

## Job Description

### 1. Job Details

<b>Job Title:</b>	Rehabilitation Assistant Lincolnshire Stroke Services.
<b>Job ID:</b>	PS – 181d
<b>Pay Band:</b>	Band 3
<b>Reports to (Title):</b>	Team Lead/Professional Advisors Lincolnshire Stroke Services
<b>Accountable to (Title):</b>	Service Lead
<b>Location/Site/Base:</b>	Countywide

### 2. Job Purpose

To work as an integrated member of the Lincolnshire Stroke Service delivering person centred care, assisting Occupational Therapists, Physiotherapists, Speech and Language Therapists, Dietitians, Psychologists and the wider multidisciplinary team with patient interventions. To enable individuals to achieve their optimum physical, psychological, social and emotional wellbeing

To deliver clinical interventions defined within individualised patient care plans, as directed by the senior staff, to patients in a variety of care settings within the community and across LCHS sites To undertake assigned tasks supporting effective team working and rehabilitation interventions to maximise potential and administrative tasks as delegated by senior staff

To contribute to the service targets including reducing the time patients are in hospital, by providing timely specialist community based rehabilitation and care with a rehabilitation focus

To maintain high quality standards in all aspects of care delivery, working in partnership with primary care colleagues, other health professionals, patients, carers and the statutory, independent and voluntary organisations

To assist the Therapists in the carrying out of their duties by e.g., access visits, Home Visits and assessment of daily living skills within patients own homes and those in Community beds. To provide cover to the Speech and Language Therapy department based on the wards at Lincoln and Boston hospitals if required by the service.

To support students as directed by senior staff

### 3. Role of Department

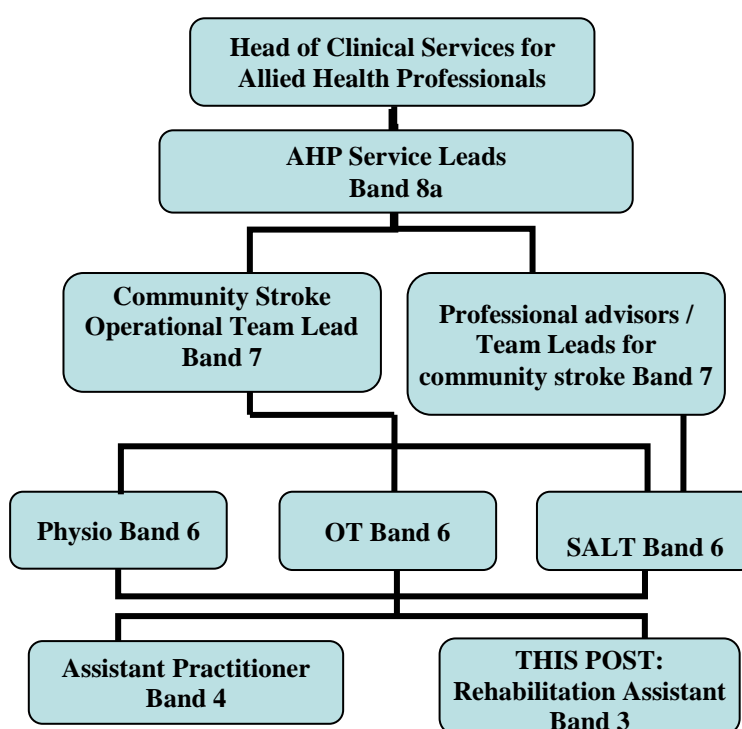
The Lincolnshire Stroke Service is a recently expanded countywide therapy service supporting all stroke patients following their discharge from hospital.

It is a multidisciplinary service of Physiotherapists, Occupational Therapists, Speech and Language Therapists, Dietitians, Psychologists, Assistant Practitioners, Trainee Assistant Practitioners and Rehabilitation Assistants. The service model is one of Case Management.

The team work closely with the acute stroke units to assist the early discharge of patients from stroke beds within Lincolnshire and those being repatriated from cross border hospitals. Patients are then assigned to a Case Manager. The service offers intensive rehabilitation based in the community to support patients to work towards their goals.

The Speech and Language therapists cover both the stroke wards and community and rehabilitation assistants and assistant practitioners support them in both of these locations.

### 4. Organisation Chart



### 5. Minimum qualifications, knowledge, training and experience required for the post.

- NVQ health related qualification level 3
- or ability to demonstrate
- equivalent knowledge, skills or experience
- To have, or demonstrate a willingness to work towards gaining competencies in care and rehabilitation
- Basic I.T. skills, preferably modules 2 and 7 of the European computer driving licence
- 3 GCSEs including Maths and English grade C or above, or equivalent evidence of numeracy and literacy skills
- Ability to travel to various locations within the County, car availability and full UK driving licence is essential.

<b>6. Duties</b>	
1.	Lincolnshire Community Health Service requires all staff to safeguard children, young people and adults. All staff are required to access the organisational policies, also the Local Safeguarding Children Board and the Local Safeguarding Adults Board policies and procedures that underpin the safeguarding agenda. The safeguarding policies to be followed are found at <a href="http://www.lincolnshirecommunityhealthservices.nhs.uk">www.lincolnshirecommunityhealthservices.nhs.uk</a> and <a href="http://www.lincolnshire.gov.uk">www.lincolnshire.gov.uk</a> .
2.	PCT policies, procedures and guideline - It is a condition of your employment that as an employee you are expected to adhere to our policies, procedures and guidelines. These can all be found on the Trust's website.
3.	<b>Clinical</b> <ul style="list-style-type: none"> <li>• To assist qualified colleagues in the provision of high standards of patient care that recognises individual patient need, safety, privacy and dignity and follows the principals of rehabilitation and normal movement as directed by the qualified staff</li> <li>• Assist in the delivery of prescribed interventions of health, therapy and social care in a caring and sensitive manner recognising and reporting improvement, and achievement, within the goals set by professional colleagues, additionally reporting any deterioration in abilities and condition</li> <li>• Implementation and delivery of routine planned packages of rehabilitation and recovery programmes of health, therapy and social care as defined in the patient care plan, in a variety of care settings including patients own homes, residential and nursing home settings, working alone and without direct supervision</li> <li>• To use observational assessment tools to report outcomes to senior staff to support clinical decision making</li> <li>• Monitor patient condition and report appropriately any change to senior staff</li> <li>• To assist in medication compliance, monitoring patient skills and prompting in a supportive manner having the ability to recognise and report back any variances in patient condition</li> <li>• Record own clinical observations within the patient record, reporting significant variances to senior clinicians.</li> <li>• Provide verbal and written information that will assist in the assessment and review of patient need. Attend review and planning meetings as requested</li> <li>• Develop and maintain the clinical skills and competencies both generic and stroke specific required to carry out delegated rehabilitation interventions and clinical care to meet patients' needs in line with clinical guidelines and protocols in this specialist service</li> <li>• Work in partnership with the multi-disciplinary team, primary health care team, voluntary and statutory organisations in response to clients identified health, social and psychological needs</li> <li>• To work in a way that creates a supportive environment in which patients are encouraged and motivated to regain independence and quality of life skills</li> <li>• Identify those circumstances that require immediate action and / or response outside of the identified care plan and use own initiative to respond appropriately, including instigation of emergency procedures or referral to appropriate professional or service</li> <li>• Assist patients, their relatives and carers in achieving optimum health status through advocacy and empowerment to promote a healthy and preventative lifestyle, encouraging changes where appropriate</li> <li>• To work in such a way as reflects the values of all the United Kingdom health care regulatory bodies: <ul style="list-style-type: none"> <li>○ Respecting the patient as an individual</li> <li>○ Obtaining consent before giving any treatment or care</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ Protecting confidential information</li> <li>○ Co-operating with others within the team</li> <li>○ Maintaining knowledge and competence</li> <li>○ Acting to identify and minimise risk to patients and staff</li> </ul>
<b>4.</b>	<b>Record keeping</b> <ul style="list-style-type: none"> <li>• To record personally generated clinical observations</li> <li>• To assist in clerical duties as designated by senior staff</li> <li>• Maintain legible, accurate and contemporaneous documentation in the appropriate record which may be paper based or an electronic record system</li> <li>• Ability to input information into data systems when required</li> <li>• Maintain patient confidentiality and work within the confines of data protection ensuring all patient information is stored appropriately</li> </ul>
<b>5.</b>	<b>Administrative</b> <ul style="list-style-type: none"> <li>• Maintain stationery and equipment stock levels, making requests and re-ordering as necessary</li> <li>• Provide administrative support as requested e.g. message taking, making referrals, archiving, filing, faxing and photocopying</li> </ul>
<b>6.</b>	<b>Knowledge, Training and Experience</b> <ul style="list-style-type: none"> <li>• Demonstrate an understanding of the basic requirements for health and wellbeing.</li> <li>• To demonstrate a understanding of the effects of disability and the ageing process on health</li> <li>• To demonstrate an understanding of the effects a stroke can have on the person's functional abilities and communication</li> <li>• Have an awareness of the process of rehabilitation within a community setting.</li> <li>• To assist patients to meet their planned goals.</li> <li>• Preparation of clinical areas and environments as requested by the community response and rehabilitation team</li> <li>• Assist in the delivery of falls awareness programmes</li> <li>• Assist in the provision of Health Education / Promotion as required</li> <li>• Participate in staff development review (SDR) and develop own personal and clinical skills to reflect the needs of the service</li> <li>• Attend all mandatory training and any further training as identified by senior staff</li> <li>• Take advantage of and actively participate in learning opportunities through supervision, performance review and staff meetings</li> </ul>
<b>7.</b>	<b>Health and Safety at Work</b> <ul style="list-style-type: none"> <li>• Work within LPCT policies and procedures at all times including manual handling, lone worker, personal safety and risk management</li> <li>• To contribute to the continuance of Infection Control standards by working within the national and local policies and guidance</li> <li>• To report untoward incidents appropriately.</li> <li>• Use medical devices and equipment safely, undertaking appropriate training and ensuring safe use and reporting faulty equipment appropriately</li> <li>• Use available resources effectively</li> <li>• To take reasonable care for own health and safety and for the health and safety of</li> </ul>

	<p>others by work activity, to ensure that all relevant policies and practices relating to health and safety are observed and to co-operate with management in meeting health and safety requirements</p> <ul style="list-style-type: none"> <li>• To attend any statutory health and safety training as required</li> </ul>
<b>8.</b>	<p><b>Research and Audit</b></p> <ul style="list-style-type: none"> <li>• Undertake data collection which contributes to research and audit as required</li> </ul>
<b>9.</b>	<p><b>Other</b></p> <ul style="list-style-type: none"> <li>• To undertake any other relevant duties which may be considered necessary from time to time and which are applicable to the grade of the post</li> <li>• To work on weekend days as required by the service in line with working time directives and working hours.</li> </ul>

## **7. Skills Required for the Post**

### ***Communication and relationship skills***

- Ability to communicate routine information to patients and carers using persuasion, sensitivity, reassurance and tact
- Ability to communicate effectively with patients and their carers, respecting the right of the individual to confidentiality.
- Ability to communicate with patients where there may be barriers to understanding e.g. communication deficits following a stroke, frail elderly, anxiety, dementia, physical and/ or learning disability
- Ability to communicate with all members of the multidisciplinary team across professional and multi-agency boundaries
- Dealing with telephone enquiries and communicating effectively with the team maintaining patient confidentiality.
- To work effectively as a team member

### ***Analytical and judgment skills***

- Identify those circumstances that require immediate action and / or response outside of the identified care plan and use own initiative to respond appropriately, including instigation of emergency procedures or referral to appropriate professional or service
- To use observational assessment tools to report outcomes to senior staff to support clinical decision making

### ***Planning and organisational skills***

- Have the ability to effectively organise own time and activities within the time parameters defined and directed by the community response and rehabilitation team on a day to day basis
- Ability to prioritise workload and be flexible in response to urgent needs

### ***Physical skills***

- Basic keyboard competency and IT will a willingness to further develop more advanced IT skills
- Develop and maintain clinical skills and competencies required to carry out delegated

clinical care and rehabilitation interventions to meet patients' needs in line with clinical guidelines and protocols, these may include:

- enabling interventions to promote independence following stroke specific rehab techniques, competencies and plans
- Ability to fit and adjust equipment to promote independence
- pressure area care
- continence care

## **8. Responsibilities of the Post Holder**

### ***Responsibilities for direct/indirect patient care***

- To perform clinical duties under supervision of the Lincolnshire Stroke Service therapists
- Assist qualified staff in the provision of high quality standards of patient care, recognising the needs of the individual patient.
- To perform non-clinical duties as requested by the senior staff.
- Work flexibly across different locations in line with service demands, including community visits across the countywide service and on the stroke wards supporting delivery of speech and language therapy.

### ***Responsibilities for policy and service development implementation***

- To be aware of, and understand the importance of policies and procedures relevant to the clinical area and to adhere to them.

### ***Responsibilities for financial and physical resources***

- Ensuring stock rotation and re-stocking clinical areas as necessary.

### ***Responsibilities for human resources (including training)***

- Participate in appraisal and on-going performance assessment to include attendance at both mandatory and developmental training days to meet individual and service requirements.

### ***Responsibilities for information resources (including systems access)***

- Provide administrative support as requested e.g. message taking, making referrals, archiving, filing, faxing and photocopying
- Maintain legible, accurate and contemporaneous documentation in the appropriate record which may be paper based or an electronic record system
- Ability to input information into data systems when required
- To record personally generated clinical observations

<b><i>Systems Required to Access</i></b>	<b><i>Level of Responsibility</i></b>
SystemOne	Data Entry
ESR	Core User

### ***Responsibilities for research and development***

- Undertake data collection which contributes to research and audit as required

## 9. Freedom to Act

- Demonstrate good practice in the delivery of a variety of care and therapeutic activities according to defined protocols and care plans, taking responsibility for the welfare, health and safety of patients in their care.
- Plan and progress patient rehabilitations interventions on a regular basis with indirect supervision of qualified therapist.
- Undertake where appropriate and contribute to clinical risk assessment for self, patient/carer and other team members, ensuring that personnel and safety policies are adhered to
- Responsible for the safe use of equipment in their care, identifying and advising on equipment and material needs
- In discussion with qualified therapist, patient and carers develop an individual plan of care through assessment of the immediate and ongoing needs of the client, in accordance with Trust policies, procedures, protocols and guidelines
- Assessing and teaching patients within defined protocols with the indirect supervision of a qualified therapist

## 10 Effort & Environment

### ***Physical effort***

- The job role requires frequent moderate physical effort e.g. moving and handling dependent patients, using hoists and other mechanical aids
- Car driving daily, varying distances in urban and rural communities, including during adverse weather conditions
- Lifting and carrying of equipment
- Requirement to kneel or stoop for several lengthy periods of time during each shift

### ***Mental effort***

- To use observational assessment tools to report outcomes to senior staff to support clinical decision making
- Monitor patient condition and report appropriately any change to senior staff

### ***Emotional effort***

- Regularly exposed to distressing / highly distressing or emotionally / highly emotional circumstances including:
  - Provision of psychological and emotional support for patients and carers
  - Dealing with difficult family situations or circumstances
  - Maybe subject to confrontational situations regarding individuals wellbeing
  - Provision of motivational support to promote independence
  - Provision of care for palliative care / end of life care to patients who are very ill

### ***Working conditions***

- Frequently exposed to unpleasant working conditions:
  - Working within patients own homes, conditions may be unpleasant and outside of the control of the community response and rehabilitation team
  - Working alone – may be exposed / have contact with aggressive or inappropriate

behaviours

- Exposure to household pets
- Dealing regularly with highly unpleasant bodily fluids



## Person Specification

### Post of Lincolnshire Stroke Service – Rehabilitation Assistant

Job Related Criteria	Essential	How Identified	Desirable	How Identified
<b>Qualifications</b> (Academic, Professional & Vocational)	NVQ health related qualification level 3 or ability to demonstrate equivalent knowledge, skills or experience GCSEs including Maths and English grade C or above, or equivalent evidence of numeracy and literacy skills To have, or demonstrate a willingness to work towards gaining competencies in care and rehabilitation	<b>A/I</b>	ECDL  Food hygiene certificate	<b>A</b>
<b>Previous Experience</b> (Nature & Level)	Experience within a caring environment Experience of working with stroke patient's and dealing with members of the public Can demonstrate attitude and aptitude appropriate to the post Ability to relate previous experience to the role. Experience of working in community setting	<b>A/I</b>	Experience of working within a multi-disciplinary team Previous experience delivering care in a community setting, working alongside Physiotherapists, Occupational Therapists and Speech and Language Therapists Experience of working in a rehabilitation environment	<b>A/I</b>
<b>Evidence of Particular:</b> - <b>Knowledge</b> - <b>Skills</b> - <b>Aptitudes</b>	Has insight into the needs and circumstances of vulnerable people Must be able to undertake all aspects of the role whilst working a lone worker Effective communication skills, both verbal written and electronic	<b>A/I</b>	Knowledge of rehabilitation Knowledge of Microsoft office systems Knowledge of clinical procedures, observations and care Extended clinical skills	<b>A/I</b>

	<p>Ability to forge effective working relationships, with both patients and their relatives and colleagues</p> <p>Commitment to work as an integral part of a specialist multidisciplinary team</p> <p>Awareness of effects of ill health / ageing process and stroke</p> <p>Basic level of IT literacy, preferably modules 2 and 7 of the European computer driving licence</p> <p>Ability to manage stressful situations</p>			
<b>Specific Requirements</b>	<p>Flexible approach to meet service need including ability to work flexibly across a variety of shift patterns</p> <p>Self-motivated and enthusiasm for the role with the ability to work on own initiative whilst recognising own limitations</p> <p>Team player</p> <p>Ability to prioritise and manage daily workload in such a way that takes account of patients' needs</p>	<b>A/I</b>		

## **Job Description Agreement**

**Job Title:**

**Area:**

**I declare that I have read the Job Description and Person Specification and confirm that this is an accurate and fair description of the role.**

**Signature**

**Date**

**Job Holder:**

**Name:**

**Line Manager:**

**Name:**

