# 

|  |
| --- |
| JOB DESCRIPTIONJob Title: Senior Healthcare Support Worker – Generic Therapy **Department(s):** CAJE ID: NHSL15/028 **No of Job Holders:** |

|  |
| --- |
| 1. **JOB PURPOSE**  * To work under the supervision of registered therapy and nursing staff. To assist patients to achieve their rehabilitation goals. * Implement treatment programmes within hospital and community settings for individuals / groups of patients. * Use specialist technical and practical skills to deliver flexible, patient centred programmes.   **Duties may vary depending on the care group / department or assigned area of work.** |

|  |
| --- |
| ORGANISATIONAL POSITIONSee Organisational Chart attached.(Structures will vary depending on team) Head of Generic Therapy and deputy or Integrated Team Manager  Care group Lead / Site Manager/  Integrated Team Manager  Clinical Advanced Practitioner  Team Leader Highly Specialist  Community Highly Specialist  AHP / Medical Consultants  Primary Care Units  Specialist  Band 6 Rotational  Band 5 Generic Therapist  Static / Rotational  Senior Healthcare Support Worker  Band 3  Specialist  Band 6 Static  Assistant Practitioner  Band 4  Healthcare Support Worker  Band 2 |

|  |
| --- |
| 1. **SCOPE AND RANGE**  * Implements treatment programmes for specific groups of patients, monitors progress and provides advice to patients / carers. * Makes judgements and evaluates patients’ responses to activities, adapting treatment interventions as required as previously agreed by registered practitioner. * Works within established guidelines while working alone. * Demonstrates own duties and provides practical training to students, support workers and less experienced staff. |

|  |
| --- |
| 1. **MAIN DUTIES/RESPONSIBILITIES**  * Works in conjunction with the registered practitioner with a delegated clinical caseload of patients whose treatment follows a clear clinical protocol. * Implements and evaluates treatment interventions. * Plan and prioritise delegated patient caseload. * Deliver an agreed range of therapeutic activities/clinics and deliver prescribed education sessions to selected groups of patients. * Feedback to the registered therapist regarding patients’ progress and response to treatment. * Maintain effective communications with patients, relatives, carers, registered therapy staff, members of the multi-disciplinary team and other agencies to ensure appropriate information is shared and patient needs are met. * Comply with national and organisational policies, legislation and procedures relating to area of work. * Responsible for personal and professional development in line with NHSL supervision systems, PDP planning and KSF activities. * Contribute to the development and implementation of the care group. * Participate in audit and research in line with the clinical governance agenda. * Exercise good personal time management, punctuality and reliable attendance. * Undertake general administrative duties, equipment ordering, stock control, petty cash and handling of patient valuables in line with legislation, policies and procedures. * Ensure and maintain a safe working environment for patients and staff in accordance with Health and Safety regulations |

|  |
| --- |
| 1. **EQUIPMENT & MACHINERY**   In a safe and competent manner, utilise a range of equipment and machinery in hospital and community environments which is specific to the clinical area and may vary depending on the needs of the service.  **This includes:**   * Therapy specialist and technical equipment * Manual handling equipment * Mobility aids * Office equipment |

|  |
| --- |
| 1. **SYSTEMS**  * Maintenance of patient records. * Maintenance and accessing of Patients Management Systems, Clinical Information Systems and operational systems. * Use a range of internal and external agency systems i.e. education, social work, housing. |

|  |
| --- |
| 1. **DECISIONS & JUDGEMENTS**  * Monitor patients’ general condition and response to therapy intervention and provide feedback to registered practitioner. * Utilise knowledge and experience to make judgements in situations where there is often limited information e.g. dealing with an emergency while working alone in the community. * Prioritise and plan work for self. * Assess risk to patients / staff and others within hospital and community settings. * Recognise own limitations and seek advice from more experienced colleagues. * Follow prescribed activities for treatment interventions defined in the multi-professional therapy treatment plan. |

|  |
| --- |
| 1. **COMMUNICATIONS & RELATIONSHIPS**  * Communicate and receive sensitive, distressing information. * Use negotiation skills to gain cooperation where there are barriers to understanding. * Exchange condition related information to patients / carers where there may be communication difficulties. * Motivate and educate patients and carers * Use tact, diplomacy, empathy, reassurance and listening skills when communicating with patients and carers. * Identify and modify communication methods depending on individual patient / carer requirements. * Communicate effectively in emotive or hostile situations. * Liaise and negotiate with a variety of internal and external agencies to meet individual patient needs. |

|  |
| --- |
| 1. **DEMANDS OF THE JOB (physical, mental, emotional)**   **Physical Effort**  **Frequent Physical Effort**   * Moving and handling of patients taking into account the varying degrees of functional disability. * Work within restricted spaces in hospital and community environments which may not allow freedom of movement. * Move, handle and operate light to heavy equipment of varying sizes and complexities. * Periods of intense effort when maintaining position and facilitating movement during treatment interventions. * Standing / walking within a variety of locations for the majority of the work period.   **Occasional Physical Effort**   * Sudden, explosive physical effort in unpredictable circumstances.   **Physical Skill**   * Requirement to use de-escalation and break-away techniques. * Use of therapy techniques and physical skills requiring manual dexterity and co-ordination of movement. * Use of fine tools, materials and equipment.   **Mental Effort**  **Frequent Mental Effort**   * Observing and responding to patient conditions which may be unpredictable. * Concentration required when engaging patients in specific treatment interventions where there may be frequent interruptions.   **Emotional Effort**  **Frequent Emotional Effort**  .   * Exposure to patients / carers responses to diagnoses and adjustment to the level of disability. * Dealing with distressed patients or challenging behaviour during treatment interventions.   **Working Conditions**  **Frequent**   * Direct exposure to unpleasant smells, body fluids, waste or hospital acquired infections. * Direct exposure in the community setting to environmental hazards e.g. secondary tobacco, substance misuse, demanding relatives, carers or neighbours and animals. * Direct exposure to aggressive behaviour from patients, relatives and carers. * Requirement to drive in unpredictable, inclement weather in both familiar and unfamiliar locations.   **Occasional**   * Direct exposure to infestation. * Some exposure to hazards requiring the use of panic alarms. |

|  |
| --- |
| 1. **MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**  * Working alone in the community with potential exposure to a wide variety of risk factors. * Engaging patients in therapy treatments to enhance functional performance. This involves working with distressed and / or un-motivated patients who exhibit challenging behaviour. * Working within defined parameters set by the multi-disciplinary team which may conflict with the patients’ / relatives’ expectations. * Adapting to different therapists / work practices |

|  |
| --- |
| 1. **KNOWLEDGE, TRAINING AND/OR EXPERIENCE REQUIRED TO DO THE JOB**   **Qualifications and Experience**   * SVQ III in healthcare, or working towards, or equivalent experience working within a caring environment/role. * Full driving licence holder if relevant to post   **Knowledge and Skills**   * Ability to work with people and as part of a multidisciplinary/agency team. * Effective written and verbal communication skills. * Ability to carry out assigned patient care tasks effectively within a busy environment. * Ability to work unsupervised. * To actively participate in the Personal Development Plan process to fulfil the requirements of continuing professional development. * Working knowledge of basic information technology |

The above duties and responsibilities are intended to represent current priorities and are not meant to be a conclusive list. The post holder from time to time may be asked to undertake other reasonable duties. Any changes made will be in discussion with the post holder in the light of service needs.

Appointments are subject to Disclosure Scotland and Occupational Health checks.

|  |
| --- |
| **Job Description Agreement**  **Job Holder’s Signature**  **Print Name**  **Date**  **Head of Department Signature**  **Print Name**  **Date** |