

***NHS GREATER GLASGOW AND CLYDE***

# JOB DESCRIPTION

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| 1. **JOB IDENTIFICATION** | |
| **Job Title:**  **Grade :**  **Responsible to:**  **Accountable to:**  **Department(s):**  **Directorate:** | Respiratory Support Worker  Band 3  Operational Lead  Team Lead/Chief AHP  Pulmonary Rehabilitation GG&C and Respiratory CNS Services South Sector  South Sector |
| 1. **JOB PURPOSE** | |
| * An integral member of the multi-disciplinary team providing support and assistance to the qualified registered Respiratory Physiotherapists and Respiratory Clinical Nurse Specialists with the delivery and implementation of individual patient treatment programmes, within a range of settings inclusive of rehabilitation venues across GG&C, patients homes and hospital wards. The post-holder will assist those registered professionals working under their supervision and guidance in undertaking both clinical and non-clinical tasks. * Accepts patients assessed and referred by a Respiratory Physiotherapist or Respiratory Clinical Nurse Specialist and works independently under their supervision to complete the requested tasks. * Training, supervision and support will be provided to enable the assistant to work within their agreed competence levels and boundaries. * Carries out clerical and housekeeping duties including stock monitoring and ordering | |
| 1. **ROLE OF DEPARTMENT** | |
| Respiratory Medicine within NHS Greater Glasgow & Clyde provides specialist inpatient and outpatient Respiratory care for the population of Glasgow & Clyde.  The role of this department is to provide autonomous specialist multi-disciplinary, nursing and physiotherapy rehabilitative respiratory care to patients with predominately Asthma, COPD, ILD and Bronchiectasis within both inpatient and outpatient settings. The department provides high quality, evidence-based, person centred multi-disciplinary respiratory services. Supporting both the acute and chronic disease management of Asthma and COPD, to achieve a safe and timeous discharge from acute settings and to deliver specialist rehabilitative Pulmonary Rehabilitation programmes within the community.    The service strives to provide an efficient and effective service, which is underpinned with a robust evidence base where available. | |
| 1. **ORGANISATIONAL POSITION** | |
| BAND 8A TEAMLEAD    TEAM LEAD  BAND 7 OPERATIONAL LEAD  BAND 6 DEPUTE WITHIN PULMONARY REHAB/RESPIRATORY CNS TEAM    BAND 6 PHYSIOTHERAPISTS/CLINICAL NURSE SPECIALISTS  **THIS POST BAND 3**  SUPPORT WORKER | |
| 1. **SCOPE AND RANGE** | |
| * Has responsibility for organisation, prioritisation and time management of an allocated patient caseload, as delegated by the Respiratory Physiotherapists and Respiratory Clinical Nurse Specialists. * Works with and without direct supervision, within agreed scope of practice. | |
| 1. **MAIN DUTIES/RESPONSIBILITIES** | |
| * + The post-holder will provide an essential role in clinical service delivery ensuring contributions to the patient ongoing re-assessment under guidance of the registered professional and provide feedback on patient functioning and progress.   + The post-holder assist in and deliver treatments and delegated tasks within the multi-disciplinary team.   + Ensures valid consent has been gained for each intervention, and has the ability to work within a legal framework with patients who lack the capacity to consent.   + Assists the team to deliver prescribed Pulmonary Rehabilitation programmes to patients to maximise functional independence and rehabilitation potential within a variety of settings such as gym, ward or home environment.   + Manages own caseload of identified patients and is responsible for assessing patient progress and reporting back to the trained Respiratory Physiotherapist/ Respiratory Clinical Nurse Specialist.   + Treats patients individually or as part of a group in a gym, home environment or ward.   + Follows prescribed treatment programmes, and progresses patients within these programmes as appropriate.   + Undertakes skilled support e.g. exercise progression, inhaler technique without the presence of a registered professional.   + Liaises with the Respiratory Physiotherapist and/or Respiratory Clinical Nurse Specialist as necessary regarding patient care. In particular highlighting any variations to expected outcomes from treatment programmes delivered.   + Instructs patients and advises carers, providing direction and guidance on a range of physical therapy, mobility, transfer and ADL activities.   + Assists in the delivery of Health Promotion activities within a pre-set framework and distributes service and health promotion literature as agreed by registered professional.   + Supports the recruitment and monitoring of patients via the COPD digital Platform.   + Undertakes initial information gathering from patients, which may include discussion with relatives/carers and accessing relevant databases/systems.   + Contributes to development of patient care by attending relevant team, departmental or other appropriate meetings. * Works as a key member of a multi-professional team to ensure effective communication and delivery of care.   + Documents accurate records of work undertaken and keeps monthly statistics as required, including documenting patient contacts in line with CSP/NMC and service standards.   + Provides stock maintenance and ordering and other clerical duties e.g. photocopying and filing.   + Collates and enters statistical data for service audit/development purposes onto the relevant database or appropriate record store.   + Contributes to department tidiness in line with infection control and health and safety, cleans equipment regularly meeting ICT standards   + Checks equipment regularly to ensure that it meets health and safety standards and is fit for use. Repairs are arranged as necessary.   + May be asked to assist with the induction and orientation of new support workers or students or band 5 staff   + Regularly attends and occasionally delivers departmental and specialty team in-service training programme to promote own personal development   + Develops and maintains a record of Continuing Professional Development activities, which reflects training and experience equivalent to SVQ level III   + Ensures that all Statutory and Mandatory training is kept up to date | |
| **7a. EQUIPMENT AND MACHINERY** | |
| May be required to use a wide range of equipment during therapeutic interventions. A sample of which is noted below. It should be noted that many interventions may be carried out at home or in local community venues and staff will therefore be using a wide range of equipment as expected to be found in these areas.  * To take responsibility for the ordering, maintenance, repair and infection control of equipment owned by the service. * To understand, appropriately select and monitor the safe use of equipment including special orders and to make referrals where necessary. An up to date knowledge on the range and type of equipment is required, as is a working knowledge of health and safety procedures. * To understand, ensure safe use of specialised patient care equipment used in the service including nebulisers, oxygen concentrators, pulse oximeters, hand held spirometers and digital vital signs recording.   **Activities of Daily Living Equipment**   * Dressing, feeding, toileting, kitchen, bathing   **Treatment / Rehabilitation** E.g. Plinths, parallel bar, exercise equipment **Electronic Assistive Technology**   * E.g. ELINK, lightwriter, communication aids, environmental controls   **Moving and Handling Equipment** E.g. stand aids, hoists, Stedy, walking aids, wheelchairs and specialist seating **Miscellaneous** E.g. flipcharts, PowerPoint projectors, laptops, TV **7b. SYSTEMS**   * Demonstrates a working knowledge of relevant IT systems and software packages | |
| 1. **DECISIONS AND JUDGEMENTS** | |
| Recognises changes in patients’ general condition affecting suitability for treatment and feeds backFindings to physiotherapist and/or Respiratory Clinical Nurse Specialist  * Undertakes basic risk assessment regarding patient condition and environment to ensure patient and staff safety * Prioritises and balances clinical and non-clinical demands * Advises relevant personnel regarding ongoing treatment and progress throughout the episode of care to discharge * Seeks advice and guidance from more senior staff | |
| 1. **COMMUNICATIONS AND RELATIONSHIPS** | |
| **Patients and relatives/carers**  * Develops a professional rapport with patients, instilling trust and confidence * Communicates basic clinical information effectively and appropriately with patients and their carers, using a range of verbal, non-verbal and written skills. This may involve conveying clinical terminology into lay terms e.g. patients with communication difficulties * Utilises appropriate communication methods to encourage patient engagement with treatment programmes, in individual or group settings. * Identifies and modifies the most appropriate communication method depending on the individual requirements e.g. hearing or visual impairments, cognitive impairment, learning difficulties, language differences, disinterest or perceptual problems * Provides support, reassurance and encouragement to patients and their relatives/ carers as part of the rehabilitation process. Encourages and motivates patients to maximise outcome recognising those who are breathless, in pain, cognitively impaired or those who are afraid or reluctant and require reassurance, motivation and persuasion to engage with treatment. * Conveys details of Physiotherapy/ Respiratory Clinical Nurse Specialist treatment programmes in a manner and at a rate which is appropriate for every individual, emphasising and reiterating points as and when necessary to ensure a full understanding * Listens effectively to patients and carers needs and concerns and reacts or intervenes appropriately * Demonstrates effective communication strategies to deal with anxious patients and relatives/ carers, in stressful or emotional situations * Has effective 2 way communication with qualified Respiratory Physiotherapist/ Respiratory Clinical Nurse Specialist on a daily or more frequent basis. * The post holder will receive regular supervision in line with HCSW supervision policy, in addition to the annual personal development planning and review * Consults more experienced/ senior staff for advice * Network with appropriate colleagues * Attends and contributes to general staff meetings   **Multi-professional Team**   * Passes on relevant physiotherapy/respiratory nursing related information as directed by the professional to facilitate on-going management e.g. assessment findings, progress with treatment, and discharge information * Accepts patient related information e.g. from nursing reports and passes this on to the appropriate team member   **Other Agencies e.g. Local Authority, Voluntary Sector**   * Assists with making referrals to appropriate agencies as directed by Respiratory Physiotherapist/Respiratory Clinical Nurse Specialist * In keeping with policies and standards, maintains strict confidentiality regarding patient and staff information | |
| **PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** | |
| **Physical Skills**   * Moving and therapeutic handling of patients. This may include assisting patients who have significant physical, cognitive or behavioural impairments. * Effective use of equipment such as hoists/ stand aids that require manipulation, dexterity and strength, often manoeuvring within confined spaces. * Therapeutic handling as directed by Physiotherapy/ Occupational Therapy staff i.e. facilitation of movement, upper limb manipulation, sensory stimulation and tone reduction.   **Physical Demands**   * Carrying equipment to patients’ homes/wards of varying size and weight. * Safely manoeuvre patients in trolleys/ wheelchairs. * Stand/ walking for the majority of the working day. * Environmental and working conditions including lone working within a patients home * Working in confined spaces, kneeling for periods of time. * Ability to accommodate unpredictable patient movements. * Equipment adjustments * Driving between hospital and community venues/patients homes * Regular housekeeping tasks such as cleaning * May need to adopt static postures for lengthy periods while assisting patients * Prolonged period in Personal Protective Equipment * Periods spent using IT equipment – requires awareness of own posture, seating, etc   **Mental Demands**   * Prolonged concentration required when treating patients. * Flexibility required to deal with unpredictable nature of the job. * Often have to make quick, on the spot decisions, with outcome affecting safety of self, team   or patients.   * Constant awareness of risk, continually risk assessing. * Working regularly with cognitively impaired patients. * Using acquired skills to prevent situations from becoming volatile. * Balancing clinical versus non-clinical priorities. * Supporting other members of staff on a daily basis. * Dealing with unpredictable work patterns/ interruptions * Motivating patients to participate in therapy in individual or group settings * Dealing with many and varied medical conditions   **Emotional Demands**   * Working with patients with life limiting/chronic conditions * Working with bereaved relatives. * Dealing with death and bereavement * Dealing with challenging behaviours including working with people demonstrating verbal   and/ or physical aggression and potential for self-harm.   * Discussing sensitive issues with patients, relatives or carers. * Treating terminally ill patients with varying degrees of acceptance of illness. * Working with patients who are in pain. * Working with patients under Adults with Incapacity Act, detained under Mental Health Act,   Scotland and/or in police custody.   * Working with patients disclosing abuse. * Supporting other members of staff on a daily basis   **Working Conditions**     * Exposure to unpleasant odours and body fluids/risk of infection. * Unsanitary houses often unpleasant to carry out home assessments in * Risk of exposure to fleas, head lice, scabies * May be exposed to antisocial localities and abusive patients or carers whilst working alone in   the community.   * Exposure to transmittable diseases and infections. * Occasional exposure to violence and aggression.   **Lone Worker**   * Following a risk assessment, lone working to complete practices in ADL suite, environmental visits   and equipment delivery | |
| **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** | |
| * Undertake a mentally and physically demanding job, whilst at the same time take care to safeguard their own health and safety as well as colleagues and patients. * Able to adapt to variable and unpredictable demands of both clinical and non-clinical workload, in addition to developing and supporting needs of the team e.g. moving to another clinical area to cover for staff shortages * Ability to manage intervention within constraints of service * Ability to deal with expectations of patients/ carers regarding frustration, aggression, denial and lack of insight. * Develop knowledge and skills in a variety of conditions within the patient groups * Dealing with demanding and uncooperative patients and relatives/carers * Being responsible to several members of the multi-disciplinary team with competing demands * Emotional demands of working with acutely unwell patients | |
| **11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** | |
| **Essential**   * Occupational Health Clearance * PVG Membership * High standard of written and verbal communication skills * Computer literate including use of e-mail, Microsoft Office and relevant clinical programmes * Committed to speciality * Ability to work under pressure * Car driver/owner * Flexible * Interest in the rehabilitation process   **Desirable**   * Evidence of further qualifications * Experience in rehabilitation setting | |

**PERSON SPECIFICATION**

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|  | **Essential** | **Desirable** |
| Good communicator – verbal and written | ✓ |  |
| Team worker | ✓ |  |
| Computer literate including use of e-mail, Microsoft Office and relevant clinical programmes | ✓ |  |
| Clear interest/ commitment in clinical area | ✓ |  |
| Demonstrates a knowledge of the principles of rehabilitation | ✓ |  |
| Demonstrates understanding and ability to motivate individuals | ✓ |  |
| SVQ level II or equivalent |  | ✓ |
| Previous NHS experience |  | ✓ |
| Experience as a therapy assistant |  | ✓ |
| Car Driver/Owner | ✓ |  |