

## JOB DESCRIPTION

<b>Job Details:</b>	
<b>Job Title:</b>	Clinical Support Assistant – Day Patient Services (DPS).
<b>Grade:</b>	Band 4 (Band 3 until completion of competencies)
<b>Department:</b>	Day Patient Services. Dorothy House (DH). Winsley.
<b>Directorate:</b>	Patient & Family Services
<b>Reporting to:</b>	Registered Clinician within the Therapies Team (DPS).
<b>Location</b>	The primary location is Dorothy House Hospice, Winsley. The post holder will be based within the Therapies Team. However, will also work within the Day Hospice, and if required, the Inpatient Unit and Community (within the geographical catchment area).

### Job Summary/Main Purpose:

To work under the direction of a registered clinician (Dietician/Physiotherapist/Occupational Therapist/Complementary Therapist/Nurse), across the Multi-Disciplinary Team (MDT), providing person centred support, care and treatment to patients with a life limiting illness, their families and carers in both group and individual situations.

### Principle Duties and Responsibilities

#### Professional

- Undertake training to complete clinical competencies to enable the development of knowledge, skills and abilities in: Nursing, Occupational Therapy, Physiotherapy, Nutritional Support and Lymphoedema, also linking in with community providers of services.
- Listen sensitively and demonstrate compassion to patients, families and carers enabling them to say what is important to them and ensuring their needs and wishes are documented.
- Contribute to the multi professional assessment and re-assessment of patients, families and carers for whom they have responsibility, by carrying out holistic needs assessments in the day patient setting, inpatient unit, and patients own homes (as required).
- To work as part of the multi professional team to deliver care/treatment/activities as specified in the plan of care.
- To keep the patient, family member and/or 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

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.
- 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 members of the Dorothy House Multi-Disciplinary Team (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 achieve their optimum function as agreed with the allocated member of the Multi-Disciplinary Team (MDT).
- To assist the clinicians in treatment sessions in either a group or 1:1 basis – providing regular feedback to the registered clinician in order to formulate the care plan. e.g. exercise, wellbeing, carers support, and specific requests through the Multi-Disciplinary Team (MDT).
- To work with the patient to optimise the wellbeing of themselves, their families and carers.
- To work as part of the Multi-Disciplinary Team (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 Multi-Disciplinary Team (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 engage in receiving regular Group Clinical Supervision (need to attend at least 8 supervision sessions per year).

### **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 Dorothy House.
- To keep accurate records including recording changes in care plans and recording activity on SystmOne.
- To document all patient interventions on SystmOne in accordance with Dorothy House 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 clinical lead, or in their absence the Assistant Director of Patient and family Services, and recording concerns, follow-up and outcomes in line with the Complaints Policy.
- To promote and adhere to Dorothy House values.
- To work within a 7-day working rota as indicated by the service – this can include Out of Hours working.

### **Education**

- To assist in the evaluation of ongoing symptoms/support needs/care/treatment/activities through the provision of feedback to relevant professionals.

- To assist in the mentorship and supervision of students.
- Assist the registered practitioners in the education of others e.g. patients, carers or other members of staff both informally and in planned programmes.
- Liaise with Dorothy House 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 Multi-Disciplinary Team (MDT).
- To support staff within Dorothy House 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.
- Carry out follow up home visits (if required) in order to review patients, equipment provision and symptom control techniques that have been assessed by a member of the day patient services team, or community team.
- To work with Dorothy House volunteer's/partner organisations to deliver support and advice in a variety of community settings.
- 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.

### **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, understanding and apply our workplace values. These are embedded in all roles and that applicants must evidence their values as part of the application process.

- We Care
- We Connect
- We Create

### **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.

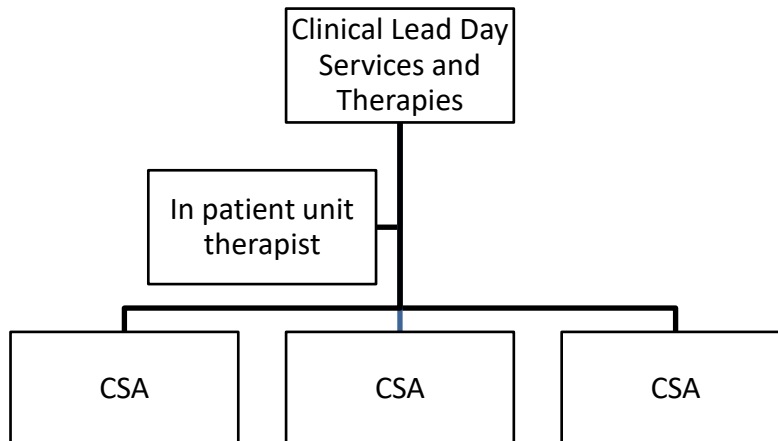
## Health and Safety at Work Act

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.

## Structure Chart



## Person Specification

Criteria	Essential	Desirable
Qualification / training equivalent to NVQ level 3		✓
Experience of working as part of a team within a care environment	✓	
Experience of working with palliative care patients		✓
Experience of preparing, presenting teaching sessions		✓
Administrative skills, including good time management and experience with Microsoft tools (Word, Excel)		✓
Background knowledge of therapy and its importance		✓
Good written and verbal communication skills	✓	
Ability to prioritise and manage own workload	✓	
Full driving license with access to a vehicle*	✓	

\*Due to the role being partially based within our community, visiting locations outside of public transport times and routes.