

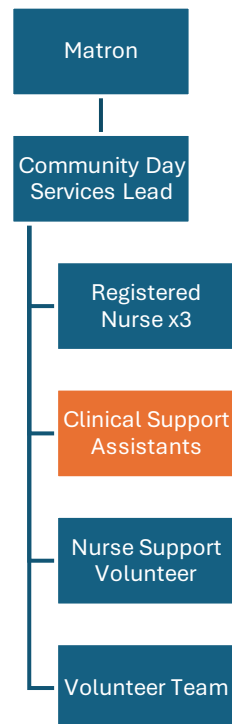
Job Description

Job Details:	
Job Title:	Clinical Support Assistant (CSA)
Grade:	AfC Band 4 (band 3 until completion of competencies)
Department:	Day Services
Directorate:	Care Services
Reporting to:	Community Day Services Lead
Job Summary / Main Purpose:	
To work under the direction of a Dorothy House registered clinician across the Multi-Disciplinary Team (MDT), providing person centred support, care and treatment to people, their families and carers in both group and individual situations. The post holder will be based within the Day Patient Services Team. However, will also work alongside Allied Health Care Professionals in the Inpatient Unit, the gym and Community venues as required and virtual.	
Principal Duties and Responsibilities	
• Undertake training to complete clinical competencies to enable the development of knowledge, skills and abilities in: Nursing, Occupational Therapy, Physiotherapy and Nutritional Support. • Contribute to the multi professional assessment and re-assessment of patients, families and carers, by carrying out holistic needs assessments in all relevant settings. • Work as part of the multi professional team to deliver care/treatment/activities as specified in the plan of care. • Keep the patient, families and carers at the centre of the care provided, ensuring patient family and carer participation in decision-making. • Ensure effective communication that respects patient, family and carers confidentiality that also allows accurate transmission of necessary information between staff, patient, family/carers and other agencies at all times. • Recognise and report any changes in the patient's physical, psychological, spiritual or social condition and ensure this is communicated to the registered clinician. • Participate in the completion of outcome measures with patients, families and carers and record results in SystmOne and adhere to Clinical Governance • Assist patients to make informed decisions regarding Advance Care Plans and document decisions. • Respect the rights, privacy and dignity of patients, families and carers at all	

times and obtain permission for any care/treatment/activities undertaken.

- Liaise with members of the Dorothy House MDT and external healthcare professionals to ensure appropriate care plans are formulated, seeking assistance in areas outside own knowledge and skills.
- Support patients and carers to identify personalised goals and work towards achieving them
- Assist the clinicians in treatment sessions in either a group or 1:1 basis (in person or virtual)
- Work with the patient to optimise the wellbeing of themselves, their families and carers.
- Work as part of the MDT, under the supervision of a registered clinician, supporting safe manual handling practice and use of appropriate equipment.
- Undertake telephone/Accurex reviews of patient's and report outcomes to the relevant member of the MDT on SystmOne.
- Record and report any clinical or non-clinical incidents on radar and report to line manager.
- Engage in receiving regular Group Clinical Supervision To organise and manage own time according to delegated workload.
- Be aware of and work within the policies and procedures of Dorothy House.
- Keep accurate records including recording changes in care plans and recording activity on SystmOne as per documentation policy and procedure.
- Undertake patient related clinical administrative duties as required to support the team.
- Recognise and understand own personal needs and be sensitive to those of colleagues.
- Listen and respond to any compliments, concerns and/or complaints from patients, families or professionals, informing the line manager, or in their absence the Matron or Community Matron
- Promote and adhere to Dorothy House Values.
- Assist the registered practitioners in the education of others e.g. patients, families/carers or other members of staff including students both informally and in planned programmes.
- Participate in the development of evidenced based resources that meet the needs of patient's families and carers.
- Work with Dorothy House volunteer's/partner organisations to deliver support and advice in a variety of community venues.
- Take an active contributing role in the planning, provision and development of the service for example, clinical audit, quality assurance programmes and educational programmes.

Structure Chart



Special Note

This job description does not form a part of the contract of employment but indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the post holder.

No Smoking Policy

Dorothy House operates a No Smoking Policy for all staff, volunteers and visitors in relation to promoting health. It applies to the Hospice premises and grounds at Winsley, all Dorothy House shops and when staff are on duty in patients homes.

Confidentiality

All of the work relating to patients, carers, donors, staff and volunteers and any other information gained are of a confidential nature and must not be communicated to other persons except in the course of duty.

Health and Safety at Work Act

It is the responsibility of all employees to ensure that the requirements of the Health and Safety at Work Act are complied with safe working practices are adhered to and that hazards are observed and reported to the appropriate office.

Safeguarding

Dorothy House is committed to promoting the wellbeing of all adults and children who use our services, ensuring that they live a life that is free from harm, abuse and

neglect. We work in an open and transparent way and encourage staff, volunteers, patients and families to raise any safeguarding concerns. All staff should ensure that they are aware of their responsibilities and attend the mandatory training as required.

Person Specification

Criteria	Essential	Desirable
Experience of providing care or support to people in a health, social care, hospice, community or similar setting.	X	
Able to communicate clearly, sensitively and professionally with patients, families, carers, colleagues and external professionals.	X	
Experience working within a multi-disciplinary team - following delegated care plans and seeking guidance when tasks are outside own knowledge, skills or competence.	X	
Can evidence good organisational and administrative skills, including the ability to manage delegated work, prioritise tasks and maintain accurate records.	X	
Full UK driving license with access to a vehicle* - Able and willing to work across different settings, including Day Patient Services, community venues and virtual/telephone-based support	x	
Experience supporting people with palliative care needs, life-limiting illness, long-term conditions or complex health and social care needs.		X
Experience using electronic patient records or clinical systems, such as SystmOne.		X

*Due to the role requirements for delivery requiring travel within community sometimes outside of public transport times / routes.