

## JOB DESCRIPTION

<b>Job Details:</b>	
<b>Job Title:</b>	Lymphoedema Clinical Support Assistant
<b>Grade:</b>	Band 4
<b>Department:</b>	Community Teams within Dorothy House Community
<b>Directorate:</b>	Patient & Family Services
<b>Reporting to:</b>	Registered Clinician within Lymphoedema Team
<b>Location</b>	The primary location will be Winsley, working within community sites across the Dorothy House Catchment Area

### Job Summary/Main Purpose:

To work under the direction of a registered clinician, across a specialist Lymphoedema multi-disciplinary team (MDT) providing person centred support, care and treatment to patients with Palliative and Non Palliative Lymphoedema and to provide support to their families and carers in both group and individual situations.

### Professional

- To contribute to the assessment and re-assessment of patients within the Lymphoedema service
- To complete home visits and outpatient clinics for uncomplicated Lymphoedema patients independently, which may include fitting garments, manual lymphatic drainage, assessment and management of uncomplicated oedema.
- To work within your scope of practice as a Lymphoedema Clinical Support Assistant, and to seek the support of your senior colleagues (Band 5/6) in complex clinical scenarios.
- To contribute to the planning and delivery of individual patient programmes or group activities with patients families and carers with the senior Lymphoedema clinicians.
- To work as part of the multi professional team to deliver care/treatment/activities as specified in the plan of care.
- To assist in the evaluation of care/treatment/activities though the provision of feedback to senior Lymphoedema clinicians.
- To keep the patient, family member and/or other carers at the centre of her/his care, ensuring patient and carer participation in decision-making.
- Ensure effective communication that respects patient, family and carers confidentiality but allows accurate transmission of necessary information between staff, patient, family/carers and other agencies at all times.
- Recognise any changes in the patient's physical, psychological, spiritual or social condition

and ensure this is communicated to the activity/service lead.

- Assist in maintaining a high standard of holistic care and support for patients and their families, recognising the importance of physical, emotional, psychological, social and spiritual aspects of care. Participate in verbal handover to staff and volunteers
- To provide information and support to patients, carers and families and report any significant information relating to their situation to the activity lead.
- Listen sensitively to patients, families and carers enabling them to say what is important to them and ensuring their needs and wishes are documented and communicated to the relevant health professionals.
- Respect the rights, privacy and dignity of patients, families and carers at all times and informally obtain permission for any care/ treatment /activities undertaken.
- To recognise and understand own personal needs and be sensitive to those of colleagues when affected by a patient's illness or behaviour.
- To organise and manage own time according to delegated workload.
- To be aware of and work within the policies and procedures of Dorothy House Hospice Care
- To keep accurate records including recording changes in care plans and recording activity onto the data base.
- Assist in the education of others e.g. patient, carers or other members of staff both informally and in planned programmes
- To have a sound basis of understanding regarding the anatomy and physiology of the lymphatic system
- To have a sound understanding of the causes and nature of both Lymphoedema and lipoedema
- To understand the different approaches that might be taken when considering a broad spectrum of patients, including those who are coming towards the end of their life.

Assist the Lymphoedema Practitioners in the ongoing assessment, treatment and management of patients to include:

- Administering intermittent pneumatic compression
- Carrying out Manual Lymphatic Drainage (MLD)
- Teaching Self Lymphatic Drainage (SLD)
- Applying Kinesiotaping
- Assisting with the application of therapeutic bandaging
- Observing the condition of a patient's skin and giving relevant advice regarding what they observe. This will include identifying and educating patients around preventing and recognising cellulitis.
- Teaching, supervising and overseeing home exercise programmes and clinic exercise sessions
- Taking simple and complex limb measurements
- Using the Lymph Scanner to guide treatment
- Assessing for and monitoring the patient's use of suitable compression hosiery
- Evaluate patient progress and report back any changes from anticipated progress to the relevant Lymphoedema practitioner
- Contribute to discharge planning in regards to therapy interventions, e.g. mobility, support needs and core equipment provision
- To assess patient and carer safety in the use of suitability of equipment, advising on alternative equipment as appropriate
- Demonstrate and operate moving and handling equipment
- Support Dorothy House with Community Engagement as needed
- To support staff at Dorothy House Hospice in delivering training and education on therapeutic

techniques.

- To undertake patient related clinical administrative duties as required to support Therapists/Nurse.
- Undertake training to complete clinical competencies to enable the development of knowledge, skills and abilities in Lymphoedema Management.
- To keep the patient, family member and/or other carers at the centre of the care provided, ensuring patient and carer participation in decision making.
- Ensure effective communication that respects patient, family and carers confidentiality but 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 activity/service lead.
- To undertake basic observations and venepuncture to assist in the assessment of symptom management by registered clinicians/primary care colleagues/GPs.
- To participate in the completion of outcome measures with patients, families and carers and record results on SystmOne.
- To assist patients to make informed decisions regarding Advance Care Plans and recording decisions on SystmOne.
- 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 Dorothy House (DH) 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 achieve their optimum function as agreed with the allocated member of the MDT.
- To assist the clinicians in treatment sessions in either a group or 1:1 basis – providing regular feedback to the nurse or therapist in order for formulate the care plan. e.g. exercise, wellbeing, carers support and specific requests through the MDT.
- To work with the patient to optimise the wellbeing of themselves, their families and carers.
- To work as part of the MDT, under the supervision of a registered clinician, supporting safe manual handling practice and provision of appropriate equipment.
- Undertake telephone reviews of patient's and report outcomes to the relevant member of the MDT on SystmOne.
- To be responsible for the safe use of equipment.
- To record and report any accidents, incidents and near misses that happen to the staff during the course of their duty and complete incident forms
- To participate in clinical supervision

### **Administration**

- To assist in the evaluation of ongoing symptoms/support needs/care/treatment/activities through the provision of feedback to relevant professionals.
- To organise and manage own time according to delegated workload.
- To be aware of and work within the policies and procedures of DH.
- To keep accurate records including recording changes in care plans and recording activity on SystmOne.
- To document therapy intervention on SystmOne in accordance with DH documentation policy and procedures.
- To undertake patient related clinical administrative duties as required to support the team.
- To recognise and understand own personal needs and be sensitive to those of colleagues.
- To listen and respond to any concerns and/or complaints from patients, families or professionals, informing the management of the service, or in their absence the Director of Patient and family Services, and record the concerns, follow-up and outcome in line with

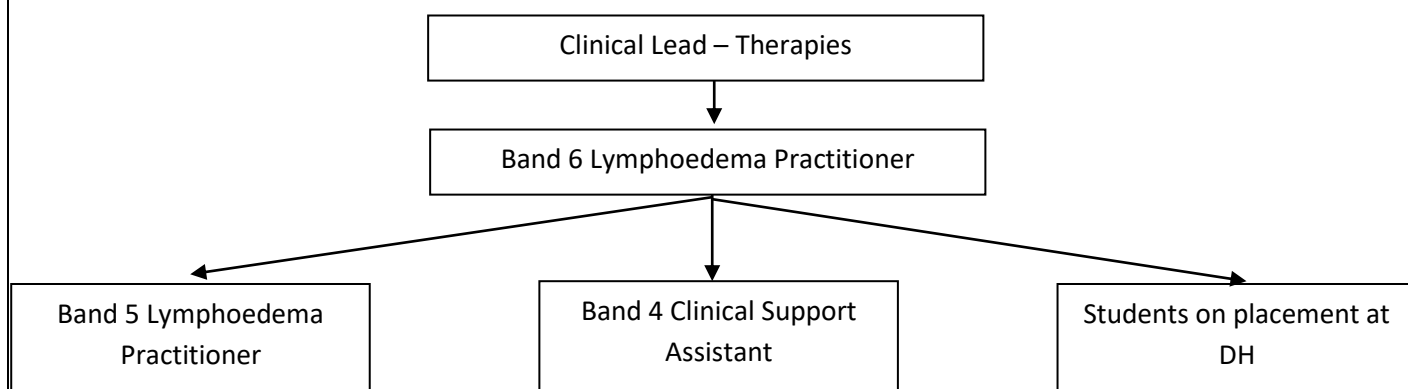
the Complaints Policy.

- To promote and adhere to DH values.
- To work within a 7-day working rota as indicated by the service – this can include Out of Hours working.

### Education

- To complete Part 1 and 2 of the Lymphoedema Training Academy (LTA) Lymphoedema Assistant Rehabilitation Programme
- Expectation to complete a 2-day re-certification training one year after the training and subsequently a 1 day re-certification training every two years to maintain skill set.
- Undertake required statutory and mandatory training
- Monthly clinical supervision with supervisor / Band 6 Lymphoedema Practitioner.
- Complete core Lymphoedema competency framework alongside an allocated mentor for each discipline in order to achieve a Band 4.
- To provide education about Lymphoedema to Dorothy House staff members, volunteers, patients, carers and external organisations alongside Lymphoedema Practitioners.
- To assist in the mentorship and supervision of students
- Liaise with DH 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 achieve their optimum function as agreed with the allocated member of the MDT.
- To support staff within DH to deliver training and education on therapeutic techniques.
- To participate in the development of evidenced based resources that meet the needs of patient's families and carers.
- To take an active contributing role in the planning, provision and development of the service by 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.

### **Values**

Dorothy House require all staff to demonstrate, understand and apply our workplace values. These are embedded in all roles and that applicants must evidence their values as part of the application process.

Caring,

Dignity and respect,

Learning and reflection,

Commitment to quality care and support.

### **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
<b>Qualifications &amp; Training</b>		
Good standard of Math's and English	✓	
NVQ level 2 in Health and Social Care or equivalent		✓
<b>Knowledge &amp; Experience</b>		
Experience working as part of a team within a care environment	✓	
Good communication and administration skills	✓	
Experience of working with palliative care patients		✓
Experience of preparing, presenting teaching sessions		✓
Background knowledge of therapy and its importance		✓
Experience working towards deadlines	✓	
<b>Specific Skills</b>		
Good time management and organisation skills with the ability to prioritise and manage own workload	✓	
<b>Requirements due to Working Environment</b>		
Full UK driving licence with access to a vehicle*	✓	

\*Due to working within the community visiting patient's homes, regularly outside of public transport routes or operating hours.