## JOB DESCRIPTION

**JOB TITLE: Generic Healthcare Support Worker**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| JOB DETAILS Department: NHS GG&C  Directorate: Learning Disability  Division: Renfrewshire HSCP | | | | | | |
| JOB PURPOSE AND DIMENSIONS | | | | | | |
| The Renfrewshire Learning Disability Service (RLDS) is Renfrewshire’s integrated health and social work service which provides community-based supports for adults with learning disabilities. RLDS provides a single point of access to a comprehensive range of health and social work services for people in Renfrewshire who have a learning disability.  The RLDS delivers interventions that enable clients to maximise their health and independence through a coordinated approach.  The key objective of the services and supports provided by RLDS is to assist people who have a learning disability to achieve their aspirations and potential, and to enable them to live as fulfilled and valued lives as possible*.* We aim to achieve this in the following ways:   * Integration of people with learning disabilities into our communities, and helping them to access the range of opportunities available including social and leisure activities, education and employment. * Using the synergy of the range of professionals in the service to create better outcomes for people with learning disabilities and their carers. * Working in partnership with independent sector care providers, using RLDS’ knowledge, experience and expertise to support our clients more appropriately. * Developing particular initiatives to improve the health of people with learning disabilities through, for example, our comprehensive, systematic health checks service. * Giving a more effective voice to service users and carers.   The RLDS responds to referrals from a range of areas which include; GPs, carers, social care providers and specialist Services  Within the RLDS the post holder will work as an integral member of the RLDS team and will deliver essential support to professional and senior staff.  The post holder will be delegated appropriate tasks by professionally qualified team members which include: Physiotherapists and Occupational Therapists and will assist these professionals, working under their supervision and guidance in undertaking both clinical and non-clinical tasks within the agreed parameters of a defined intervention plan. Training, supervision and support are provided to enable the post holder to work within their agreed competence levels   * Provide support and assistance to qualified staff providing services to adults with a learning disability and associated complex needs. * Function as a key member of the multi-disciplinary team within tier 3 service. * Delegated tasks may be performed without direct supervision. * Report and liaise effectively with all professionals involved in delegated work, maintain associated records. * Assist in assessment of client’s needs, development, implementation and evaluation of interventions and carry out delegated tasks as per care plan. * Ensure good professional working relationships with clients, carers, statutory and voluntary agencies. | | | | | | |
| ORGANISATIONAL POSITION | | | | | | |
| **OPERATIONAL**  **PROFESSIONAL**  RLDS Service Manager LD Physiotherapy & OT Professional lead    RLDS Community Manager RLDS Physiotherapy / OT Lead    Band 6 Physiotherapist / OT  This Post | | | | | | |
| MAIN TASKS, DUTIES AND RESPONSIBILITIES | | | | |  | |
| Assistance in enabling population resident within Renfrewshire HSCP who have a primary diagnosis of learning disability to live a fully inclusive community life, minimising the impact of the learning disability or complex needs, and ensuring equal access to all health care and housing as other non-disabled residents.Clinical  * Work collaboratively with all disciplines within the team and respect the contributions of other disciplines to the care of clients and carers * Assist in the assessment of client needs, the development, implementation and evaluation of programmes of care on the instruction of the named professional with continuing responsibility for a defined caseload of clients * To ensure the programmes of care delivered to the clients are within an agreed framework and as delegated by the named professional * To participate in the planning, development and facilitation of therapeutic group activities in collaboration with team members * Develop rapport with individual clients,obtaining relevant information and encouraging their interest and involvement in their care planning * To observe the general behaviour, ability and responses of clients, ensuring the timely dissemination of information with other team members * To maintain clear communications, both written and oral, with a range of internal and external agencies * To co-operate with all Divisional and team requirements in collecting and providing statistical data, maintaining records and reporting incidents * Complies with policies and statutory requirements to maintain clients confidentiality * Attend staff development programmes and in-service training * Complies with policies and procedures, health and safety and other statutory   Requirements Educational  * To support, advise and teach clients, relatives and care providers to give effective care, treatment and training in relation to designated programmes of care for clients * To provide assistance with the provision of specialist learning disability advice, education and support throughout Renfrewshire HSCP, working with primary care, mental health, community care and acute care partners.  Strategic and Service Development  * To contribute to establishing infrastructure which will promote quality learning disability services in Renfrewshire HSCP Integrated Learning Disability Team and take forward the recommendations in The Keys to Life (re-launched 2019).  Research and Development  * To maintain knowledge of, promote and undertake research-based practice. | | | | |  | |
| EQUIPMENT AND MACHINERY | | | | | | |
| Please describe any machinery and/or equipment used in the job:   * Computer * Scales * Mobile phone * Car * Teaching aids, flip chart, | | | Give brief description of use of each item used:   * Input and access data. Used daily for communication and report writing. MS Teams * Weight management. * Lone working policy, Communication * Access appointments, patient transport. * Used when training staff and/or clients | | | |
| SYSTEMS | | | | | | |
| Please describe any system used in the job:   * Input to computerised records | | | Give brief description of use of job holder’s role in relation to each system:   * Emis. Maintenance of patient records. * Participate in multi-agency assessment * Specialist assessment i.e. epilepsy, challenging behaviour, autistic spectrum disorders. * Diary, worksheets * Casework management * Clinical supervision, * Mileage recording, * Standing financial procedures * Specialist risk assessments * Lone working systems. | | | |
| DECISIONS AND JUDGEMENTS | | | | | | |
| Please describe the nature of supervision of the job, areas of discretion, and typical judgements made in the course of the job:   * Assist in assessment, planning, implement and evaluate care. * Involvement in developing team policies. * Communication role for general and specific enquiries from all agencies. * Prioritising own case work. * Communicates condition related information and information of a sensitive nature to   colleagues including all other team members, general practitioner,  voluntary organisations, families and service users.   * Involved in education of colleagues, student nurses, and other agency staff, clients   and carers.   * Accountable for own professional actions: not directly supervised. * Open referral system in operation to Community Learning Disability Team – accepted from all statutory, voluntary and private agencies, families and self-referrals from clients. * Allocation of referrals at weekly team meetings. * Work without direct supervision and organise own specialist workload. * Manages caseload. * Involved in caseload review and clinical supervision with Nurse or AHP Supervisor | | | | | |  |
| COMMUNICATIONS AND RELATIONSHIPS | | | | | | |
| Who postholder communicates with:   * Directorate Nurse Lead * Service Nurse Lead * Clinical, Nursing, Social Work Medical staff * Human Resources * AHP’s * Administration * External Agencies (Voluntary & Statutory organisations) * Relatives/Carers * Service Users | | What communication is about:   * Communicates highly sensitive and confidential information to professionals from health, social work, housing and voluntary agencies. * Communicates with client and family/carers * Involvement in SNA and joint working across health, social work and housing. * Involved in Care Programme Approach (CPA). | | Any difficulties encountered:   * Managing conflicts between different priorities and pressures to ensure high standard of clinical care whilst meeting the overall strategy for NHS GG&C. * Managing the change process, with staff groups, patients, carers and other professionals to ensure service redesign to provide modern mental health services. | | |
| PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB | | | | |  | |
| Physical skills: | * Ability to drive. * IT and keyboard skills * Occasional movement of non-ambulatory clients. * Carries clinic equipment i.e. scales, * Challenging behaviour from client and carer. * Delivery of care in client’s home, not always conducive to therapeutic environment. | | | |  | |
| Physical effort: | * High level of concentration required. | | | |  | |
| Mental demands: | * Lone working * Coping with on the spot decision making * Time management * Casework management * Personal and professional development | | | |  | |
| Emotional demands: | * Frequent exposure to bereavement and carer support. * Coping with client/carer emotional issues. | | | |  | |
| MOST CHALLENGING/DIFFICULT PARTS OF THE JOB | | | | | | |
| Client group with learning disability and additional complex needs. Lifelong condition often with difficult family situations, bereavement, abuse, exploitation, chemical and alcohol dependence. Verbal and physical aggression towards family, carers, self-injurious behaviour, and/or directed towards Support Worker.  As tier 3 service referrals are typically complex and often intractable. | | | | | | |
| KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB | | | | | | |
| Training and/or qualification(s) required:  Experience in working with people with a learning disability, or evidence of advanced learning, A high level of motivation, good interpersonal skills and be a positive role model. | | | | | | |