

Job Title:	Technical Instructor – Integrated Urgent Community Response Team
Reports to (job title):	Clinical Co-ordinator

Role of the Service

This service aims to ensure crisis response care is available to all people within their homes or usual place of residence, including care/residential homes, within two hours.

This service operates over a seven-day rota, 365 days a year and is operational between the hours of 8.00 am – 8.00 pm.

Role Purpose

Under the direction of the Clinical Co-ordinator and/or Senior Therapists, you will undertake a range of agreed assessments using appropriate tools within agreed protocols and competencies as an effective member of the Urgent Community Response Team.

You will manage a delegate caseload, providing interventions and reporting the patients progress and informing the relevant therapist of any problems or concerns. You will work with indirect supervision, seeing and treating patients with a variety of presenting conditions, monitoring progression and making alterations to the treatment plan under supervision of the referring therapist.

This service operates over a seven-day rota, 365 days a year and is operational between the hours of 8.00 am – 8.00 pm.

Key responsibilities

Operational Responsibilities:

- Provide input into simple and complex packages of care for adults and older people using a range of different techniques as delegated by the therapist
- Undertake informal / observation assessment and therapy interventions in patients homes / preferred places of residence, including residential / care homes and other community settings within agreed protocols and guidelines
- Work in partnership with patient and carers undertaking delegated therapy care packages as identified in the care plan and with the agreed boundaries of the role to ensure a coordinated approach to patient care
- Plan and organise a delegated workload including extended tasks for which the post holder has been appropriately trained and assessed for competency

- Following appropriate training, analyse and respond appropriately to changes in patients condition / needs and make changes to care plans within own area of competence as delegated by the Registered Therapist
- Ensure the patients comfort, safety and dignity at all times assisting them in activities of daily living as appropriate
- To be responsible for teaching techniques and related activities to patients and/or their carers within an agreed scope of practice, taking into account any barriers to communication
- Instruct patients and carers in safe and effective use of therapy equipment within their own area of competence
- Work without direct supervision to carry out specific and routine patient care activities
- Work with other health care colleagues, voluntary and 3rd sector organisations to ensure the holistic needs of patients are met wherever possible
- Work as an effective team member to actively contribute to initiatives including health needs assessment and projects to meet health needs identified
- Act as an advocate to facilitate the views and choices expressed by patients and their carers
- Participate in planning and delivery of therapy groups with support from therapists

Clinical Leadership and Governance

- Work in a professional manner providing high quality patient care
- Contribute to the monitoring of quality and practice standards within the team. Identify and report any issues relating to poor clinical standards / clinical risk to the Clinical Co-ordinator
- To be aware of and adhere to policies and procedures relating to safeguarding adults
- To adhere to all organisational policies and procedures including those relating to Health and Safety and Infection Control
- To assess and implement risk management measures within the scope of responsibility
- Participate in quality initiatives to promote the development of the team
- To assist in the local induction of new staff to the team
- Regularly attend and contribute to team meetings and relevant professional forum

Audit, research and development:

- Support the team, to ensure that practice is evidence-based and in line with local and national Clinical Guidelines and Policy
- Support the monitoring of quality and practice standards within the team. Identify and report any issues relating to poor clinical standards/clinical risk to the Clinical Co-ordinator

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- To be aware of, and adhere to, policies and procedures relating to safeguarding children, and vulnerable adults
- Ensure that the service is delivered in line with organisational policies in relation to health and safety and infection control

Resource management:

- Support the ordering and maintenance of minimal stock and equipment levels
- To complete timely returns on an individual level relating to activity and performance
- Manage time and resources effectively, with an ability to prioritise workload and be flexible in response to changing or urgent needs when required
- Raise resource concerns with the lead Therapist to ensure that client needs can be met as effectively as possible

People management:

- Regularly attend and contribute to team meetings
- To be aware of organisational policies, procedures and guidelines, ensuring adherence to these at all times

Strategic service development:

- To contribute to new ways of working and the modernisation of nursing / public health agenda
- To support the formulation of policies/protocols/guidelines within sphere of work

Communication:

- Maintain effective communication both within and outside of the clinical team to ensure that patient needs are met by the most appropriate agency
- To communicate with patients and carers to maximise their involvement and understanding of their condition, care and treatment
- Maintain competence in IT skills and make best use of IT systems to enhance patient care
- Maintain contemporaneous clinical records in line with organisational policy

Education and training:

- Undertake mandatory training in line with organisational policy, and attend updates and study days, as appropriate to the post

- Foster and encourage a learning environment conducive to student education and continuing professional development of the team

To participate in the staff appraisal process, ensuring objectives are met and a personal development plan is maintained and evaluated

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

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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

Qualifications

- Good general education at GCSE level
- Evidence of continuing professional development
- NVQ level 3 in health and social care or equivalent experience

Knowledge & Experience

- Experience of working within a health / social care environment as a Therapy Assistant
- Experience of work as part of a multi-disciplinary team

Skills & Abilities

- Excellent communication, both written and verbal
- Evidence of effective interpersonal skills
- Ability to work independently in community setting and as part of a team
- Ability to use own initiative
- Motivated and enthusiastic
- Fully licensed car driver or independently able to travel
- High clinical standards
- Good IT skills

Desirable

Qualifications

- Specific therapy interventions and care packages

Knowledge & Experience

- Ability to facilitate group sessions

Skills & Abilities

- Participation in case discussion
- Knowledge of health, safety and risk management

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Employee signature

Manager signature
