



Looking after you locally

**Job Description – Therapy Healthcare Assistant, Band 3.**

**Job Details**

Job Title:

Therapy Assistant

Job Reference Number:

Band:

Band 3

Ward / Department:

Alder Therapy Team

Directorate / Locality:

Norwich Locality

**Job Purpose**

- To assist in the delivery of high standards of health and care to patients within the community hospital, their own homes, care homes, the travelling community and in clinics, by following prescribed packages of care

**Organisational Arrangements**

Accountable To:

Therapy Service Lead

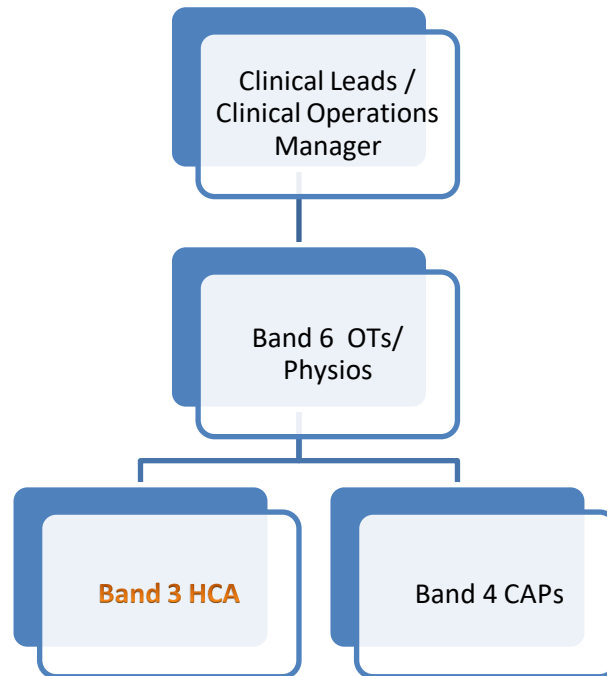
Reports To:

Clinical Operations Manager

Responsible For:

N/A

## Structure Chart



## Main Duties & Responsibilities

- Engage with mobile working
- Engage with SystmOne
- Engage with Discharge to assess processes
- To be aware of the demand and capacity model which will reflect workload needs at any given time
- Work in a flexible manner

## Key Areas of Responsibility

1. To contribute to the delivery of care packages for patients with long term conditions, palliative care and rehabilitation needs for example, to achieve quality of life and independence where possible.
2. To work within the integrated team to facilitate early discharge from hospital
3. To work within the integrated team to prevent unnecessary admission to hospital
4. To work with all health care professionals, and statutory/non statutory agencies to provide a seamless, integrated service to our service users.

## **MAIN RESPONSIBILITIES**

### **Clinical**

The post holder will:

1. Apply competency based treatment techniques/care to patients with specific conditions under the supervision of a qualified practitioner, following a prescribed treatment/care plan.
2. Plan and prioritise own visits to delegated patients, and ensure these are documented in personal work diary.
3. Ensure patient held records are completed for each visit, and that SystmOne inputting is completed on a daily basis
4. Make basic judgements on patients' response to prescribed treatment/care plans, and report findings to a qualified practitioner.
5. Liaise with other health care professionals as required.
6. Overcome barriers to understanding, e.g. patients' with hearing or cognitive impairment.
7. Communicate with patients/carers by exchanging factual information, reassurance, tact and empathy.
8. Establish and maintain appropriate working relationships with colleagues, patients, carers and other health care professionals.
9. Demonstrate dexterity and coordination when undertaking treatment of patients where accuracy is important, e.g. taking blood sugars, venepuncture, supervising transfers, and passive exercises.
10. Be responsible for ensuring equipment is used safely, following relevant training, and that it is maintained appropriately.
11. Contribute to the requisitioning of supplies and equipment through electronic ordering systems.
12. Work predominantly independently on specified tasks, with regular clinical support and supervision by a qualified practitioner.
13. Work with qualified practitioners with group work/clinics as required.
14. Demonstrate an awareness and understanding of consent, and gain consent, and gain consent as appropriate following organisational policies.
15. Share responsibility for maintaining store cupboards, pool cars, cleaning specialist equipment and general house keeping tasks.
16. Share responsibility of indirect patient contact tasks, such as, answering phones, arranging appointments, processing referrals and inputting activity data.
17. Undertake health promotion/education as required, e.g. smoking cessation, falls etc.
18. Will be exposed to bodily fluids, infected material, blood products on a daily basis, therefore must utilise universal precautions and adhere to infection control policies.
19. Demonstrate basic IT and standard keyboard skills.

### **Professional**

The post holder will:

1. To be an active member of the in-service training programme by attendance at and participation in staff meetings, training sessions, courses and reflective practice.
2. To participate in the staff appraisal scheme as an appraisee, maintaining a dynamic personal development plan.
3. To demonstrate an awareness of clinical governance and risk management and apply to work situations.
4. To provide peer support to other carers.
5. To develop competencies to enhance practice and ability to meet needs of patients and the service.

### **Communication**

1. To establish and maintain therapeutic relationships with patients and carers, incorporating motivation, encouragement and confidence building.
2. To demonstrate an ability to communicate with patients/carers with complex needs, using clear and effective verbal/non-verbal communication.
3. To gather and collate information to enable co-ordinator to plan interventions/liaison with others.
4. To provide direct feedback to professionals as appropriate, and in a clear and concise way.
5. To contribute to accurate and timely patient records, including data collection.
6. To communicate and share information with DN's, GP's and SW's as necessary.
7. Be able to communicate effectively with patients/relatives with communication difficulties i.e. deafness, blindness, learning difficulties.
8. To provide feedback to co-ordinator in a clear and concise way.

### **Organisational**

The post holder will:

1. Undertake mandatory training as required.
2. Participate in a Personal Development Review process.
3. Undertake Personal Development Plans for more junior staff members.
4. Take part in clinical supervision as per Trust Policy.
5. Follow Trust policies, and local procedures.
6. Ensure absence reporting is undertaken as determined by Team Leader and Trust Policy.
7. Contribute to clinical audit as required.
8. Complete the staff survey as required.
9. Complete risk assessments and incident forms as required.

### **Research & Development**

- May be required to undertake surveys or audits, as necessary to own work; may occasionally participate in R&D, clinical trials or equipment testing.

### **Safeguarding Clause**

- Norfolk Community Health and Care NHS Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and volunteers to share this commitment. Rigorous recruitment checks are carried out and where applicable to the role successful applicants will be required to undertake a criminal records check via the Disclosure and Barring Service (DBS).

### **Infection Control**

- Norfolk Community Health and Care NHS Trust staff are responsible for protecting themselves and others against infection risks. All staff regardless of whether clinical or not are expected to comply with current infection control policies and procedures and to report any problems with regard to this to their managers. All staff undertaking patient care activities must attend infection control training and updates as required by Norfolk Community Health and Care NHS Trust.

### **Health and Safety**

1. Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act (1974), to ensure the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.
2. To ensure that the Trust's Health and Safety Policies are understood and observed and that procedures are followed.
3. To ensure the appropriate use of equipment and facilities and the environment is maintained in good order.
4. To take the necessary precautions to safeguard the welfare and safety of themselves, patients, staff and visitors, in accordance with the Health and Safety at Work Act.
5. To undertake appropriate Health and Safety training to support safe working practice including, where appropriate, its management.

### **General**

1. All staff are required to respect confidentiality of all matters that they learn as a result of the employment with the Trust, including matters relating to other members of the staff and members of the public/patients.
2. Maintain appropriate patient and clinical records in line with the Trusts policies and procedures, and in line with the agreed service specification.
3. The post holder will be expected to participate in an annual appraisal of their work where the job description will be reviewed and objectives set. In line with the annual personal development plan the post holder will be expected to undertake any training or development required to fulfil their role.
4. Ensure that all patients, clients and colleagues are treated at all times in an equitable manner, respecting diversity and showing an understanding of diversity in the workplace.
5. The post holder must carry out their responsibilities with due regard to the Trust's Equality and Diversity Policies, Procedures and Schemes and must ensure that equality is promoted at all times.

## Trust Values



### Community

- As one Trust, we enhance the lives of our patients through our commitment, support and working together
- We are proud to serve our local Community by providing integrated quality services with our partner organisations
- We respect and value the trust we are given to enter our patients' homes and lives



### Compassion

- We provide compassionate, co-ordinated and personalised quality care that is safe and effective
- We empower and educate our patients and their carers in the effective delivery and management of their own independence, health and wellbeing
- We are dedicated to holistic, compassionate care and demonstrate this through our commitment to our personal and professional development



### Creativity

- Our expertise, commitment and creativity are key to the successful delivery of our services
- We are always open to new ideas that support us in delivering effective compassionate care to our patients
- We continuously innovate and implement efficient delivery of care

## Trust Behaviour Framework

- All post holders are required to adhere to the Trust's Behaviour Framework in the undertaking of their duties.



<b>Care Respect and Dignity</b>	We strive to understand each individual patient, service user, carer and customer's total needs as well as valuing and respecting our peers and colleagues.
<b>Working Together for the Community</b>	We are one team, whether working in teams locally, across NCH&C or with our partners for the benefit of our patients and services.
<b>Integrity</b>	We maintain high ethical standards, showing integrity and fairness in dealings with colleagues, partners and patients.
<b>Taking Ownership</b>	We take responsibility for our own performance, the success of our colleagues, our teams and the wider organisation.
<b>Innovation, Flexibility and Resilience</b>	We continuously seek more innovative ways of delivering care to patients and persevere in the face of challenging situations.

This job description is not exhaustive and may be amended from time to time in consultation with the post holder. The post holder will be required to undertake any other duties as may be required for the effective performance of the post.

## Person Specification

**Essential** defines the minimum criteria needed to carry out the job and the job cannot be done without these.

**Desirable** refers to criteria which are not essential and which successful applicants would be expected to acquire during their time in post. The desirable requirements are not taken in to consideration in a job evaluation panel.

Criteria	Essential	Desirable	Method of Assessment (Certificates / Application Form / Interview / References / Document Check)
Qualifications	<ul style="list-style-type: none"> <li>NVQ 2 in health and social care or equivalent experience</li> </ul>	<ul style="list-style-type: none"> <li>NVQ 3 in care</li> </ul>	Certificate / Document check
Experience	<ul style="list-style-type: none"> <li>Experience or working with the general public</li> <li>Experience of working within a Healthcare/Social Care setting</li> <li>Literacy skills</li> <li>Evidence of ongoing learning</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working in people's homes.</li> <li>Experience of working with people at the End of life</li> </ul>	Application form / Interview
Skills, Abilities and Knowledge	<ul style="list-style-type: none"> <li>Knowledge of additional specialist areas through in-house training &amp; short courses</li> <li>Good communication skills</li> <li>Highly motivated</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of multi-disciplinary team roles.</li> <li>Experience of working in a community setting.</li> </ul>	Application form / Interview
Communication	<ul style="list-style-type: none"> <li>Tact &amp; diplomacy</li> <li>Empathy &amp; sensitivity</li> <li>Ability to use own initiative</li> <li>Able to communicate effectively using the English language in both verbal and written forms</li> </ul>		Application form / Interview
Personal and People Development	<ul style="list-style-type: none"> <li>Ability to manage stressful situations</li> <li>A team player</li> <li>Awareness of own limitations</li> <li>Good organisational skills</li> </ul>		Application form / Interview

	<ul style="list-style-type: none"> <li>• Open to change and development</li> </ul>		
Personal Attributes / Behaviours	<ul style="list-style-type: none"> <li>• Able to identify with the Trust's commitment to safeguarding and promoting the welfare of children and young people/vulnerable adults</li> <li>• Able to show initiative</li> <li>• Able to work alone</li> <li>• Assertive</li> <li>• Good listening skills.</li> </ul>		Application form / Interview
Other	<ul style="list-style-type: none"> <li>• Professional appearance Be able to:</li> <li>• Kneel, bend &amp; stoop, and work in cramped environments.</li> <li>• Manoeuvre limbs of around 5-6kg</li> <li>• Manoeuvre patients using handling aids</li> <li>• Be reliable</li> <li>• Must have a full UK driving license and have access to a vehicle</li> <li>• Able to communicate effectively in written and verbal English Language</li> </ul>		Application form / Interview



### Supplementary Information

Please indicate in the boxes whether the post holder will be expected to work in or be directly exposed to the following factors:

#### FREEDOM TO ACT

		YES	NO
1.	Does the post holder generally work without close supervision?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2.	Does the post holder work without direct access to a manager?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3.	Does the post holder work without access to a manager by telephone?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4.	Is the post holder the lead specialist in their field?	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Each YES response requires completion in the 'Further Information' Section**

**How often on average does the post holder give guidance and advice to others?**

Daily: ☒ Weekly: ☐

Other frequency (please comment)

Supervision session will typically involve more advice giving.  
Telephone is advice available during working day (8am-6pm). Input to handovers and team meetings.

**How often is the post holder's work checked / monitored / assessed?**

Daily: ☒ Weekly: ☐

Other frequency (please comment)

After induction period will have 1:1s as required.

## PHYSICAL EFFORT

	YES	NO		YES	NO
1. Working in uncomfortable conditions	X		9. Standing / sitting with limited scope for movement	X	
2. Working in physically cramped conditions	X		10. Kneeling, crouching, twisting, bending, stretching	X	
3. Making repetitive movements	X		11. Walking for long periods		X
4. Lifting weights / equipment without mechanical aid	X		12. Heavy duty cleaning		X
5. Climbing or crawling		X	13. Pushing / pulling trolleys or similar equipment	X	
6. Manipulating objects		X	14. Working at heights		X
7. Manual Digging		X	15. Controlled restraint ie in post requiring training/certification		X
8. Running		X	16. Moving patients	X	

**Each YES response requires completion in the 'Further Information' Section**

## MENTAL EFFORT

	YES	NO		YES	NO
1. Carry out formal student / trainee assessments		X	8. Prepare detailed reports		X
2. Carry out clinical / social care interventions	X		9. Check documents		X
3. Analyse statistics		X	10. Drive a vehicle	X	
4. Operate equipment / machinery	X e.g. hoist		11. Perform calculations		X
5. Give evidence in court / tribunal / formal hearings	Small potential		12. Make clinical diagnoses		X
6. Attending meetings	X		13. Carry out non-clinical fault finding		X
7. Carry out screening tests / microscope work		X			

**Each YES response requires completion in the 'Further Information' Section**

## EMOTIONAL EFFORT

	YES	NO
1. Processing (e.g. typing / transmitting) news of highly distressing events		X
2. Giving unwelcome news to patients / clients / carers / staff		X
3. Caring for the terminally ill	X	
4. Dealing with difficult situations / circumstances	X	
5. Designated to provide emotional support to front line staff		X
6. Communicating life-changing events		X
7. Dealing with people with challenging behaviour	X	
8. Attending scenes of accidents		X

**Each YES response requires completion in the 'Further Information' Section**

## WORKING CONDITIONS

	YES	NO		YES	NO
1. Inclement Weather	X		11. Humidity		X
2. Extreme Temperatures		X	12. Contaminated equipment / work area	X	
3. Unpleasant Smells	X		13. Driving / Being Driven (normal conditions)	X	
4. Noxious Fumes		X	14. Driving / Being Driven (emergency conditions)		X
5. Excessive noise / vibration		X	15. Fleas / Lice / Infestation	X	
6. Continuous use of VDU equipment		X	16. Dangerous Chemicals - Substances in Containers		X
7. Unpleasant Substances		X	17. Dangerous Chemicals - Substances (uncontained)		X
8. Infectious Material	X		18. Exposure to verbal aggression (little/no support)	X	
9. Body fluids, Faeces / Vomit	X		19. Exposure to physical aggression (little/no support)	X	
10. Dust / Dirt	X				

**Each YES answer requires completion in the 'Further Information' Section**

## FURTHER INFORMATION

Please enter details of YES responses

Element (e.g. Mental Effort)	Ref No	Details of frequency & intensity
Freedom to Act		Potential for post holder will be a mobile & lone worker seeing patients in their own homes. Majority of work to be ward based
Physical Effort		Moving patients with aids (e.g. a hoist) or completing manual handling techniques with qualified staff can be required.
Mental Effort		Attend and be actively involved in meetings. Be able to liaise with family members as required
Emotional Effort		Working with patients with terminal prognoses or who may be unwilling to accept ceilings of treatment. Will give appropriate support to team members during group supervision with peers.
Working Conditions		The post holder will encounter patients in a variety of living conditions which must be risk assessed. Verbal and physical abuse are rare and are to be reported via the Datix system.

### Manager responsible for completion of this document

Name:	<b>Sarah Jarraid</b>
Member of Staff to whom this document relates:	<b>Post holder for Therapy HCA – to be recruited.</b>
Date Completed:	<b>31/07/2018</b>
Review Date:	

Post Holder's Signature .....

Manager's Signature .....

Date Job Description Agreed .....

**DISTRIBUTION:** One copy to member of staff, one copy to personal file.

**Please ensure Job Description is agreed and signed by both manager and employee**