

JOB DESCRIPTION

Job Title:	Rehabilitation Assistant
Reports to:	Therapy Lead
Location:	Tulip Centre, Inpatient Unit, & Community
Hours of work	37.5 hours per week 9-5 Mon-Fri (part time hours considered)
Annual Leave:	25 days (increasing to 27 after 5 years and 31 after 9 years) plus Public Holidays

JOB PURPOSE

Tapping House is a leading provider of palliative care services in Norfolk. We are an independent charity delivering innovative and specialist rehabilitative therapy, end of life care and bereavement services.

Reporting into the Therapy Lead, the post holder will work as a band 3 (Hospice Equivalent) Rehabilitation Assistant predominantly in the Tulip Centre, within the Hospice Inpatient Unit, and occasionally in the community. They will be a valuable member of the therapy team, working under the guidance and supervision of qualified Occupational Therapists and Physiotherapist.

The care provided is appropriate to the patient's needs and stage of illness and uses a rehabilitative approach to promote quality of life. The Rehabilitation Assistant will be involved in running therapeutic groups, supporting social programmes alongside volunteers, carrying out rehabilitation programmes as implemented by the therapists, and will have key worker responsibility for a designated number of patients.

MAIN DUTIES

Clinical

- To be patient-centred in defining an individuals' goals and engage in a treatment/support programme that works towards mutually agreed goals with particular emphasis on adaptation to illness, changing function and the development of self-management strategies,
- Deliver activities, interventions or treatments aimed at the achievement of specified goals in 1-1 or group environments,

- Be responsible for the day to day running of the therapeutic groups, both as a support and in leading the groups. These may be activity groups, exercise or self-management education groups.
- Enable people to choose and participate in activities that are meaningful to them,
- To have key worker responsibility for a number of patients and their families, supporting their physical and emotional needs, seeking support from senior staff for complex issues,
- As part of the therapy team be involved in team and caseload review meetings as well as wider Multi-Disciplinary Team meetings, contributing to the discussion on those patients you have key worker responsibility for,
- Monitor and maintain the environment and resources during and after clinical/therapeutic activities,
- Support individuals to retain, regain and develop the skills to manage their lives as far as possible,
- To communicate sensitively with patients, carers, families and staff using advanced communication skills through a variety of medium such as groups, face to face and using the telephone,
- To work as an integral part of the multidisciplinary team, ensuring that the needs of patients and carers are identified within a holistic framework, that includes physical, psychological, social and spiritual needs, fostering an interdisciplinary approach to rehabilitation,
- To provide therapeutic and rehabilitative interventions within the IPU, often with a wellbeing and end of life 'wishes' focus, with support of therapy colleagues,
- To maintain clear referral processes for external and internal services/teams and support the smooth transition of patients between services,
- To maintain accurate and contemporaneous clinical records, using systmone electronic patient record,
- To liaise with carers and external agencies regarding therapeutic interventions/activities and to play an active role in discharge planning from the therapy service when appropriate,

- Contribute, monitor and review the development of service objectives, protocols and policies under the direction of the Therapy Lead,
- To be involved in the development of the service through quality improvement and clinical audit,
- Provide support and day-to-day supervision for volunteers supporting therapeutic and social programmes.

Physical, Mental and Emotional

- To be able to cope with change and organisational developments,
- To be able to cope emotionally with difficult and complex communication issues, demonstrate resilience and coping strategies, and to support team members at difficult times.

Education and Development

- To contribute to the safe and competent use of all equipment/aids used,
- To use and instruct others (such as health and social care professionals, or carers) to use moving and handling techniques as required by the individual and their environment according to own competence
- To take responsibility for own continued personal and professional development through participation in individual development review, clinical supervision and other educational activities,
- To keep up-to-date with local and national developments in palliative care,
- To contribute to the orientation, development and support of other staff and students working in other clinical areas,
- To foster a philosophy of continuous learning and evaluation and to take responsibility for own and care volunteers' development, identifying training and education needs.

Disclosure and Barring Service (DBS) Check

This post is subject to the Rehabilitation of Offenders Act 1974 (Exceptions) Order (as amended) and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (DBS) to check for any previous criminal convictions.

Other Responsibilities:

- Uphold the Hospice's vision and values at all times.
- Carry out all duties in accordance with the Hospice's policies and procedures, including health & safety, code of behaviour, confidentiality, and equality, diversity & inclusion.
- Promote awareness of the Hospice, its services, and its strategy.
- Work collaboratively and respectfully with all staff, volunteers, and supporters.
- Support the safeguarding of vulnerable adults, young people, and children.
- Adhere to policies on information security, data privacy, and confidentiality.
- Demonstrate a commitment to ongoing learning and development.
- Undertake other duties as directed by your Line Manager.

General

- To uphold the Hospice's vision and values at all times



- Carry out all duties in accordance with the Hospice's policies and procedures including but not limited to health & safety, code of behaviour, confidentiality and equality, diversity & inclusion.
- Promote awareness of the Hospice, its services and its strategy.
- Work collaboratively and respectfully with all staff, volunteers and supporters of the Hospice.
- Promote and support the safeguarding of vulnerable adults, young people and children, observing and adhering the Hospice's policies on safeguarding.

- **Information Security, Confidentiality, and Records Management:**
The role requires adherence to organisational policies concerning information security, data privacy, and confidentiality. The employee is responsible for safeguarding sensitive information, ensuring secure handling and storage of records, and maintaining compliance with applicable data protection regulations. This includes actively participating in Information Governance training, reporting potential security incidents, and managing records in accordance with Tapping House's Retention Archiving and Destruction of All Hospice Records Policy.
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role.

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the Hospice at any time after discussion with the post holder.

PERSON SPECIFICATION
Band 3 (Hospice Equivalent) Rehabilitation Assistant

	ESSENTIAL	DESIRABLE
KNOWLEDGE & EXPERIENCE	To have demonstrable experience of working with people To have the ability to communicate with patients, including those with hearing difficulties, cognitive impairment and aggressive / challenging behaviour To have experience in liaising with other staff within the MDT on the patients progress / issues To have excellent time management and organisational skills To be computer literate.	To have knowledge of rehabilitation treatments and activities To have evidence of on-going personal development To have experience in working in a physiotherapy or occupational therapy setting To have experience of working within palliative care To have an understanding of a wide variety of conditions
QUALIFICATIONS & TRAINING	NVQ level 2 in health and social care GCSE or equivalent in English Good spoken, written and understanding of English	NVQ level 3 in health and social care
APTITUDE & ABILITIES	Working within a team To be skilled in dealing with anxious and distressed patients and relatives To be independent and able to accept responsibility To have good communication skills	To have the ability to work single-handed with individuals/groups within a supportive environment.

	To have the ability to recognise own limitation, and when to access advice and supervision To be able to pay attention to detail. Understanding of confidentiality. Calm, sensitive and empathetic disposition.	
DISPOSITION / ATTITUDE / MOTIVATION	To have the ability to work without direct supervision To have the ability of problem solving To have a co-operative nature and be able to get on well within a multidisciplinary team Able to work well within a busy environment.	To have interest in lifelong learning.
OTHER	Full UK driving Licence holder	Access to own transport