

**JOB DESCRIPTION FOR THE POST OF**  
**REHABILITATION ASSISTANT**  
**COMMUNITY REHABILITATION SERVICE**

**JOB DETAILS:**

Job Title:	<b>Rehabilitation Assistant</b>
Band:	<b>Band 3</b>
Directorate:	<b>Primary Care and Neighbourhoods</b>
Department:	<b>Community Rehabilitation Service</b>
Base:	
Responsible to:	<b>Band 4 and/or Band 5/6 Therapist</b>

**Job Purpose:**

- To work as an integral member of the Rehabilitation Service providing effective support to Occupational Therapists, Physiotherapists, and any other team members.
- To work with patients undertaking therapy/rehabilitation programmes to support and encourage them to achieve their optimum level of independence and quality of life, as directed by team therapists.
- To work with patients in a range of locations, including hospital departments such as wards, rehabilitation unit, outpatients, and the community with overall supervision from rehabilitation professionals.

**Date of Job Description: May 2023**

## **Duties and Responsibilities**

### **Communication and Key Working Relationships**

- Rehabilitation Manager
- Rehabilitation Physiotherapists, Occupational Therapists and Pharmacy Technicians
- Ward staff
- Patients, families, and carers.
- Other care staff including those from other agencies, e.g., Social Services, Community nurses, Care agencies, as part of clinical work.

### **Planning and Organisation**

- To be responsible for organising and planning your own caseload delegated by and in discussion with, senior team members to meet service and patient priorities, readjusting plans as situations change/arise.
- To ensure that your own practice always meets Trust standards and is in line with Trust policy.
- To ensure your own ongoing personal/professional development by attending courses, clinical supervision, and peer supervision on a regular basis.
- To comply with the Trust and departmental policies and procedures.
- To participate in the triaging of referrals into the Community team.

### **Analytics**

- To be able operate appropriate Information and Digital Technology systems to contribute to record keeping and data analysis, under guidance from Trust Policy.

### **Responsibility for Patient / Client Care, Treatment & Therapy**

- To undertake treatment programmes with individual patients/groups as specified by the team's therapists. This follows direct handover from the delegating therapist(s) or reading and implementing written treatment plans.
- To assist therapists with treatment programmes, working with the individual patient's/groups.
- To carry out work in a range of locations, including hospital departments, patients' own homes and other community locations as directed.
- To use a range of verbal and non-verbal communication tools (eg. explanation, negotiation, persuasion, motivation) to communicate effectively with patients in order to implement rehabilitation and treatment programmes following guidance from professionals. This will include patients who may have difficulties in understanding or communicating.
- To understand and report on identified risks relating to clinical work using the Trusts risk management policies and protocols.
- To have an understanding of a range of common medical and orthopaedic conditions, occupational therapy and physiotherapy intervention gained through experience, in-house training and theoretical study completed at NVQ Level 3 or equivalent, as available.
- To observe and evaluate patients' response to treatment activities and decide on appropriate action eg. seek further advice from occupational therapist, physiotherapist, community nurse and / or senior nursing staff, discontinue treatment activity, instigate emergency procedure.
- To provide feedback to professionals on patients' progress, changes in functional ability, medical, social, emotional etc., on a daily basis.
- To gather initial information for therapy documentation by telephone from patients within the community, or from care plans/medical records for in-patients prior to assessment, as directed by the therapist.
- To be aware of and appropriately manage sensitive and/or complicated information. To deal sensitively with patients who have high levels of anxiety and aggression caused by pain, dementia, and limited mobility. This will include patients with challenging behaviour, terminal illness and degenerative disease.

- To employ practical skills e.g., occupation skills – cooking, household tasks/ exercise/mobility programmes as a routine part of patient treatment programmes
- Use manual handling techniques requiring moderate physical effort as part of treatment interventions on a daily basis, as directed by therapists. This will take place in a range of environments such as hospital wards, home, work environments and cars where space available and environments may be awkward and confined.
- To issue, demonstrate, adjust, and ensure safe use of personal aids/equipment for patients, as prescribed and directed by therapists to support functional ability e.g., mobility aids, toilet aids and to be aware of current safety alert notices.
- To work with patients in their own homes and the community, therapy clinics and wards to implement treatment programmes, record observations and intervention. This may include encountering distressed and abusive patients/carers.
- To run exercise groups with patients under overall direction of therapists.
- To work frequently as a lone worker in potentially unpredictable and unpleasant working conditions coming into contact with dirt, passive smoking lice, fleas etc.
- On a regular basis the therapy assistant will come into contact with bodily fluid or human waste.
- Participate in the staff appraisal scheme as an appraisee and be responsible for complying with your agreed personal development programme to meet set knowledge and competence objectives.
- Take an active part in the assistant competency framework training, ongoing tuition and attending in-service training sessions as required to achieve/maintain appropriate skill/expertise.
- Taking account of allocated workload, to organise own day to day activities and to feed back to delegating therapist in the event that difficulties occur
- To understand and implement all relevant Trust Policies and Protocols as appropriate to the role.
- To contribute, as a member of the multidisciplinary team and Rehabilitation Service to the development of services, protocols, in-service training programmes etc. by commenting, making suggestions, attending service meetings etc. as requested
- To provide input to non-clinical induction for new assistant staff. Demonstrates own activities to new/less experienced staff.
- To record personally generated clinical observations in the multidisciplinary rehabilitation patient record
- To enter data electronically according to Integrated Support Service procedures
- To record electronic patient data for professional staff as requested
- To assist in the management of the peripheral stores ensuring stock levels are maintained and health and safety procedures followed.
- To undertake additional responsibilities as discussed and agreed with line manager. This could include the role of safety monitor, representing rehabilitation assistants in meetings etc.
- Help maintain good communication, liaison and working arrangement within the Trust other Primary Care Trusts, Trusts and other agencies.
- Keep up to date with all relevant guidance and NHS targets and ensure the effective dissemination of relevant information as directed.
- Contribute to relevant projects in relation to the development of the Rehabilitation Service and organisational objectives as required/appropriate
- Comply with all relevant Somerset Partnership Trust Policies and Procedures in exercising the duties of the role.
- Undertake any necessary skills training, Professional Updates and Mandatory Training as appropriate to the position
- To be able operate appropriate Information and Digital Technology systems to contribute to record keeping and data analysis, under guidance from Trust Policy.

- Accommodate change in a rapidly changing environment and encourage team members to embrace necessary change. Have a positive attitude to challenges and devise ways to make them happen.

#### **Policy, Service, Research & Development Responsibility**

- To take part in the in-service training programme by attendance, and occasional deliverance at the appropriate level and audience, of presentations and training sessions at staff meetings, peer review, in service training sessions and by attending courses and practising reflective practice.
- To participate in the staff appraisal and supervision scheme, as an appraisee, and to be responsible for complying with your agreed personal development programme to meet set knowledge, skills, and competencies.
- To contribute to the induction and training of students and staff.
- To contribute to audits and research as required.

#### **Responsibility for Finance, Equipment & Other Resources**

- To ensure training is undertaken as required for Safe and competent use of equipment.
- Be responsible for equipment ordering and stock control as required.

#### **Information Resources & Administrative Duties**

- To contribute to the allocation of non-clinical work to Team secretary/admin assistant
- To maintain accurate record of patients' attendances and treatments using the relevant IT system.
- Responsible for ensuring accurate statistics are recorded so activity data comparison can be completed.
- IT skills to support communication with the team via internal and external email systems.
- IT skills to support patient assessment and communication to MDTs via virtual platforms eg. Attend Anywhere and Microsoft Teams.

#### **Any Other Specific Tasks Required**

##### **WORKING CONDITIONS**

- The working environment may include contact with unpleasant smells, bodily fluids, soiled dressings, and wounds.
- The job may include occasional exposure to verbal and physical aggression.
- The job may involve working in confined or restricted spaces and movements include bending, kneeling, and crouching on a daily basis. Moderate physical effort may be required on a daily basis including repetitive movements

## **Review of this Job Description**

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of changing service needs. This job description is to be reviewed in conjunction with the post holder on an annual basis.

## **General Information**

At all times promote and maintain the safety of children by working according to the Trust's Child Protection Policy and supporting guidance. Being pro-active and responsive to child protection concerns by early reporting, recording and referral of issues according to Trust arrangements. Attending child protection training that is appropriate to your role.

## **Confidentiality**

The post holder will maintain appropriate confidentiality of information relating to commercially sensitive matters in regard to Trust business, and also to personal information relating to members of staff and patients. The post holder will be expected to comply with all aspects of the General Data Protection Act (2018), the Staff Code of Confidentiality and the IT Security and Acceptable Use Policy.

## **Equality & Diversity**

Somerset NHS Foundation Trust is committed to achieving equality of opportunity for all staff and for those who access services. You must work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the Trust.

## **Safeguarding**

All employees have a duty for safeguarding and promoting the welfare of children and vulnerable adults. Staff must be aware of the Trust's procedure for raising concerns about the welfare of anyone with whom they have contact.

## **Risk Management / Health and Safety**

Employees must be aware of the responsibilities placed on them for ensuring the safety of our patients, service users, visitors and colleagues under the Trust's Risk Management Strategy and policy and under the Health & Safety at Work Act 1974. All employees are expected to be familiar with and comply with the Trust's risk and health and safety policies and procedures and all other policies and procedures relevant to their role.

## **Records Management**

The post holder has responsibility for the timely and accurate creation, maintenance and storage of records in accordance with Trust policy, including email documents and with regard to the General Data Protection Act, The Freedom of Information Act and any other relevant statutory requirements.

## **Clinical Governance**

The post holder will be expected to participate in clinical governance activities to assist the Trust to provide high quality services.

## **Prevention and Control of Healthcare Associated Infection**

The post holder is expected to comply with Trust Infection Control Policies and conduct themselves at all times in such a manner as to minimise the risk of healthcare associated infection.

## **Smoking**

The Trust operates a 'non-smoking' policy. Employees are not permitted to smoke anywhere within the premises of the Trust or when outside on official business.

## **Policies & Procedures**

Trust employees are expected to follow Trust policies, procedures and guidance as well as professional standards and guidelines. Copies of Trust policies can be accessed via the staff intranet or external website or via your manager.

## **Sustainability Clause**

Somerset NHS Foundation Trust is committed to creating a sustainable business. Staff employed by the Trust, are required to think about their actions in the course of their work and make positive steps to reducing, reusing and recycling wherever and whenever possible.

## Person Specification

This is a specification of the Qualifications, Skills, Experience, Knowledge, Personal Attributes and Other Requirements which are required to effectively carry out the duties and responsibilities of the post (as outlined in the Job Description).

Requirement	Essential / Desirable	How Assessed
<b><u>QUALIFICATIONS &amp; TRAINING</u></b> <b><u>Evidence of Qualifications required</u></b> <ul style="list-style-type: none"> <li>Adult/elderly rehabilitation, nursing, care worker experience</li> <li>Post holder will be required to achieve NVQ 2/3 or equivalent in care/rehabilitation</li> <li>Maths and English level 3 or equivalent</li> </ul>	E E E	Interview & Application form
<b><u>KNOWLEDGE &amp; EXPERIENCE</u></b> <ul style="list-style-type: none"> <li>Ability to implement basic treatment plans with appropriate support from the therapist.</li> <li>A good understanding of health and social care models.</li> <li>An understanding of the physiology, psychology and organisation and function of the human body.</li> <li>Understanding of actions which can improve an individual's quality of care.</li> <li>The provision and promotion of holistic person-centred care.</li> <li>Understanding of duty of care and safeguarding of individuals.</li> <li>Understanding of patient-centred goals and how to support individuals to achieve their goals and promote independence.</li> <li>Understanding of an individual's place in society and key supportive factors.</li> <li>Previous experience of working within a health or social care setting or undertaking a caring role</li> <li>Evidence of the promoting independence</li> <li>Experience of working independently</li> </ul>	E E E E E E E E E E E	Interview & Application form
<b><u>SKILLS &amp; ABILITIES</u></b> <ul style="list-style-type: none"> <li>Good interpersonal skills with the ability to communicate effectively with patients, carers and relatives, remaining sensitive and empathetic.</li> <li>Listens to others' views, respecting and valuing individual's needs.</li> <li>Good understanding of delivery of person-centred care.</li> </ul>	E E E E	

<ul style="list-style-type: none"> <li>• Demonstrate the ability to support junior colleagues and act as a role model for support workers.</li> <li>• Ability to recognise and manage challenging situations and take action within sphere of competence.</li> <li>• Able to take instruction, direction and work effectively as part of a team.</li> <li>• Ability to work as a lone worker.</li> <li>• Ability to record and retrieve information on charts/paper and electronic patient records.</li> <li>• IT Skills</li> <li>• Have an understanding of risk and take action in accordance with sphere of competency.</li> <li>• Commitment to undertake training.</li> <li>• Demonstrate the ability to exchange factual information with individuals using reassurance, tact and empathy.</li> <li>• Professional and patient focussed approach with inspirational skills, acting as a role model to colleagues and junior staff members</li> </ul>	E  E E  E E  E E  E	<b>Interview &amp; Application form</b>
<b><u>COMMUNICATION SKILLS</u></b> <ul style="list-style-type: none"> <li>• Good standards of written communication skills with the ability to use email and internet.</li> <li>• Good verbal communication skills with an ability to provide and receive routine information and a good understanding of barriers to good communication.</li> <li>• Excellent interpersonal skills.</li> </ul>	E  E E	<b>Interview &amp; Application form</b>
<b><u>PLANNING &amp; ORGANISING SKILLS</u></b> <ul style="list-style-type: none"> <li>• Good time management.</li> <li>• Flexible and adaptable to meet the needs of the patients.</li> <li>• Good organisational skills, ability to manage own time and plan timed activities for individuals and colleagues.</li> <li>• Ability to work as integrated team member or under own initiative</li> </ul>	E E  E  E	<b>Interview &amp; Application form</b>
<b><u>PHYSICAL SKILLS</u></b> <ul style="list-style-type: none"> <li>• To have the physical and mental stamina to carry out interventions requiring concentration and intense physical effort throughout 80% of the working day</li> <li>• To be able to carry out concurrent activities</li> <li>• Ability to cope with working in a stressful environment and with emotional and aggressive patients and carers who can be demanding</li> </ul>	E  E  E	<b>Interview &amp; Application form</b>



**OTHER**

- Act in ways that support equality and promotes diversity
- Access to transport with appropriate business insurance
- Some flexibility of working hours may be required including possible weekend working.
- Must be a car driver with a valid driving licence or have access to transport with appropriate business insurance in order to travel throughout the Trust, to meet the needs of the service.
- Willingness to use technology to improve standards of care and support to our patients
- To be able to demonstrate an awareness and responsibility whilst recognising the impact frequent exposure to distressing circumstances has on care and compassion.

**E****E****E****E****E****E****Interview &  
Application  
form****SUPPORTING BEHAVIOURS**

To carry out this role successfully the post holder needs to be fully aware of and adhere to Trust values.

- Kindness
- Respect
- Teamwork

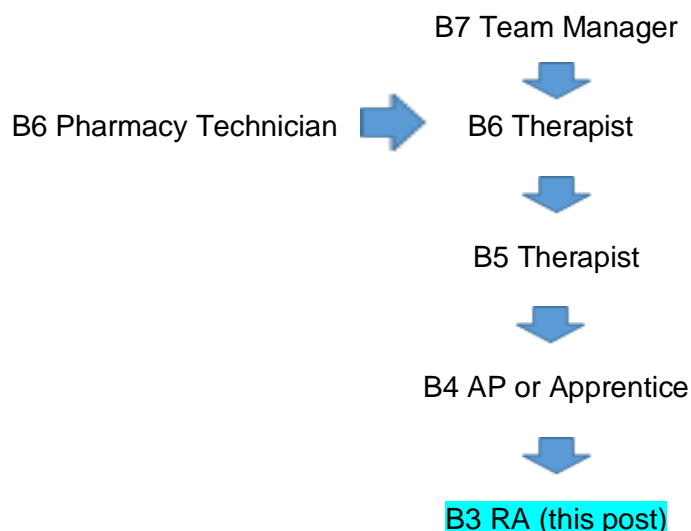
### SUPPLEMENTARY INFORMATION

Physical Effort	Yes	No	If yes – Specify details here - including duration and frequency
Working in uncomfortable / unpleasant physical conditions	Y		Working in a variety of patient homes.
Working in physically cramped conditions	Y		Working in a variety of patient homes
Lifting weights, equipment or patients with mechanical aids	Y		Manual handling of patients and equipment will be necessary in this role. All staff have manual handling training specifically for therapy staff. Equipment will include, hoists, standing aids, bed mobility aids, walking aids.
Lifting or weights / equipment without mechanical aids	Y		Manual handling of patients and equipment will be necessary in this role
Moving patients without mechanical aids	Y		Manual handling of patients and equipment will be necessary in this role
Making repetitive movements		N	
Climbing or crawling		N	
Manipulating objects	Y		
Manual digging		N	
Running		N	
Standing / sitting with limited scope for movements for long periods of time		N	
Kneeling, crouching, twisting, bending or stretching	Y		For patient therapy needs
Standing / walking for substantial periods of time		N	
Heavy duty cleaning		N	
Pushing / pulling trolleys or similar		N	
Working at heights		N	
Restraint ie: jobs requiring training / certification in physical interventions		N	
Mental Effort	Yes	No	If yes - Specify details here - including duration and frequency
Interruptions and the requirement to change from one task to another ( give examples)	Y		Depending on the environment and patient need
Carry out formal student / trainee assessments		N	
Carry out clinical / social care interventions	Y		If directed by a therapist for a care plan and on occasion to help other teams

Analyse statistics		N	
Operate equipment / machinery	Y		Mobility aids
Give evidence in a court / tribunal / formal hearings		N	
Attend meetings (describe role)	Y		Team meetings
Carry out screening tests / microscope work		N	
Prepare detailed reports		N	
Check documents		N	
Drive a vehicle	Y		Most work will be community based within Chard IRT
Carry out calculations		N	
Carry out clinical diagnosis		N	
Carry out non-clinical fault finding		N	
<b>Emotional Effort</b>	<b>Yes</b>	<b>No</b>	<b>If yes - Specify details here - including duration and frequency</b>
Processing (eg: typing / transmitting) news of highly distressing events		N	
Giving unwelcome news to patients / clients / carers / staff		N	
Caring for the terminally ill	Y		We have a variety of patients on our caseload, with a variety of health conditions.
Dealing with difficult situations / circumstances	Y		We have a variety of patients on our caseload, with a variety of health conditions.
Designated to provide emotional support to front line staff		N	
Communicating life changing events		N	
Dealing with people with challenging behaviour	Y		We have a variety of patients on our caseload, with a variety of health conditions and associated behaviors.
Arriving at the scene of a serious incident		N	
<b>Working conditions – does this post involve working in any of the following:</b>	<b>Yes</b>	<b>No</b>	<b>If yes - Specify details here - including duration and frequency</b>
Inclement weather		N	
Excessive temperatures		N	
Unpleasant smells or odours	Y		On occasion if dealing with toileting, bathing, incontinence and some medical conditions.
Noxious fumes		N	

Excessive noise &/or vibration		N	
Use of VDU more or less continuously		N	
Unpleasant substances / non household waste		N	
Infectious Material / Foul linen	Y		On occasion if dealing with toileting, bed mobility, bathing, incontinence and some medical conditions.
Body fluids, faeces, vomit	Y		On occasion if dealing with toileting, bathing, incontinence and some medical conditions.
Dust / Dirt	Y		In a variety of patient homes
Humidity		N	
Contaminated equipment or work areas		N	
Driving / being driven in <b>Normal</b> situations	Y		Most of our work is community based
Driving / being driven in <b>Emergency</b> situations		N	
Fleas or Lice		N	
Exposure to dangerous chemicals / substances in / not in containers		N	
Exposure to Aggressive Verbal behaviour		N	
Exposure to Aggressive Physical behaviour		N	

## **Department Organisational Chart**



## **Department Core Purpose**

Community Rehabilitation Service main focus is to provide rehabilitation support to patients within their own communities.

Our focus is helping our patients to regain any lost skills, increase their levels of independence and wellbeing and to empower and equip them to make lasting changes for their future.

We will give them support and guidance to help them to achieve their goals by encouraging them to contribute to decisions about their treatment.

The Knowledge and Skills Framework (KSF) outline for this post which demonstrates the skills and competencies required once in post should be considered in conjunction with this document.

### **Job Profile Agreement**

Agreed and Signed:	(Manager)	Date:	
Agreed and Signed:	(Post Holder)	Date:	
Date Role Description is Effective From:			