

Job Title:	Therapy Assistant – Bathing Service
Accountable to:	Head of Support and Wellbeing Therapies

KEY PERFORMANCE AREAS

- Facilitate access to our bathing service providing a therapeutic experience that benefits patients physical, emotional and spiritual wellbeing.
- Manage an identified bathing caseload and maintain a robust diary system to maximise use of available facilities/resources.
- Collaborate with hospice registered nurses to ensure a robust assessment is undertaken and incorporates assessment of home-based facilities for bathing/showering and the safety considerations required for the delivery of the bathing service.
- Actively contribute to the planning, delivery and evaluation of individualised therapeutic bathing support that enhances health and wellbeing outcomes and consistently seek to understand changing needs and preferences to ensure an individualised bathing experience.
- Undertake dynamic risk assessment at each intervention adapting the plan and/or accessing additional support as necessary.
- Maintain the privacy and dignity of each patient
- Utilise excellent communication skills using empathy, tact, sensitivity and discretion when working with palliative patients who may be distressed at times.
- Create an ambience tailored to individual preferences through the use of sound, lighting, toiletries etc.
- Actively engage with patients to identify and achieve their priorities and goals, supporting meaningful activity that enhances quality of life and promotes autonomy and independence.
- Maintain accurate written records and provide verbal feedback that is timely, focused and objective including changes/deterioration in a person's condition and/or concerns for family/carers.
- Provide physical care for patients as necessary for example assisting people to access toilet facilities and supporting personal care needs during the hospice visit
- Contribute to information collection to meet national minimum data set requirements, organisational reporting, local and national audit, as well as other evaluation programmes.
- Where required, work across hospice departments and support the delivery of therapeutic activity including that prescribed by registered practitioners for example nurses, physiotherapist.
- Maintain a robust awareness of wider hospice provision and support services and signpost where appropriate to achieve best outcomes for patients.

PROFESSIONAL RESPONSIBILITIES

- Recognise own limitations and respond appropriately ensuring robust lines of responsibility and accountability are maintained at all times, to reduce risk to self and others
- Pro-actively work with team members to overcome obstacles to access and maintain a flexible approach to provision to meet the needs of individuals and those that matter to them.
- Maintain appropriate and respectful professional relationships with colleagues and other staff and work pro-actively as a key member of the support and wellbeing team.
- Engage with patients, professionals and partner organisations both within the hospice and community to achieve positive outcomes for those accessing hospice services
- Exercise good personal time management, punctuality, appearance and consistent reliable attendance
- Ensure that personal actions and conduct apply with hospice policies and procedures
- Ensure effective use of hospice resources

- Act as an ambassador for the East Lancashire Hospice promoting at all times our vision which is to help everyone who comes into contact with the hospice to make the most of life. We do this by committing to our values: to care, listen, respect and work together to support people to live well until they die and support those affected by death

PERSONAL DEVELOPMENT

- Access mandatory training appropriate to the role
- Participate in the hospice appraisal system; access training opportunities to improve own knowledge and skills
- Participate in the education and training of others as appropriate to the role

MANAGING SERVICES

- Ensure a safe environment by ensuring the reporting of hazards and incidents, completion of relevant risk assessments, investigation of incidents and implementation of risk reduction measures
- Participate in general housekeeping duties to maintain a working environment that is welcoming and safe.
- Collaborate with the line manager and colleagues in order to plan rotas, training activities and annual leave efficiently ensuring baseline cover is maintained
- Ensure effective use of all resources within allocated budget and agreed criteria for access to the service

MANAGING PEOPLE

- Contribute to the Induction, support and development of new staff and volunteers in accordance with hospice policy and procedures to ensure they have the appropriate information and training to carry out their role
- Contribute to staff development to enhance service delivery
- Contribute to the day to day support of volunteers and students within the department

STATUTORY DUTIES

- Ensure the security of information accessed in the course of your duties ensuring compliance with the Data Protection Act, Caldicott principles and information governance best practice guidance
- Report any hazards or incidents in accordance with the Health Safety and Risk Management Policy and procedures
- Comply with the East Lancashire Hospice 'no smoking' policy in all hospice premises and grounds
- Be responsible for maintaining own vaccinations including Hepatitis B immunity (as applicable)
- Ensure that infection control measures are followed in relation to your role
- Work at all times to safeguard the rights of individuals promoting their wellbeing and protecting those at risk from harm, acting on any concerns related to safeguarding children and adults at risk in line with policy and local guidance
- Work at all times to respect people's individuality, rights and diversity to ensure equality

Equality and Diversity

We support an inclusive and holistic working environment and aim to empower our people to bring their authentic self to work. We are committed to this and so encourage applications from all individuals with the required skills for the role inclusive of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, colour, caste, nationality, ethnic or national origin, religion or belief, socio-economic background, trade union membership status, marriage, and civil partnerships. ELH is committed to equality of opportunity for all staff and volunteers

WORKING HOURS

The post holder will work their hours flexibly. These will be worked according to a rota of up to any 5 days of a 7 day working week.

NOTES

This job description reflects how the post currently meets the needs of the service. Since the hospice is constantly developing and changing its services to ensure it meets the needs of the community it serves, the role and responsibilities of the post holder may change accordingly.

This job description will be reviewed annually at the annual PDR and may change as is deemed necessary.

ACCEPTANCE OF JOB DESCRIPTION

I confirm I accept the duties contained in the above job description.

PRINT NAME:

SIGNED:

DATE:

EAST LANCASHIRE HOSPICE

Person Specification

Date:	Post: Therapy Assistant – Bathing Service	Recruiting Manager: Head of Support and Wellbeing Therapies		
	Criteria	Essential	Desirable	Tested By
Qualifications	Q1 Good general education including English Language	Q1		Application
	Q2 NVQ Level 3 or equivalent in a related field to the role	Q2		
	Q3 Communication skills course		Q4	
	Q4 Care Certificate		Q5	
Experience	E1 Personal/work related experience supporting people with long term/life limiting illness/disability/vulnerability	E1		Application
	E2 Assisting in the planning/delivery of therapies and/or care for individuals/groups/those with complex needs.	E2		
	E3 Experience working as part of a team	E3		
	E4 Advance Care Planning		E4	
Knowledge	K1 Clinical record/computer systems, Microsoft packages		K1	Application
	K2 East Lancashire Hospice and the services it provides		K2	Interview
	K3 Facilities within the community served by the Hospice		K3	Interview
	K4 Benefits of creative/therapeutic activity		K4	Interview
	K5 Safeguarding vulnerable adults	K5		Interview
Skills	S1 Ability to undertake delegated activities competently	S1		Interview
	S2 Well developed communication, interpersonal and organisational skills	S2		
	S3 Ability to keep accurate patient/organisational records	S3		
	S4 Able to recognise own limitations and scope for personal and service development/improvement	S4		
	S5 Ability to work with warmth and empathy in a non-judgemental and empowering way	S5		
	S6 Good organisational skills with ability to prioritise	S6		
	S7 Creative arts/therapies		S7	Application
Personal Attributes	PA1 Flexibility in working hours to across the week including evenings/weekends on occasion	PA1		Application
	PA2 Able to work alone without direct supervision	PA2		Interview
	PA3 Reliable, adaptable, motivated, comfortable with change	PA3		
	PA4 Ability to accept/act on feedback	PA4		
	PA5 Commitment to the hospice's ethos and the need to contribute to organisation wide activities to achieve publicity and fundraising goals	PA5		Application
	PA6 Car driver with access to a vehicle/willingness to travel	PA6		