

Job Title:	Support Worker – Rapid Response – Band 3
Reports to (job title):	Nurse/ Therapist
Line Manager to:	N/A

Job purpose

To deliver care in accordance with national and local priorities, Organisational Policies, procedures and guidelines in accordance with the Nursing and Midwifery Council.

Base

The Rapid Response team are based at Sheppey Community Hospital, however they assess and treat patients across the whole of Swale.

Key responsibilities

This list is intended to summarise the key responsibilities and is not intended to cover every task that may be required of the role: -

- To assist in providing nursing care as delegated by the Senior Sister/Team Sister within patient's homes. This includes providing short term personal care prior to a care package commencing e.g. washing, dressing, meeting all hygiene needs.
- To maintain knowledge, skills and attitudes necessary to deliver a quality service that is responsive to the changing needs of patients.
- To participate in and support qualified team members in health promotion activities
- To provide clerical and administrative support to the team as delegated by the Senior Sister/Team Sister
- To deliver care in accordance with Organisation Policies, procedures and guidelines, according to competencies, as delegated by the Senior Sister/Team Sister
- To report any changes in condition of the patient to the Senior Sister/Team Sister or in their absence the designated nurse in charge of the caseload.
- To respect confidential information obtained in the course of work and refrain from disclosing such information to anyone other than professional staff directly concerned with the patients care or other authorised person.
- To document accurate and concise information on all care given to patients in the community health records.

- To be aware of the Data Protection Act and follow local codes of practice to ensure appropriate action is taken to safeguard confidential information.
- To assist with continence re-assessments, following agreed training in competencies, reporting to the nurse in charge any changes in care packages required.
- To carry out phlebotomy in clinical settings and patients own homes following training in accordance with Organisation Policy.
- To undertake the technical aspects of nursing care e.g. Dressings, glucose monitoring etc. following a period of training and when deemed competent to do so.
- To implement evidence-based nursing care, within the patient's home.
- To have the ability to work unsupervised, planning and organising tasks and home visits as delegated by the nurse in charge.
- Maintains accurate and legible patient records in line with professional and organisational requirements – this includes electronic patient record system and any paper records
- To take part in surveys and audits as required.
- To attend and actively participate in staff and multi-disciplinary locality meetings.
- To participate in the orientation and induction of new members of staff and students.
- To participate in appraisal and personal development plans to identify and agree training needs.
- To participate in training as appropriate to personal and team skills development.
- To participate in clinical supervision.
- Attend regular 1-1 meetings with Line Manager
- To promote the safety and wellbeing of patients, staff and other persons at all times and assist in ensuring a safe working environment.
- To be responsible for the ordering of stock, checking of equipment and any other reasonable duties as delegated by the Senior Sister/Team Sister
- To be aware of budgetary issues and the needs for effective use of resources
- To ensure that all complaints, untoward incidents, accidents and areas of clinical risk are identified and reported in accordance with Organisation policies and procedures.
- The post holder must meet the daily workload requirements of the community nursing service within the Organisation.
- To maintain knowledge and comply with the Organisation's corporate and local policies and procedures
- To undertake such other duties as may be required from time to time and are consistent with the responsibilities of the role.

Proposed job plan

The Rapid Response Team operate 7 days a week, including bank holidays, 8am until 8pm. There is the option to work short shifts or long days within the service.

Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
<ul style="list-style-type: none">• Inspire• Understand• Communicate	<ul style="list-style-type: none">• Challenge• Improve• Learn	<ul style="list-style-type: none">• Accountability• Involve• Resilience

Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a "non-smoking" policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual

orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

Personal Specification

Essential

Education, Training & Qualifications

- NVQ level 2 (care)

Communication

- Ability to work within a Team
- Ability to work alone
- Ability to listen to and to communicate with patients and carers in a compassionate and caring manner
- Ability to communicate respectfully with all colleagues

Planning & Organisational Skills

- Ability to be flexible with working hours across a seven-day week
- Ability to undertake nursing skills and to prioritise visits in accordance with patient need
- Ability to organise own workload without direct supervision
- Ability to input data manually and electronically according to organisational policies
- Works within agreed Policies and Procedures

Knowledge

- Knowledge of recent developments within health and social care
- Competent IT skills
- Interest in working in community nursing

Analytical & Judgmental Skills

- Ability to operate community equipment
- Ability to assess needs and implement care
- Ability to identify and pass on urgent information to the Senior Sister/Team Sister

Experience

- Previous health or social care experience

Emotional Skills

- Able to cope with occasional exposure to distressing or emotional circumstances.

Physical Skills

- Ability to travel effectively and efficiently within the locality and at times, across the DGSS area in Kent
- Dexterity/physical effort to enable clinical skills to be performed e.g. venepuncture, compression bandaging

Desirable

- NVQ Level 3
- Food hygiene course
- Previous Community experience
- Skills to include venepuncture, monitoring blood glucose, care of catheters, stoma and simple wounds

Other requirements:

- Current driving license and access to a car during the working day

Employee signature

Manager signature
