

1. JOB DETAILS	
Job title:	Care Support Worker/Multidisciplinary Assistant – Community Care Team
Accountable to:	Service Manager Community Services
Managerially (if required)	Clinical Locality Manager
Professionally (If required)	Adult Community Services Matron
Agenda for Change Band:	Band 3
Location:	Locality Community Care Team
2. JOB SUMMARY (A brief description of the main purpose of the post)	
<p>The Support Worker/MDA will carry out planned programmes of health care, under the supervision and direction of the Registered Nurses/Therapists within the Community Care Team, enabling people with health needs to be cared for in a community setting. To participate in provision of an 'out of hours' service at weekends, evenings and Bank Holidays</p>	
3. ROLE OF DEPARTMENT (The function of the department in which the post holder works)	
<p>The aim of the Community Care Team is to provide skilled care and rehabilitation to the population of Harrogate and Rural District in a variety of residential and community settings. Care Support Workers/MDAs will have an essential role within this multidisciplinary team, enabling people to stay at home and maintain/increase their independence by working across health and social care boundaries, and provide rehabilitation and care between 7am and 10pm. The Community Care Team also provides therapy services to Trinity Ward at Ripon Community Hospital and rehabilitation services to Station View.</p>	
4. ORGANISATIONAL CHART (Including in diagrammatic form to whom the post is responsible to and any posts which are responsible to the post holder)	
<div style="display: flex; flex-direction: column; align-items: center;"> <div style="margin-bottom: 10px;">General Manager</div> <div style="margin-bottom: 10px;">Matron Adult Community Services</div> <div style="margin-bottom: 10px;"> </div> <div style="margin-bottom: 10px;">Clinical Locality Manager</div> <div style="margin-bottom: 10px;"> </div> <div style="margin-bottom: 10px;">Band 6 Community Nurse/Therapist</div> <div style="margin-bottom: 10px;"> </div> <div style="margin-bottom: 10px;">Band 5 Registered Nurse/therapist</div> <div style="margin-bottom: 10px;"> </div> <div>Health Care Support Worker/MDA</div> </div>	

5. KEY WORKING RELATIONSHIPS

(The range of individuals and organisations the post holder has contact with, how regularly and for what purpose)

- Patients and carers providing nursing care and rehabilitation on a daily basis
- Clinical Locality Manager
- Liaises with all team members as required, GPs and Consultants, the multi-disciplinary team and other agencies to provide co-ordinated, seamless services for patients.
- Social services staff and voluntary sector organisations

6. DUTIES AND RESPONSIBILITIES OF THE POST

6.1 Clinical

- a. To assist in assessing peoples' health and social related needs. This will include:
 - Assisting in the assessing of peoples' health and social care needs
 - Taking and interpreting physical measurements and samples from named patients as delegated by the team
 - Monitor changes in patients, correctly interpreting their meaning and informing the team when changes might be significant
- b. To assist in planning, delivering and evaluating nursing care and rehabilitation programmes to address peoples' health and social needs according to their care plans.

6.2 Administration and Clerical

- a. To carry out clerical and administrative duties in the day to day running and housekeeping of the service
- b. To be IT literate with proficient keyboard skills in order to maintain data systems, patient records and reports

6.2 Management / Leadership Responsibilities

- a. To establish and maintain communication with individuals and groups about difficult or complex matters overcoming any problems in communication.
- b. To monitor and maintain health, safety and security of self and others in own work area.
- c. To contribute to the implementation and improvement of services.
- d. To ensure own actions promote quality and alert others to quality issues.
- e. To support peoples' equality, diversity and rights.
- f. As agreed with colleagues, to take lead area/areas of responsibility for the team, practice or locality.

6.3 Research and Audit Role

- a. To participate in audits

6.4 Managing Resources

- a. To manage own work resources, ensuring equipment used is maintained according to manufacturers specifications and necessary repairs are undertaken. Support senior staff in ensuring staff and service users are trained and supervised where appropriate in the correct use of equipment
- b. Support a mindful approach to the use of resources and advise senior team members where areas of waste/potential improvement are identified.

6.5 Education

- a. In accordance with the concept of lifelong learning, to develop own knowledge and skills and contribute to provide information to others to help their development.

7. WORK SETTING AND REVIEW

(Who is responsible for setting and reviewing the work, the extent to which the post holder works unsupervised, and the extent to which they are free to act without direct reference to a more senior person)

The post holder is expected to undertake clinical assessment, caseload and operational management responsibilities unsupervised.

Support and review will be provided by the professional lead.

Performance in the role will be monitored by the professional lead and manager.

8. JOB DESCRIPTION AGREEMENT

Post holder's signature

Date

Line Manager's signature

Date

PERSON SPECIFICATION

POST TITLE: Band 3 Care Support Worker / Multidisciplinary Assistant – Community Care Team

Factor	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Relevant NVQ level 3 or equivalent or agreement to undertake 	<ul style="list-style-type: none"> Other relevant training First Aid Certificate
Experience	<ul style="list-style-type: none"> Experience of working within health or social care environment 	
Knowledge	<ul style="list-style-type: none"> Ability to undertake delegated tasks without direct supervision and organise own workload Ability to communicate effectively with people who may have communication difficulties or other barriers to communication Clerical and IT skills 	<ul style="list-style-type: none"> Understanding of medicines management
Skills and Aptitudes	<ul style="list-style-type: none"> Proven ability to work within a team Willingness to develop core skills pertinent to role e.g. venepuncture, catheterisation Willingness to undertake all training relevant to role 	<ul style="list-style-type: none"> Advocacy skills
Personal Circumstances	<ul style="list-style-type: none"> Access to own vehicle and driving licence in order to meet service needs Non-judgemental and honest Positive attitude towards client group Able to tolerate pressure/stress and manage a crisis Good communication skills – both written and verbal 	

	<ul style="list-style-type: none"> • Flexible approach to work – able to work shifts including weekends, bank holidays and night duties • Empathy and sensitivity • Team player • Observational skills • Able to undertake all aspect of the role as stated above 	

PERSON SPECIFICATION AGREEMENT

Post holder

Date

Line Manager

Date

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