



the brain injury association
Headway Basingstoke

JOB DESCRIPTION

Post title:	Rehabilitation Assistant
Band: B	(£17K - £21K pro-rata)(equivalent role – NHS Band 3)
Responsible to:	Headway Manager
Reports to:	Rehabilitation Team Leader, (RTL) Headway Basingstoke
Contracted hours:	19.5 hours (3 Days - Tuesday to Thursday 09:00 – 16:00 but Monday or Friday by exception/agreement). This could become a fulltime position in the future.
Base:	Headway Place, Basingstoke, RG24 9SP Find Us: http://www.headwaybasingstoke.org.uk/findus

Job purpose:

To support the RTL to create and maintain a safe therapeutic environment in Headway Place for clients, staff, volunteers and visitors, in keeping with the mission statement, aims and objectives of Headway Basingstoke. Primary focus is on clients and rehabilitation of post traumatic brain injury.

Principle duties or main tasks:

- To participate with other members of the team in providing a high quality programme of care and rehabilitation for clients with acquired brain injury.
- To support the planning and development of services for people with acquired brain injury.
- To support the RTL in the day to day management of Headway Place during its hours of opening. Routine tasks including money collection of day service charge and household tasks.
- To participate in and use appropriate supervision (first-line management) of volunteers and work experience students. Overall responsibility taken by the RTL.
- To comply with the Health and Safety at Work Act and ensure legislation is strictly followed in relation to all staff, clients, volunteers and visitors to Headway Place.
- To support the production and maintain safe working practices for staff, volunteers, clients and visitors to Headway Place.
- To act in accordance with the confidentiality policies of Headway Basingstoke, and ensure that all volunteers and staff at Headway are aware of these policies, including Caldicott and Data Protection Act.
- To monitor client records and ensure that they are maintained and updated.
- To provide relevant information to support Headway Basingstoke trustees fulfilling their contractual responsibilities.
- To comply with all health and safety procedures including first aid duties, security routines and fire safety, maintenance and fault reporting, and accident/hazard reporting.
- To provide advocacy/key-worker services for clients.
- General office duties when administrator is not present.
- Care duties will also include the ability give first aid at floor level, retrieve wandering clients, escort clients for walks of around 20 minutes duration, perform tasks of a domestic nature, provide help and instruction for client based therapies, operate emergency

equipment, lift, carry and store any supplies and small equipment used in the care/therapy of Headway clients, attend to incidents such as spillages, move general furniture for groups/activities, provide aid for a person's hygiene, be mobile for most of the day and monitor situations with the clients and premises as a whole.

- To support implementation of a programme of care and rehabilitation for Headway Place.
- Registration, client functioning assessment of clients for appropriate admission and referrals to other health professionals and production of 'key worker' and other appropriate plans and reports.
- To work with the Headway team in Headway Place, including the visiting therapy staff.
- Help to create and maintain a therapeutic environment, ensuring that the psychological and physical needs of the clients are met. Retain dignity and respect for clients.
- To hold client reviews to aid continuing progress, assess risks and take appropriate action, intervention and goal formulation, according to client needs.
- To maintain work plans for clients including spelling, reading and writing, plus social interaction and games.
- Assisting clients in everyday life skills as part of rehabilitation, including supervising food preparation.
- To make use of the public amenities and public transport (travel with clients in coaches, buses, trains, boats, etc.) and promote relations with the local community.
- Head discussion groups or topics for conversation.
- Receiving clients and sending clients home at the end of the day; overseeing transitions.
- To be responsible for their own continuous personal development (CPD) and to seek out and attend the appropriate training as necessary.
- To liaise with other health professionals, agencies and charities on behalf of clients.
- To co-ordinate support for clients and relatives of people with acquired brain injury.
- Specific duties may be required in the light of operational pressure and / or organisational change.

Education, experience and training:

- CPD according to advice set out by professional body if applicable. Mandatory training required, as set out by Headway Basingstoke, including health and safety, first aid, governance, fire training, and other as may be required by Headway Basingstoke.

Management and leadership:

- No management, other than own priorities and workloads, ability to prioritise. Working under and accountable to the RTL.
- Support of policy formulation and development of procedures at not-for-profit level and input to Headway Basingstoke as required/requested. Support of the development and implementation of systems to improve service delivery. Analysis and problem solving skills required, e.g. in identifying physical solutions and aids to assist clients, locating and providing appropriate advice where necessary, e.g. other day centre providers, social excursions, directing to benefit and financial advice etc. Responding to a variety of enquiries and situations encountered within the day centre, appropriate filtering and referral to the RTL. Assistance in planning of shift rotas, providing cover for holidays etc.
- Post requires team working skills, initiative and ability to take charge of own work area, to manage caseloads, maximum 15 full attendees per day, overseen by the RTL.
- Adherence to Headway Basingstoke procedures, practices and policies, also to Headway UK's guidance.
- Liaison with health sector and other professionals as required, including Gp's, social workers, other charities, employment organisations etc. Assistance with referrals and acceptance of referrals from other disciplines in conjunction with the RTL as required, in particular when in reference to assigned client case.

Communication:

- Regular interaction with social services, general practitioners, clients, relatives, carers, therapists, specialists, consultants as applicable.
- Communication needs to be adapted to external bodies but more specifically clients and families, during highly emotional and charged situations, diffusing these and dealing with clients with a range of special needs and requirements, from physical, to speech impairment etc, to emotional, empathy, sensitivity, confidentiality and discernment. Barriers to understanding must be overcome to ensure optimum rehabilitation of client.
- Role involves discussion of complex issues regarding the planning of care, advising families and liaising with professionals over clients.
- Records maintained include client registrations, assessments, referrals, reviews, general medical notes, Headway specific files, general filing system and digital housekeeping.

Information technology:

- Level required basic to intermediate IT skills. Skills will be utilised in producing client registrations, assisting assessments and in the production of rehabilitation plans outlining client goals and timescales for achievement. Use of email, the internet and word essential, as assisting clients with newsletters etc. Also knowledge of scanning and digital cameras etc, useful to aid clients in personalising rehabilitation would be beneficial.

Research and development/ audit:

- Ad-hoc research on behalf of clients and their families, which may include information on medical conditions, socialising, facilities for the disabled, benefits and housing advice – direction, not provider of. Potential to assist co-ordinator in collection of data for collation of management information and audit.

Environment/ location:

- Hazardous substances exposure limited and dealt with through COSHH. Direct contact healthcare is minimal, with appropriate lifting equipment available in the event of an emergency. Minimal use of car. Regular exposure to VDUs and workstations.
- Physical contact with patients required from time to time, not on a regular basis and may involve dealing with bodily fluids and excretions i.e. 'accident's, unpleasant odours, including hygiene advice, with manual handling and need for the use of lifting equipment. More common situations will involve possible conflict situations, including aggression, with the possibility of physical violence and inappropriate behaviour, dealt with primarily by the co-ordinator, however assistance required from rehabilitation assistants. Mandatory first aid, ABLS, lifting and handling all required (training will be provided). Requirement for post holder to be physically fit and able to attend situations requiring first aid, lifting and handling and physically assisting clients in an everyday context. Everyday involvement likely to involve physical activities in caring for and socialising with clients, including physical exercise; therefore stretching, bending etc required.
- This job description is a summary of the main duties of the post and is, therefore, not exhaustive.
- The duties of the post will be reviewed regularly in conjunction with the post holder, in accordance with Headway Basingstoke appraisal framework and as developments take place.
- The post holder will be expected to work to any objectives and standards set within this framework.

Confidentiality:

- All staff are required to take personal responsibility to safeguard the confidentiality of personal information of patients or employees, or the business relating to the Trust. This is in accordance with Headway Basingstoke Caldicott principles on patient data and the Data Protection Act 1998. Confidentiality is also referred to in Codes of Professional Conduct for professional staff.
- It is a condition of your employment, therefore, that under no circumstances will information of a confidential nature be discussed with, or passed on to any unauthorised persons during the course of your work, or after termination of employment. Any known breach of confidentiality will be investigated and may cause disciplinary or legal action to be taken against you.

Risk management/clinical governance:

All members of staff have a responsibility to ensure the effectiveness of risk management within the Charity. You must:

- Assess the risks that exist pertaining to your areas of responsibility and ensure they are entered onto your Directorate's Risk Register. Advice on how to achieve this is available from your Directorate Risk Management Lead.
- Be familiar with Headway Basingstoke Risk Management Strategy and Procedures
- Be aware of and comply with Headway Basingstoke and Departmental Emergency Policies and Procedures
- Report incidents and adhere to Headway Basingstoke Incident Reporting Policy and Procedures,
- Be aware of and comply with all other Headway Basingstoke Policies and Procedures. Advice on which policies and procedures are relevant to a particular post can be sought from your line manager.
- Attend training as required and implement learning in the workplace.
- Explore all opportunities to involve patients and the public in your work.

Health & Safety

It is the responsibility of all employees to work with managers to achieve a healthy and safe environment, and to take reasonable care of themselves and others. Specific individual responsibilities for Health & Safety will be outlined under key responsibilities for the post.

Equality & Diversity

It is the responsibility of all employees to support Headway Basingstoke vision of promoting a positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of the Headway Basingstoke Equality & Diversity Strategies and Policies.

Information Governance

As an employee you will have access to information that is sensitive to either an individual or to the organisation and you are reminded that in accordance with the requirements of Information Governance, Headway Basingstoke Code of Confidentiality, Data Protection Act 1998 and also the terms and conditions in your contract of employment, you have a duty to process this information judiciously and lawfully; failure to do so may result in disciplinary action.

Rehabilitation of Offenders Act 1974

This post is subject to an exception order under the provisions of the Rehabilitation of Offenders Act 1974. This stipulates that all previous convictions, including those that are 'spent' must be declared. Previous convictions will not necessarily preclude an individual from employment within Headway Basingstoke but must be declared in writing at the appropriate stage during the recruitment process.

Performance Appraisal and Personal Development Planning

Headway Basingstoke is committed to providing a high quality service through the effective management and development of its employees. The Performance Appraisal and Personal Development Planning process ensures that Headway is able to achieve its key aims of commissioning and delivering cost effective, high quality and responsive healthcare, whilst enabling employees to understand how the outcome of their contribution fits within these overall aims. All staff will be expected to participate fully in the Appraisal and Development process and comply with the relevant Policy.

Smoke-free Policy

Headway Basingstoke operates a Smoke-free policy. This means that smoking is not permitted anywhere within owned or leased premises, including within their grounds and within owned or leased vehicles.

In the interests of promoting responsible healthcare all staff are to refrain from smoking when off-site in uniform or wearing an identifying Headway Basingstoke badge in any public place. The policy also applies to all staff employed by Headway Basingstoke at any location they may work, whether within or external to Headway Basingstoke premises.

The policy contains further details including support facilities; subsequent failure to comply with this policy may result in disciplinary action.