

EAST LANCASHIRE HOSPICE

Registered Charity No: 1075653

Job Title: Therapy Assistant – Creative and Support Therapies

Accountable to: Clinical Lead – Support & Wellbeing

KEY PERFORMANCE AREAS

- Work pro-actively as a key member of the support and wellbeing team, consisting of Creative and Support Therapies, Complementary Therapy, Physiotherapy and Family Support.
- Actively engage with patients and their families to identify and achieve their priorities and goals, supporting meaningful activity that enhances quality of life.
- Utilise excellent communication, negotiation and persuasion skills using empathy, tact, sensitivity and discretion when working with palliative patients who may be distressed at times.
- Actively contribute to the planning, delivery and evaluation of individualised therapeutic/creative activity programmes that maximise health and wellbeing outcomes and enable people to make the most of life
- Support the delivery of therapeutic activity prescribed by registered practitioners for example working with the physiotherapist providing interventions for palliative patients and their families
- Collaborate with the line manager and colleagues in order to plan rotas, training activities and annual leave efficiently ensuring baseline cover is maintained
- 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.
- Provide verbal and written feedback that is accurate, 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 the support and development of volunteers working within the service
- Engage with patients, professionals and partner organisations both within the hospice and community to achieve positive outcomes for those accessing hospice services
- Demonstrate well developed and effective communication, negotiation and persuasion skills; using empathy, tact, sensitivity and discretion when working with individuals and those that matter to them
- Contribute to information collection to meet national minimum data set requirements, organisational reporting, local and national audit, as well as other evaluation programmes.
- Participate in general housekeeping duties to maintain a working environment that is welcoming and safe.

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
- Maintain appropriate and respectful professional relationships with colleagues and other staff
- 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
- Work at all times to reduce risk, maximise quality of life and promote independence.
- 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 and 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
- Ensure effective use of all resources within allocated budget

MANAGING PEOPLE

- Contribute to the Induction 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

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	Recruiting manager: Clinical Lead Support & Wellbeing		
		Essential	Desirable	Tested By
	Criteria			
Qualifications	Q1 Educated in English and Math to level 'C' or above	Q1		Application
	Q2 NVQ Level 3 in a related field to the role or equivalent	Q2		
	Q3 Foundation degree in relevant field		Q3	
	Q4 Communication course		Q4	
Experience	E1 Experience of supporting people with long term/life limiting illness/disability/vulnerability	Q1		Application
	E2 Assisting in the planning/delivery of therapies/care for individuals/groups/those with complex needs.	Q2		Interview
	E3 Experience of working as a member of a team	Q3		Interview
	E4 Personal/work related experience of care provision	Q4		Interview
Knowledge	K1 Computer systems and 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 creative/therapeutic activity		K4	Interview
Skills	S1 Creative arts/therapies	S1		Application
	S2 Ability to independently perform delegated activities/ interventions competently to the specified standard	S2		Interview
	S3 Well developed communication, interpersonal and organisational skills	S3		
	S4 Ability to keep accurate patient and organisational records to the required standard	S4		
	S5 Ability to recognise level of own competency, boundaries of role and scope for personal and service development and improvement	S5		
	S6 Ability to work with warmth and empathy in a non-judgement and empowering way	S6		
	S7 Ability to effectively organise own time, be reliable and punctual and prioritise workload	S7		

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 Adaptable, motivated, comfortable with change	PA3		Interview
	PA4 Ability to accept/act on feedback	PA4		Interview
	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 and a willingness to travel as required in role (or working towards)		PA6	Application