

JOB DESCRIPTION

Post: Rapid Response Worker

Location: All Sefton Areas

Accountable to: Rapid Response Supervisor or equivalent

WORKPLACE VALUES

The job holder will be expected to operate in line with our workplace values, which have been co-produced by individuals who use our services.

Our core values:

- **Big Hearted:** we say that we are proud of the quality of care, empathy and kindness we offer to the people we support and each other;
 - **Count on Us:** we act in a way that you can rely on us to be able to meet the needs of the people we support and each other;
 - **Together as One:** we say that we take pride in working as a team to deliver a very person-centred service;
 - **People Focused:** we recognise the importance of transparency, trust, recognition and development within our workforce.
-

JOB PURPOSE

To enable service users to live independently in the community by supporting them to achieve their agreed goals as set out in their support plan.

To improve discharge and transfer from hospital and help to reduce avoidable admissions/readmissions to hospital and residential care.

MAIN DUTIES

1. Support service users with all aspects of their care programme to achieve agreed goals. This may include all activities of daily living such as:
 - Washing, dressing, toileting, eating and drinking;
 - Assist with medication as directed by an appropriate professional in line with the Company's medication policy;
 - Mobility and exercise programmes including the use of assistive technology.
2. Assist with the management, monitoring and maintenance of long term conditions by providing support such as:
 - Oxygen therapy/management;
 - Catheter and stoma care;
 - Assisting with prostheses;
 - Peg-feeding.

3. Monitor and review the progress of service users against their outcome based support plan and accurately record the person's progress and achievements.
4. Report any areas of concern or significant changes in the health, social or environmental circumstances of service users to the management team, including any need for additional support needed to help them to achieve their goals.
5. Provide input into the Interim and Final Review undertaken by the Trusted Assessor and fully participate in service user related meetings as required.
6. Contribute to Risk Assessments in order to promote the safety and well being of the service users and staff in line with relevant guidelines and Company policies.
7. Complete and maintain all work records (including electronic or paper based processes, case notes, medication charts, progress charts, support plans, timesheets) in a timely and accurate manner.
8. Work closely with families/carers and other agencies to promote and support service users to regain and/or maintain independent living skills and daily living activities.
9. As appropriate, signpost families/carers and/or the service user to other agencies to ensure they have the opportunity to access their community and maximise long term independence.
10. Respect the service user's diversity, choice, privacy and dignity and maintain service user confidentiality at all times.
11. Attend meetings as directed such as supervision, team meetings, performance review, employee briefings, etc.

SPECIAL CONDITIONS

The Reablement and Rapid Response Service is operational 365 days a year, including weekends, public holidays, statutory days and concessionary days. The appointed person's individual hours of duty will be based on the needs of service users. The appointed person will not usually be required to work more than 5 out of every 7 days but will be required to work 'out of hours' as and when necessary.

Lone working will apply.

Must be able to fulfil the travel requirements for this post.

TRAINING AND DEVELOPMENT

A commitment to personal development and skills acquisition is essential to ensure the team can deliver a modern person centred quality service.

All mandatory training must be completed.

OTHER

There is an expectation placed on all employees to achieve the appropriate level of vocational qualification at the first possible opportunity.

GENERAL

The post holder will be expected to work flexibly and the exact nature of the duties described above is subject to periodic review and is liable to change. In particular the post holder will be self-motivated and will effectively prioritise activity to achieve the maximum benefit.

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

All employees are responsible for the implementation of the Health & Safety Policy as far as it affects them, colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the health and safety arrangements and systems to ensure appropriate improvements are made where necessary.

The organisation has an approved equality and diversity policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality and diversity policies of the organisation.

Due to the nature of the post, the individual will be required to undertake any checks as required under Safeguarding and/or relevant employment legislation.

Since confidential information is involved with the duties of this post, the post holder will be required to exercise discretion at all times and to observe relevant codes of conduct, codes of practice and legislation in relation to the General Data Protection Regulations.

Undertake and participate in training, coaching and development activities as appropriate.

An Enhanced DBS Check is required for this post.

Date: January 2020

Jobholder Requirements Rapid Response Worker	Essential	Desirable
Qualification/Training Diploma Level 2 Diploma in Health & Social Care or equivalent		✓
Experience & Knowledge Experience in a caring role or a passion for starting a career in care Experience of working within a home environment(reablement/domiciliary) Experience of implementing an outcome focused support plan to help people reach their goals Awareness of health & safety and risk within the home environment Awareness of CQC Essential Standards Awareness of assistive technology and how it supports service users Understanding of long term medical conditions, for example, diabetes	✓	✓ ✓ ✓ ✓ ✓ ✓
Skills/Attributes Able to follow a designated work programme Able to communicate well with service users, their carers/relatives and other professionals Able to record information and have an acceptable level of literacy and numeracy appropriate for this role Able to motivate others to achieve their goals Able to use multi-media including smartphone, laptop PC, tablet etc.	✓ ✓ ✓ ✓	✓
Aptitude Confident, professional and caring approach Able to remain calm under pressure Reliable and punctual Able to work flexibility, independently or as part of a team and take decisions when appropriate Positive and enthusiastic approach to work Tactful and diplomatic approach to others Willingness to learn new skills Receptive to change Commitment to continuous personal and professional development	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	

Specific Requirements		
An Enhanced DBS Check	✓	
Must be a car driver with use of own vehicle	✓	
Ability to work on a rota to cover service delivery between 7.00 am and 11.00 pm all days of the year	✓	
Lone Working	✓	