



# Together

**Excellent  
care** with  
compassion

Lancashire Teaching Hospitals

# WORKFORCE DIRECTORATE

## JOB DESCRIPTION

JOB TITLE: Recovery Support Worker

DIRECTORATE: Surgical Division

REPORTS TO: Recovery Coordinator

ACCOUNTABLE TO: Matron

KEY RELATIONSHIPS: Matron, Team Leader, Recovery Practitioner, Recovery Support Worker

HOURS: 37.5

LOCATION: Preston

BAND: 2

**NB: The Post holder may be required to work in other departments across the Trust including across Trust sites**

**DBS (Criminal Record) Check Level required for role:**

Please indicate the level of DBS Check required in this role	No DBS Required	Standard	Enhanced without Barred List Checks	Enhanced with Child only Barred List Check	Enhanced with Adult only Barred List Check	Enhanced with Child and Adult Barred List Checks
						✓

**KSF Core Dimension Levels for Role**

Communication	Personal & People development	Health, Safety & Security	Service Improvement	Quality	Equality & Diversity
2	1	1	1	2	1

## **Role Summary**

### **Key Duties and Responsibilities:**

Responsible for ensuring the recovery environment is maintained and cleaned in accordance with Trust policies and meeting departmental and infection control standards. They will assist the qualified staff by undertaking a range of support duties, working under the direction and supervision of the recovery practitioner in charge.

Participates in departmental HCIA audits and ensures that the service requirements for maintaining a clean environment are met and cleaning schedules completed.

### **Key Duties and Responsibilities:**

The duties and responsibilities listed below should be undertaken in accordance with the levels of competence as defined in the KSF outline for this post. In addition all staff are expected to act in accordance with the values and behaviours of the Trust

## Our Values



### Being Caring and Compassionate

*Being caring and compassionate is at the heart of everything we do, it is about understanding what each person needs and striving to make a positive difference in whatever way we can.*



### Recognising Individuality

*Appreciating differences, making staff and patients feel respected and valued.*



### Seeking to Involve

*Actively gets involved and encourages others to contribute and share their ideas, information, knowledge and skills in order to provide a joined up service.*











### Building Team Spirit









*Working together as one team with shared goals doing what it takes to provide the best possible service.*














### Taking Personal Responsibility

*Individuals are accountable for achieving improvements to obtain the highest standards of care in the most professional way, resulting in a service we can all be proud of.*

ROLE DUTIES	MEASURABLE OUTCOMES					
Assists in maintaining recovery standards for cleaning and housekeeping in accordance with Trust and infection control standards.	<ul style="list-style-type: none"> <li>Complies with and ensures work schedules are completed in a timely manner.</li> <li>Inspects recovery areas to ensure that all housekeeping tasks are complete and to the appropriate monitored standards.</li> <li>Records and escalates any housekeeping deficits to the coordinator</li> <li>Ensures HCIA audits are complete and escalates as appropriate to the recovery coordinator.</li> <li>Makes constructive suggestions for improving the service</li> </ul>					

Assists in maintaining a safe environment for patients and staff in accordance with Health and Safety and infection control.	<ul style="list-style-type: none"> <li>• Inspects the environment to ensure that the building is maintained and functioning ensuring cleanliness and safety</li> <li>• Maintains records of environmental faults (fixtures and fittings) and ensures appropriate escalation.</li> <li>• Ensures that maintenance reporting is complete and that the job is followed through to completion</li> <li>• Complete Datix reports and risk register ensuring appropriate escalation.</li> </ul>					
Proactively engages in the Trust safety agenda	<ul style="list-style-type: none"> <li>• Achieves audited standards for uniform policy at all times</li> <li>• All patient requests are answered in timely way</li> <li>• Patient safety rails and bumpers are correctly used at all times</li> <li>• Achieves audited standards for hand hygiene</li> <li>• Agreed moving and handling procedures are used at all times</li> <li>• Current moving &amp; handling training and regular updates are maintained</li> <li>• All accidents, incidents, near misses, faulty equipment or environmental issues are reported immediately as per Trust Policy</li> </ul>					
Cleaning schedules are maintained and all cleaning activity is recorded according to departmental policies and protocols	<ul style="list-style-type: none"> <li>• Ensures that medical equipment is cleaned in accordance with manufacturers and Trust policy.</li> <li>• Ensures that equipment for Individual specialities is cleaned as per schedule or need and that own competence is achieved in line with Trust policy</li> <li>• Maintains and cleans ancillary areas such as instrument storage rooms in line with cleaning schedules and according to need.</li> <li>• Ensures all documentation and cleaning schedules are completed in a timely manner.</li> </ul>					
Completes checks to ensure adequate provision of oxygen cylinders and suction and replenishes stocks as required.	<ul style="list-style-type: none"> <li>• Ensure that all used suction canisters are removed from recovery and that they are disposed of correctly as per Trust policy</li> <li>• Ensures that fresh suction canisters are replaced in recovery.</li> <li>• Undertakes gas cylinder training</li> <li>• Escalates and reports any irregularities with gas cylinders.</li> <li>• Ensures that gas cylinders are correctly stored and handled</li> <li>• Checks gas cylinders and contents and ensures that adequate levels remain in the cylinders</li> <li>• Replaces gas cylinders when required ensuring the correct number of cylinders are available for daily use.</li> </ul>					

Communicates with a range of staff using a variety of communication methods i.e. email, telephone or face to face	<ul style="list-style-type: none"> <li>Keeps staff informed of issues that may impact on the working environment.</li> <li>Respond to staff concerns regarding issues of cleanliness and hygiene.</li> <li>Ensure that communication occurs with appropriate escalation through the recovery coordinator</li> </ul>					
Maintains and develops own training and competence	<ul style="list-style-type: none"> <li>Actively participates in the appraisal process and has a personal development plan</li> <li>Ensures that all Trust mandatory training is complete and up to date.</li> <li>Demonstrates and maintains competence with all medical devices and equipment used within the role.</li> </ul>					
Assist in maintaining standards of care to improve the patient experience and outcome of care.	<ul style="list-style-type: none"> <li>Patient feedback is positive.</li> <li>Patients report that they feel safe, comfortable and that their care needs are met.</li> <li>Takes an active part in team meetings and makes constructive suggestions for service improvement</li> <li>All poor standards of care or inappropriate behaviour is challenged and concerns about the safety and wellbeing of patients are escalated as appropriate.</li> </ul>					
Promote equality in care and practice by recognising, respecting and meeting the needs and choices of individuals.	<ul style="list-style-type: none"> <li>Staff survey results report staff feel they are treated with dignity and respect by their colleagues.</li> <li>Behaviour that undermines equality and diversity is challenged and reported.</li> <li>Safeguarding issues in children, young people and vulnerable adults are escalated in line with Trust policy and regulatory frameworks.</li> </ul>					
Contribute to maintaining safe, clean and productive care environment, compliant with standards for hygiene and cleanliness.	<ul style="list-style-type: none"> <li>Qualified staff report that they are supported by the support workers.</li> <li>All stock levels are maintained at adequate levels and issues escalated to the procurement team</li> <li>All stock is rotated and stored appropriately and that out of date stock is disposed of correctly.</li> <li>Faulty equipment is reported in a timely manner and information cascaded to the senior staff / team.</li> <li>All Clinical waste is disposed of as per Trust policy.</li> <li>Audits of clinical areas show they are cleaned and prepared for relevant activity.</li> </ul>					

Communicate and document information in a timely and appropriate manner.	<ul style="list-style-type: none"><li>• Patient information is accessed and input accurately onto the quadramed /evolve system and in accordance with Trust IT procedures.</li><li>• Telephone is answered in line with departmental standards and messages relayed to the team in a timely manner.</li><li>• Patient confidentiality is maintained at all times.</li></ul>					
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Occupational hazards or exposures relevant to this job (please tick)			
<b>Physical</b>			
Patient moving & handling	X	Regular DSE work	<input type="checkbox"/>
Regular equipment / material moving & handling > 10kg	X	Climbing ladders and / or working at height	<input type="checkbox"/>
Noise (LEP,d > 80)	<input type="checkbox"/>	Hand Arm Vibration	<input type="checkbox"/>
Hot or cold conditions	X	Exposure to Ionising Radiations	
Entry into confined spaces	X	Other potential ergonomic problems	<input type="checkbox"/>
Driving on Trust business	<input type="checkbox"/>	Vocational driving (C1,D1, LGV, PCV)	<input type="checkbox"/>
<b>Chemical</b>			
Exposure to known respiratory irritants or sensitisers	X	Exposure to known skin irritants or sensitisers (including latex)	X
Exposure to asbestos (non-licenced work)	<input type="checkbox"/>	Exposure to any other chemicals	X
<b>Biological</b>			
Exposure-prone procedures	X	Laboratory exposure to pathogens	<input type="checkbox"/>
<b>Other</b>			
Night work	X	On-call duties/ lone working	<input type="checkbox"/>

### Governance

The post holder will operate at all times to high standards of probity. This will include compliance with:

- Health and safety regulations
- All policies and procedures approved by the Trust
- Trust Standing Financial Instructions
- Working within the Data Protection act 1984, Health & Safety at work Act 1974, Maintain confidentiality at all times, as required by legislation and Trust Policy
- Working to defined policies and procedures, actively implementing the development of the electronic solution
- Work within the limitations of the role
- Professional codes of conduct including the NHS Managers Code of Conduct (where these apply)
- All policies and procedures related to infection prevention and control as relevant to their post
- To raise any concerns as soon as possible, as per whistle blowing policy, relating to any:-
  - Healthcare matters, e.g. suspected negligence, mistreatment or abuse of patients; the quality of care provided
  - Concerns about the professional or clinical practice or competence of staff
  - The treatment of other staff, including suspected harassment, discrimination or victimisation
  - Health, safety and environment issues
  - Suspicion or knowledge of theft, fraud, corruption, bribery allegations or other financial malpractice
  - Employment standards and/or working practices
  - Criminal offences or miscarriages of justice
  - Failure to comply with any other legal obligation
  - Deliberate concealment of any of the above

### Information Governance

- To be fully aware of and committed to all Policies, Procedures and Initiatives relating to Information Governance - this will include, but not limited to, Data Quality improvements, Confidentiality and Information Security
- To take personal responsibility for safeguarding and ensuring the quality of information.

### Behaviour

The post holder will be expected to:

- Support the aims and vision of the Trust
- Act with honesty and integrity at all times



- Be a positive ambassador for the Trust
- Demonstrate high standards of personal conduct
- set an example and encourage openness and honesty (particularly in reporting incidents and near misses ) and will actively foster a culture of learning and improvement
- Value and respect colleagues, other members of staff and patients
- Work with others to develop and improve our services
- Uphold the Trust's commitment to equality and diversity
- Take personal responsibility for their words, deed and actions and the quality of the service they deliver

### **Job Review**

This job description will be reviewed periodically to take into account changes and developments in service requirements. Any changes will be discussed fully with the post holder.

Signature of Post Holder:

Date:

Signature of Manager:

Date:

# LANCASHIRE TEACHING HOSPITAL NHS FOUNDATION TRUST

## PERSON SPECIFICATION

**POST:** Recovery Support worker

**Band:** 2

**DIRECTORATE / DIVISION:** Surgery

ATTRIBUTE	ESSENTIAL	DESIRABLE	HOW ASSESSED
<b>Qualifications &amp; Education</b>	<ul style="list-style-type: none"> <li>Demonstrable numeracy and literacy skills in line with Level 1/Grade D/Grade 3 or above</li> </ul>	<ul style="list-style-type: none"> <li>NVQ Level 2 in care or BCNS</li> <li>Basic IT Skills</li> <li>Care certificate</li> <li>GCSE Maths &amp; English grade C/4</li> <li>or above <b>OR</b> Functional/Key skills level 2 in Maths and English</li> </ul>	<ul style="list-style-type: none"> <li>Application form</li> <li>Certificates</li> <li>Assessment will be taken during the interview</li> </ul>
<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>Previous experience of dealing with the public</li> <li>Understanding of the concept and application of confidentiality</li> </ul>	<ul style="list-style-type: none"> <li>Previous experience of working in a recovery setting.</li> <li>Basic understanding of infection control principles</li> </ul>	<ul style="list-style-type: none"> <li>Application form</li> <li>Interview</li> </ul>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>Good written and verbal communication skills</li> <li>Organisational skills</li> <li>Ability to use initiative</li> </ul>		<ul style="list-style-type: none"> <li>Interview</li> <li>Assessment scenarios</li> </ul>
<b>Values &amp; Behaviours</b>	<ul style="list-style-type: none"> <li>Empathetic</li> <li>Enthusiastic and positive</li> <li>Able to work as part of a team</li> <li>Committed to working in a caring role</li> <li>Aware of the boundaries of the role</li> <li>Flexible to meet the needs of the service</li> </ul>		<ul style="list-style-type: none"> <li>Assessment scenarios</li> <li>Interview</li> </ul>