

JOB DESCRIPTION

Job Title:	Therapy & Wellbeing Assistant
Department:	Rehab & Wellbeing
Reports to:	Rehab & Wellbeing Service Manager
Band:	4
Location:	Garden House Hospice Care, Letchworth
Hours:	37.5 per week

At Garden House Hospice Care our team of passionate professionals bring specialist expertise to ensure the best support and care is available for people living with frailty and life limiting conditions today, tomorrow and in the future.

Join us as we transform our services, addressing imbalance and inequalities to reach more people living with frailty earlier on in their journey. This exciting career opportunity offers the time to care, time to talk, time to listen, time to grow and time to innovate along with the delivery of our new strategy ‘from Good to Great’!

You have an exciting opportunity to come and be one of our new Therapy and Wellbeing Assistants within our Rehab and Wellbeing Service. This role is a key appointment in the development of a new model of support delivered by the service to encourage a rehab and enablement approach across all areas of the hospice.

Job Summary

- The post holder will take on an inclusive therapy/clinical support role and will work as an assistant to Garden House Hospice Care occupational therapist (OT) and physiotherapist (PT).
- The post holder will work collaboratively with all disciplines as part of the multidisciplinary team (MDT) to promote a high standard of therapeutic and rehabilitative care for patients. This will involve work within the hospice, and as part of the hospice community services patients’ own homes.
- The post holder will be responsible for managing a designated caseload on a day to day basis, including prioritised tasks.
- The post holder is responsible for ongoing assessment, treatment, intervention and discharge planning of patients assigned by the OT or PT at the hospice. This will involve the assessment and prescription of equipment and minor adaptations, together with the implementation and evaluation of therapeutic activities for individual and groups of patients.
- Coordinate and deliver the Therapeutic group programme content at Garden House as designed by members of the clinical MDT, under the supervision of the service lead and therapists.
- The post holder will represent the OT and PT/ Day Services department at MDT meetings as required.

- Participate and lead in the education and development of students placed within the team as directed by qualified team colleagues.

Key Responsibilities:

Clinical

- Showcase a palliative rehabilitative approach through every intervention
- Develop therapeutic partnerships with patients to maximise their independence in context of their disease.
- Undertake assessment and intervention autonomously both on an individual and group basis as appropriate, within a designated caseload.
- Gather patient information as required, using available resources, including interviews with patient and/or carer, clinical records, liaison with other staff involved in the patients care, internal and external agencies.
- Coordinate and lead therapeutic activities in the hospice community and hospice based services, working with and delegating to other support staff, including volunteers, as required.
- Design and deliver in person or virtual teaching/support sessions as directed by the senior therapy team for patients and their lay carers.
- Negotiate and agree functional treatment goals with the patient using a range of technical and creative skills as delegated by therapy staff.
- Deliver therapy treatment plans as delegated and designed by hospice OT and PT. These plans will have a rehabilitative or compensatory approach as needed to enable patients to participate in treatment episodes and carry out activities of daily living. Provide general advice to patients, relatives and carers to enable understanding of the aims of the prescribed intervention, ensuring there is a consistent approach to patient care and offering information on hospice and community services.
- Evaluate patient progress, reassess and alter treatment programmes if required, in discussion with the senior therapy team where necessary.
- Be responsible for the agreed discharge of patients following completion of an episode of care.
- Use problem-solving skills to adapt intervention and resolve difficulties that arise.
- Ensure that information is treated in accordance with confidentiality guidelines.
- Gain valid consent to intervention and have the ability to work with patients who lack the capacity to give consent.
- Have the ability to deal with unexpected events during the course of duties and complete untoward incident reports in line with hospice guidelines
- Visit patients in their own homes to assess for equipment, and recommend minor adaptations as delegated by the OT.
- Visit patients in their own homes to assess and make PT recommendations as delegated by the PT.
- Be aware of and implement risk assessment when completing community visits, especially in relation to aggressive/hostile behavior and act according to current policies.
- Report to the OT and PT at agreed intervals outlining caseload progress, highlighting any problems or difficulties and informing of discharge.

- Be responsible for maintaining the OT and PT equipment store at the hospice, including basic maintenance, cleaning and restocking.

Administrative and communication:

- Be a member of an integrated team, sharing information with the team members and having an awareness of operating procedures.
- Participate in and/or facilitate multidisciplinary professional meetings representing both the MDT as required, e.g. staff forum. This may be in person or virtually.
- Communicate effectively with patients with complex communication difficulties and /or cognitive problems by utilising a variety of communication methods.
- Responsible for maintaining accurate clinical records for a designated caseload.
- Be responsible for collecting clinical statistics, as delegated by MDT.
- Have basic IT skills, including email and the ability to navigate and use a clinical IT system.
- Participate fully in service development as required by therapy staff
- Participate in project working groups/audit, as requested by therapy staff.
- Liaise with, coordinate and facilitate multi- disciplinary and Multi-agency referrals for patients and carers.

Key working relationships:

Internal

Multidisciplinary Team to include:

Medical Team

Rehab and Wellbeing Team

Family Support Team

Hospice Community Team (CHC/H@H)

Chaplaincy Team

Medical and Clinical Administration teams

Volunteers

Housekeeping

Education Team

Director of Patient Services

Deputy Director of Patient Services

Medical Director

Chief Executive

Executive Team

Fundraising Team

Marketing and Communications Team

Finance team

External

Primary Health Care Team

Frailty Teams

Community District Nursing Leads

Community Specialist Palliative Care Nurses

Continuing Health Care Teams

Social Services

Intermediate Care Teams

Voluntary Sector Groups
Transport Services
Hospitals and Hospices
Nursing and Residential Homes

Confidentiality

The contractual relationship between the Hospice and its employees is founded on trust. Employees will treat as confidential all information regarding the business of the Hospice, information with regard to and agreements with suppliers, and information gained about other employees and consultants.

General

This job description is not an exhaustive list of duties but it is intended to give a general identification of the range of work undertaken and will vary in detail in the light of changing demands and priorities within the Department. Substantive changes in the range of work undertaken will be carried out in consultation with the job holder.

Purpose and core values

All Hospice staff are expected to work in line with Garden House Hospice Care Purpose and Core Values as these act as a value base which directly influences how all work activities are undertaken. The ethos of the Hospice should be apparent in the behaviours and attitudes of all employees as the work they undertake, whether it is direct or indirect care, is ultimately for the benefit of patients. The Purpose and Core Values are an integral part of all job descriptions, recruitment, the probationary period and performance and development reviews.

Caring and compassion

We will care with compassion, communicate with honesty and sensitivity, facilitate understanding and choice and ensure both respect and dignity.

Accountability

We will dedicate ourselves to safeguard and support our patients, their families, our volunteers and our staff by working to the highest professional and ethical standards.

Respect

We will respect all regardless of their ability, age, gender, race or sexual orientation and we will not tolerate prejudice of any kind.

Excellence

We will remain committed to continual learning and development to ensure we deliver excellence in all that we do.

Health and Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

- Ensure familiarity with procedures for dealing with incidents such as accidents or fire
- Attend fire lectures annually and take part in maintaining fire safety within the building
- Attend moving and handling training bi-annually and infection control training annually
- To ensure that all events are appropriately risk assessed for the safety of participants, staff, volunteers and the general public

- Ensure risk assessments are completed efficiently for all activities related to this role.

Additional responsibilities

- There is a requirement to comply with all the Hospice policies, procedures and guidelines, including those relating to Health & Safety, confidentiality and the Data Protection Act, as required by Information Governance
- Each member of the hospice team has a responsibility to contribute to the clinical governance programme
- Each team member to take appropriate action to maintain the highest level of infection prevention and control.

General duties

- To comply at all times with the requirements of the Health & Safety regulations under the Health & Safety at Work Act (1974) and to take responsibility for the health and safety and welfare of others in the working environment ensuring that agreed safety procedures are carried out to maintain a safe environment
- To comply at all times with the Hospice Information security policy. Also to respect confidentiality of information about staff, patients and health service business and in particular the confidentiality of electronically stored personal data in line with the Data Protection Act
- It is the responsibility of all Hospice employees to fully comply with the safeguarding policies and procedures of the Hospice. As a Garden House Hospice Care employee, you must ensure that you understand your role in protecting adults and children that may be at risk of abuse. Individuals must ensure compliance with their safeguarding training
- The Hospice is committed to a policy of equal opportunities. A copy of our policy is available from the human resources department
- The Hospice operates a no-smoking policy
- The role description gives a general outline of the duties of the post and is not intended to be an inflexible or finite list of tasks. It may be varied, from time to time, after consultation with the post holder
- All appointments are subject to pre-employment health screening
- It is the responsibility of all employees to ensure that they comply with the Hospice Infection control practises, as outlined in the Health Act 2008 and staff must be familiar with the policies in the Organisation's infection control manual, this includes Infection Prevention and Control Adult Hospice Policies and Safe Practice Guidance
- All staff are required to implement infection control policies and practices, including hand hygiene, waste disposal, staff uniform and occupational health responsibilities, as detailed in the Hospice Policies
- It is the responsibility of all staff to ensure that they have evidence of annual/or otherwise infection control training as appropriate.

NB. The role description is a reflection of the current position and may change emphasis or detail in the light of subsequent developments, in consultation with the post holder.

"team" refers to all members of staff including volunteers

Garden House Hospice Care is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

PERSON SPECIFICATION

Criteria	Essential	Desirable
Qualification	NVQ level 3 or relevant experience	
Experience	<ul style="list-style-type: none"> Relevant experience of working as Occupational Therapy Assistant/ Physiotherapy Assistant / Health Care Assistant 	<ul style="list-style-type: none"> Experience of running groups Experience of working in palliative care Experience of working with Volunteers
Knowledge	<ul style="list-style-type: none"> Understanding of the importance of palliative rehabilitation Commitment to own continuing learning and development 	<ul style="list-style-type: none"> Willingness to undertake training appropriate to professional development within the role.
Skills and abilities	<ul style="list-style-type: none"> Ability to work autonomously and as part of a team Flexible attitude to working Good organisational and negotiation skills Ability to motivate self and others IT Literate Team player, able to work within both small and larger teams 	<ul style="list-style-type: none"> Awareness of the physical and emotional needs of patients suffering from a life-limiting illness and those of relatives and carers.
Other	<ul style="list-style-type: none"> Current Driving Licence and use of a car for business purposes 	