.
- Demonstrate a commitment to personal development through continual evaluation of individual practice
- Actively contribute to the appraisal, clinical and management supervision process
- Demonstrate an awareness of personal competence, knowing where and when to seek further support, information or guidance
- Contribute to developments of the Rehabilitation Assistant Role, Inter-disciplinary Team, and Rehab Service and where appropriate other departments within NCIC and partner organisations.
- A responsibility for sharing learning experiences with other Rehabilitation Assistants and wider team members, disseminating knowledge after

attending study and training sessions at team meetings and in-service events. This will require the individual to use a variety of presentation methods.

- The post holder is required to complete the Care Certificate as part of their employment. Funding, support and mentorship are provided to facilitate this process and achievement.
- The post holder will be expected to take part in a variety of different development groups within the service, looking at service development and facilitating the implementation of change, new working practices, guidelines and standards.

## **7. WORK SETTING AND REVIEW**

The professional members of the team set and review the work of the rehabilitation assistants. For complex patients this will usually follow a joint treatment session with the Patient, Professional and the Rehabilitation Assistant.

The Rehabilitation Assistants work within defined competencies often unsupervised for approximately 80% of their time. Senior professionals are available via the phone or in the office environment for guidance and support if required. Rehabilitation Assistants can request joint visits if required.

Rehabilitation Assistants are expected to report back to the senior members of the team and discuss any changes to patient's condition or any problems they may have encountered.

## **8. INDIVIDUAL RESPONSIBILITIES**

The post holder is expected to

- adhere to Trust policies and procedures and relevant legislation including the requirements of the any professional bodies
- attend mandatory training as identified by the Trust
- adhere to Trust infection prevention policies, procedures, audits in line with the Health Act 2006, to actively reduce Health Care Associated Infections

## **9. CONFIDENTIALITY**

The post holder must maintain the confidentiality of information about patients' staff and Trust business in accordance with the General Data Protection Regulations (GDPR), Data Protection Act 2018 and Caldicott principles.



## **10. HEALTH AND SAFETY**

Employees must be aware of the responsibilities placed upon them under the Health & Safety at work Act (1974), to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

- Adhere to Trust Risk Management, Fire and Health and Safety Guidelines at all times.
- To use Personal Protective Equipment (as provided) when working with body secretions or with patients who pose a risk to personal safety
- To use Personal Protective Equipment (Mobile Phones, Personal Alarms and Safe Systems of Work when working unaccompanied in the community – in line with the Trusts Lone Working Policy.
- To be responsible for the safe use of the physical environment for self and others.

## **11. RISK MANAGEMENT**

All staff have a responsibility to report all clinical and non-clinical accidents, incidents or near-misses promptly and when requested to co-operate with any investigations undertaken.

## **12. EQUALITY AND DIVERSITY**

All employees of the Trust have responsibility to:

- Act in ways that support equality and value diversity.
- Treat everyone with whom they come into contact with dignity and respect.
- Act in ways that are in accordance with Trust's Single Equality Scheme, Equality and Diversity policy, and Dignity in the Workplace policy.

## **13. SAFEGUARDING**

All employees have a duty for safeguarding and promoting the welfare of children and adults at risk. Staff must be familiar with the trusts Safeguarding Policy and the process for raising concerns about the welfare of anyone with whom they have contact. Staff must also ensure they receive the appropriate level of safeguarding children and adult training depending on their role in the Trust.

Staff are expected to access supervision and support from their line managers and/or the locality based safeguarding team when managing complex cases where applicable to their role.



#### **14. INFORMATION GOVERNANCE**

The post holder must keep up to date with the requirements of information governance; undertake mandatory training and follow Trust policies and procedures to ensure that trust information is dealt with legally, securely, efficiently and effectively.

It is important that the post holder processes personal identifiable information only in accordance with the Trust Data Protection Act notification to the Information Commissioner. The post holder must check with the Data Protection Officer before creating new systems to process person identifiable information to ensure that this is carried out within the scope of the Data Protection Act 2018 notification.

The post holder must manage the records they create or hold during the course of their employment with the Trust in an appropriate way, making the records available for sharing in a controlled manner subject to statutory requirements and agreed security and confidentiality policies, procedures and guidelines e.g. Data Protection Act 2018, Freedom of Information Act 2000, General Data Protection Regulations, Caldicott Guidelines NHS Confidentiality Code of Conduct 2003, and professional codes of conduct on confidentiality.

The post holder must maintain the confidentiality of information about service user staff and organisational business in accordance with the new Data Protection Act 2018 and Caldicott principles.

It is likely that the post holder will be in contact at some time with a form of information system, and therefore is responsible for implementing and maintaining data quality. The post holder, when making entries into records, must ensure that these are legible and attributable and that the record keeping is contemporaneous. It is essential that information recorded within records either on paper, in an electronic format or both paper and electronic is accurate, complete and relevant.

#### **15. GREEN STATEMENT**

Across the North East and North Cumbria we are working together to deliver our ambition to be the greenest region in England by 2030. There is an expectation for all staff to support this by familiarising yourself with the Trust's sustainability initiatives such as waste and recycling, going paperless, videoconferencing, sustainable transport and others.

We encourage you to think about what you can do as an individual and within your team to contribute in to embedding carbon reduction into the everyday running of our organisation.

## PERSON SPECIFICATION

### POST TITLE: Rehabilitation Assistant Band 3

Factor	Essential	Desirable
Qualifications	<p>NVQ 2 in Rehabilitation, Promoting Independence or Care or equivalent</p> <p>NB Equivalent qualifications may be considered if candidates meet all other elements of the person specification.</p> <p>Care Certificate or the willingness and ability to undertake (applicable for all non-registered support workers that provide health care)</p>	<p>NVQ 3 in Diagnostic and Therapeutic Care or equivalent</p> <p>Additional training in rehabilitation or caring for the older person / adult person</p>
Experience	<p>Working in a health / social care related post, or worked in a voluntary or informal caring capacity with adults / older adults</p> <p>Previous experience of working in a team.</p>	<p>Work experience in a therapy / rehabilitation role.</p> <p>Experience of working in a community setting</p> <p>Lone working experience</p> <p>Previous experience of working in a multi-disciplinary team.</p>
Knowledge	<p>Knowledge and understanding of integrated care community services</p> <p>Basic understanding of the Rehabilitation Assistants role.</p> <p>Knowledge and understanding of the importance of rehabilitation and the promotion of independence.</p> <p>Ability to question, clarify, knowledge of own limitations and importance of risk assessment.</p>	<p>Knowledge of an MDT approach</p> <p>Knowledge of personal development and resources to support this (research articles, internet)</p> <p>Knowledge of aids and equipment used to promote</p>

	Awareness about confidentiality	independence
Skills and Aptitudes	<p>Competency to provide clinical observations and basic diagnostics</p> <p>Ability to apply practical skills to maintain patient independence</p> <p>Able to use initiative, maintain confidentiality, exercise individual responsibility and judgement.</p> <p>Able to communicate tactfully and persuasively with colleagues, patients and carers.</p> <p>Basic IT skills.</p> <p>Good time management skills</p> <p>Confidence to work as part of a team and alone in the community</p> <p>Able to adapt to changing patient needs.</p> <p>Able to remain calm and rational in times of crisis</p>	<p>Able to question and clarify information</p> <p>Able to pass on knowledge to other team members</p>
Personal Circumstances	<p>Enthusiastic and motivated with an ability to encourage and inspire others.</p> <p>Responsible and reliable</p> <p>Flexible and versatile approach to meet the needs of a 24/7 service.</p>	
Other requirements	<p>Support equality and value diversity Genuine desire to work with older patients.</p> <p>Able to travel independently of public transport.</p>	

Experience can be considered as comparable to qualifications quoted but should be clearly detailed on the application form to demonstrate equivalence.

Each of the above points should be considered in the light of minimum requirements listed in the job description.