

## Neuro Rehabilitation Centre at Goole

## JOB DESCRIPTION

POST	Rehab Support Worker
PAY BAND	Band 2
RESPONSIBLE TO	Staff Nurse/Lead Nurse
ACCOUNTABLE TO	Matron
BASE	Neuro Rehabilitation Centre at Goole

## ABOUT US

Northern Lincolnshire and Goole NHS Foundation Trust is on an improvement journey, with a strong focus on delivering quality care to our population of around 440,000 people. We provide a comprehensive range of secondary care services from three main centres, Grimsby, Goole and Scunthorpe, as well as community services in North Lincolnshire.

We aim to combine our patient first approach with innovation and creativity against a backdrop of holistic team working, as encapsulated in our vision and values – kindness, courage, and respect.

## ABOUT THE POST

Rehabilitation Support Worker working as part of a ward/department team, responsible for assessing, planning, implementing and evaluating patient care.

## DUTIES AND RESPONSIBILITIES OF THE POST HOLDER

- To provide support to our Patients appropriate to their individual needs ensuring that each Patient leads a full and valued life.
- To contribute to providing an environment, whereby the Patient has maximum involvement in their own activities and decision making.
- To enable Patients to participate in and contribute to the local community
- To work on a rotational basis including night duty.

## DUTIES AND RESPONSIBILITIES OF THE POST HOLDER

## 1 PROFESSIONAL

- 1.1. Establish and maintain professional working relationships with the Patients.
- 1.2. Act in a professional manner acting as a role model to colleagues and Patients contributing to the delivery of quality services.

- 1.3. To work as a member of the team, contributing to the team ethos and supporting Patients(s) and colleagues appropriately.
- 1.4. Facilitate the daily routines of the Patients including personal care promoting a high standard of personal hygiene at all times.
- 1.5. Participate in the development of Patients(s) support plans, risk assessments and programmes, complete written records as necessary and in accordance with the guidelines provided.
- 1.6. Implement individual support plans to meet the needs of the Patients(s). Highlight any issues/concerns to the Staff Nurse/Lead Nurse/Therapy Lead to ensure the Patients(s) receive quality services at all times.
- 1.7. Participate and contribute as required to individual Patient review meetings and support plans within boundaries set by senior colleagues.
- 1.8. Accompany Patients(s) on activities and actively participate as required.
- 1.9. Act as a Keyworker for designated Patients(s) liaising closely with relevant staff regarding the individual programmes to ensure quality services are delivered at all times.
- 1.10. To liaise in a professional manner at all times with Patients(s) family members, friends, advocates and other professionals as required.
- 1.11. To attend and contribute to annual reviews, multi-disciplinary meetings (MDT) and Person Centred Planning meetings and all other relevant meetings as required.
- 1.12. To contribute to daily handovers between shifts, to ensure effective communication between staff, including all communication documentation.
- 1.13. To support Patient's health and wellbeing, to include attending appointments, hospital admissions and promoting health styles.
- 1.14. To work in accordance with rota system, including working unsociable hours at weekends and bank holidays.
- 1.15. To undertake, any reasonable travelling requirements, in order to fulfil the tasks and responsibilities of the role.
- 1.16. To include driving company vehicles, ensuring Patient activities/appointments are fulfilled where an appropriate driving licence is held
- 1.17. To undertake any other duties as may from time to time be specified by the Trust that is within the level and responsibility appropriate to the grade of post
- 1.18. Adhere to sickness reporting policy.

## **2 CLINICAL**

- 2.1 Maintain clinical records in accordance with NMC 'Guidelines on Record Keeping' and Trust policies.
- 2.2 Provide statements as necessary, within required time frames.
- 2.3 Act as an advocate for patients.
- 2.4 Respond to health emergencies and contribute to the resuscitation of patients as needed.
- 2.5 Competently use clinical equipment, undertaking relevant training as required.
- 2.6 Use IT Patient Information systems as necessary and in accordance with Trust policies, undertaking training as required.
- 2.7 Ensure appropriate and timely communication with patients and relatives/carers, advising, instructing and supporting them as needed and making use of support systems as appropriate (e.g. interpreters, chaplaincy).

## **3. EDUCATION AND PRACTICE DEVELOPMENT**

- 3.1 Participate in appraisal process, taking opportunity to identify and discuss own learning needs with appraiser.

## OUR VALUES

### Kindness

**We believe kindness is shown by caring as we would care for our loved ones**

- I will be compassionate, courteous and helpful at all times
- I will be empathetic, giving my full and undivided attention
- I will show I care by being calm, professional and considerate at all times

### Courage

**We believe courage is the strength to do things differently and stand up for what's right**

- I will be positively involved in doing things differently to improve our services
- I will challenge poor behavior when I see it, hear it or feel it
- I will speak up when I see anything which concerns me

### Respect

**We believe respect is having due regard for the feelings, contribution and achievements of others**

- I will be open and honest and do what I say
- I will listen to and involve others so we can be the best we can be
- I will celebrate and appreciate the successes of others

Our values have been created in partnership with our most valuable asset – our employees. Our values set out a clear statement of our purpose and ambition which is to provide the very best in patient care, all of the time. We recognise that without the shared values driven responsibility that each and every person in our teams have, we could not provide excellent services to the patients that we care for. Crucially we recognise that looking towards the future, we must continue to create a culture that enables and drives our collective values and behaviours as an absolute fundamental foundation for both our staff and the patients that we serve.

## ADDITIONAL INFORMATION PERTINENT TO ALL STAFF

### Health and safety - Healthcare associated infection

Healthcare workers have an overriding duty of care to patients and are expected to comply fully with best practice standards. You have a responsibility to comply with Trust policies for personal and patient safety and for prevention of healthcare-associated infection (HCAI); this includes a requirement for rigorous and consistent compliance with Trust policies for hand hygiene, including the 'bare below the elbows' approach, use of personal protective equipment and safe disposal of sharps. Knowledge, skills and behaviour in the workplace should reflect this; at annual appraisal you will be asked about the application of practical measures known to be effective in reducing HCAI. The Trust has the responsibility of ensuring adequate resources are available for you to discharge your responsibilities.

## **Safeguarding**

The Trust has in place both a Safeguarding Children Policy and a Safeguarding Adults Policy in line with national legislation.

The Safeguarding Policies place a duty upon every employee who has contact with children, families and adults in their everyday work to safeguard and promote their welfare. In the event that you have concerns about possible harm to any child or adult you should seek advice and support from the Trust Safeguarding team or in their absence contact your line manager. Out of hours contact should be made with the on-call manager through switchboard.

The Trust has nominated Safeguarding Leads who act as contact points for support and advice if concerns are raised about a child or adults welfare. These individuals can be reached through switchboard during office hours, by asking for the Named Professionals for Safeguarding Children or Adults respectively.

The policies and procedures described below are located on the intranet and internet site and you should ensure you are aware of, understand and comply with these. In addition the Trust will publicise and raise awareness of its arrangements and provide appropriate resources and training.

## **Confidentiality**

All information, both written and computer based, relating to patients' diagnosis and treatment, and the personal details of staff and patients, is strictly confidential. The Northern Lincolnshire and Goole NHS Foundation Trust and its employees have a binding legal obligation not to disclose such information to any unauthorised person(s). This duty of confidence is given legal effect by reference to the Data Protection Act 1998 and the 'right to privacy' under the Human Rights Act 1998. It applies to any information which is processed by the Trust (i.e. stored, retained, maintained as a record, amended or utilised for the Trust's purposes as an NHS Hospital), from which a living person is capable of being identified. Individuals must observe a 'need to know' principle. No member of staff may seek out any information that they do not need to undertake their duties. This applies to clinical or other personal information of any third party.

## **Equality impact assessment**

The Foundation Trust aims to design and implement services, policies and measures that meet the diverse needs of our service, population and workforce, ensuring that none are placed at a disadvantage over others. We therefore aim to ensure that in both employment and the delivery of services no individual is discriminated against by reason of their gender, gender reassignment, race, disability, age, sexual orientation, religion or religious/philosophical belief, marital status or civil partnership.