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hospice care in your home or ours

Job Description

Therapy Assistant – 6 month fixed-term

ellenor.org



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Registered Charity No: 1121561

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Job Title: Therapy Assistant

Department: Wellbeing

Contract Terms: 6 months, with potential to extend

Salary: £23,874 - £24,964 dependent on experience

Location: ellenor, Northfleet, Gravesend

Responsible To: Physiotherapist / Occupational Therapist

Accountable To: Operational Wellbeing Lead

Manages: N/A

About

Us: The organisation operates an in-patient ward located at the Hospice in Northfleet, comprehensive community services for adults and children, and a variety of outpatient and Wellbeing services. All services are supported and delivered through a multidisciplinary team (MDT).

The adult in-patient ward currently accommodates 7 beds. The Medical Service provides dedicated support to adult inpatients and outpatients, including ward rounds, admissions, home visits, and participation in MDT meetings.

The Adult Wellbeing Service offers outpatient clinics along with Physiotherapy, Occupational Therapy, and Wellbeing Services. These include Complementary Therapy, Counseling, Bereavement Support, Family and Carer Support, and Chaplaincy.

The Community Service comprises the Adult Hospice at Home Team and the Care Home Support Team. The Medical Team supports these services by reviewing patients in clinics, at home, and in nursing homes.

This service provides specialist nursing care and hands-on support, as well as short breaks for children with cancer or life-limiting care needs in their own homes. Medical support for the Children's Team is delivered by the young person's GP and consultants from tertiary centres in London.

The core area of service includes Dartford, Gravesham, and Swanley, covering a population of approximately 270,000 people, including over 45,000 adults aged 65 and above.



Scope and Job Purpose:

Working as part of the integrated multidisciplinary team, the purpose of this role is to support the Wellbeing and Therapies service, enabling people with progressive life limiting conditions to live as independently as possible. Working alongside therapists and nurses to carry out intervention plans with patients and carers in order to maximise function, wellbeing and quality of life.



Main Duties and Responsibilities:

Main Duties

- To work under the supervision of the qualified therapy staff to undertake a variety of clinical and non-clinical tasks to enable the best possible care and therapy service delivery within the hospice and community.
- To carry out therapeutic interventions both individually and in groups as instructed by the qualified therapist. Ensuring all these actions/sessions are accurately observed, reported and recorded.
- To conduct small group activities, as directed by the Therapists.
- To assist in the delivery of symptom management groups by the Therapists.
- To perform clerical and housekeeping tasks that supports the efficient running of the Therapeutic Activity Groups.
- To contribute to the ongoing development of the Therapeutic Activity Groups.
- To recognise role limitations and refer on to other professionals as appropriate.
- To conduct therapeutic groups with direction of the therapist outside of regular works hours – evening or weekends, as the service requires.



Main Duties and Responsibilities:

Clinical

- Support the palliative care needs of patients and their families in order that they achieve their preferred place of care and death.
- To work within **ellenor's** mission and philosophy and to base care on evidence based practice at all times.
- Maintain patient safety, dignity and privacy at all times and especially during implementing the care planned.
- Ensure accurate evaluation of care and treatment provided with timely reporting of outcomes to the qualified staff.
- As appropriate you may be required to provide cover across the organisation.
- Support patients in enabling them to carry out functional activities of daily living to maximise their independence through exercise, equipment provision and occupation focussed tasks.
- Following training identify, order, fit and adjust, then review equipment to enable patients to maximise safety and independence completing functional activities.
- To evaluate patient's needs and report any significant changes to the therapist or appropriate member of the multi-disciplinary team.
- Maintain accurate and timely clinical records including Electronic Patient Records (EPR) as per **ellenor** policy.
- Report incidents as required.
- Work within all relevant hospice policies and procedures to ensure safe practice eg; accidents, fire, violence and lone working.
- To manage self and workload effectively, prioritising work in an equitable and efficient way.
- Observe and monitor the progress of the patient's functional ability, documenting and reporting any changes to clinical staff.
- To actively participate in morning handovers.



Main Duties and Responsibilities:

Professional Development, Education and Training

- To recognise the physical, emotional, spiritual and social needs of patients, their relatives and friends, and be sensitive to these.
- To ensure confidentiality regarding staff, patients, carers and any hospice matter.
- Use communication skills to effectively communicate with patients, carers, hospice staff and outside agencies in order to promote personalised care.
- Develop communication skills with patients who have barriers to understanding such as language, sensory impairment, and dysphasia.
- To maintain professional standards of conduct and behaviour, including wearing of a uniform.
- To work as part of the Multi-Disciplinary team, facilitating the achievement of individual patient goals, demonstrating a flexible and adaptable approach.
- Participate in training, reflection, self-directed learning and supervision in order to meet competency requirements of the post.
- Encourage family participation in the care of the patient where appropriate respecting individual and cultural choices as well as patient's wishes.
- To take responsibility for attending statutory & Mandatory and hospice training in line with organisational policy and current legislation.
- To participate in the ongoing educational programme of the Hospice by attending in-house study days and courses as appropriate.
- To take responsibility for self-development, identifying training and education needs with supervisor.
- To assist in orientation programmes for new members of staff.
- To keep abreast of current issues in relevant palliative care as relevant to the role.
- To take responsibility for a delegated area of relevant special interest.



Main Duties and Responsibilities:

Audit & Quality

- To participate in organisational audit programme.

General

- To abide by the Hospice's general confidentiality policy.
- To be aware of guidelines stated in staff handbook and all relevant policies and procedures.
- To undertake bi-annual performance review when personal development plan will be discussed.
- To promote at all levels, **ellenor's** vision, values and strategic objectives.
- To utilise the channels of communication developed across the organisation in order to be fully informed and engaged with service developments.
- To be aware of the philosophy of ellenor and to behave as a fit representative.
- To abide by **ellenor's** general confidentiality policy.
- To keep abreast of and work in accordance with hospice policies as outlined in the staff handbook, the 'P' Drive and/or policy folders held in each department.
- At **ellenor** we are committed to creating and managing a safe working environment for all our staff, visitors, volunteers and patients. All **ellenor** employees are expected to know, understand and deliver their Safety Responsibilities. All **ellenor** employees may be set at least one Safety Objective by their manager or supervisor which must be delivered if they are to meet their objectives.

Health and Safety

- The post holder has responsibility to take reasonable care of self and others in relation to managing risk, health and safety and will be required to work within the appropriate policies and procedures.
- This job description is not intended to be restrictive but is an outline of the main duties. The job description will be reviewed periodically to take into account developments in the organisation, department or role.



Person Specification:

(All criteria are essential unless stated otherwise)

Education / Qualifications:

Evidence of numeracy and literacy skills.

Desirable:

NVQ Level 3 or equivalent in healthcare.

Experience:

All desirable:

Experience working in healthcare in the community.

Experience caring for patients in a community, inpatient setting or care home.

Experience in caring for dying patients and nursing patients with a life limiting illness and in end of life care.

Knowledge, Skills and Attributes:

Good knowledge of the role of Therapies in the Multi-Disciplinary team.

Understanding of the impact of illness and disability on an individual.

Ability to work without direct supervision and use own initiative.

Ability to carry out routine therapy tasks.

Good verbal and written communication.

Able to deal with a wide range of people in a professional manner.

Ability to recognise own limitations and level of competency.

Confidence to work alone or as part of a team.

Possesses good IT skills and able to use a range of software (eg Word, Outlook, Excel).



Desirable:

Basic knowledge of human anatomy and physiology.

Good understanding of the needs of patients and families with a life limiting condition.

Personal Qualities:

Non-judgemental approach to be able to work with people from a variety of backgrounds.

Flexible and adaptable approach to work.

Professional manner and appearance.

Have empathy and understanding of issues encountered by patients with palliative care needs.

Physical ability to undertake manual handling of patients and equipment on a daily basis in a variety of environments.

Ability to respond positively and adapt to change.

Personal resilience to cope when dealing with patients with complex conditions, challenging behaviours, and terminal illness on a daily basis.

Desirable:

Confident manner with a positive approach and high level of motivation.

