

St Cuthbert's Hospice



Making every day count since 1988

Application Information Pack



Rehabilitation Assistant REF: RA1023

Closing Date 20.10.2023 | Interview Date 08.11.2023

If you have not heard from us by 08.11.23, please assume you have not been shortlisted.

Contents

This pack contains the following sections:

**Our Hospice / Message
Welcome from the CEO**

About the Role

About Us

- Our History
- What We Do
- Our Mission
- Our Vision
- Our Values
- Our Philosophy of Care
- Our Goals

Why Work for Us?

**Equality and Diversity
Commitment**

How to Apply

Job Description

Person Specification



Dear Applicant,

Thank you for showing an interest in working at St Cuthbert's Hospice in the role of Rehabilitation Assistant.

This recruitment pack provides you with some information on who we are, what we do and the exciting vacancy opportunity available.

Our dedicated community of staff, volunteers and supporters are one of our greatest assets here at St Cuthbert's Hospice. As a member of our Hospice team, you will have the opportunity to contribute to a culture in which all those who use our services feel welcome and part of a passionate, caring and supportive community.

We provide specialist palliative and end of life care services, at a time and a place that is right for the person. As a centre of excellence within our community we provide all-embracing, compassionate, and individualised care to all those affected by life-limiting illnesses. Our services can also extend to families and carers who have a care and support role and who, in turn, could benefit from support and advice. Accessibility and high quality are some of our key objectives. Our clinical staff have the enhanced skills to deliver the specialist care across our services. For over thirty years we have put patients and those important to them at the heart of everything we do. We exist to ensure that people with life-limiting illnesses in County Durham can make every day count. We are highly regarded for our quality of care and were the first Adult Hospice in the UK to be graded 'outstanding' by Care Quality Commission (CQC).

At St Cuthbert's Hospice we are committed to our staff and making the Hospice a great place to work. We offer flexible working, competitive salary, workplace pension, 33 days of paid annual leave, free on-site parking and an Employee Assistance Programme (EAP) for employees and family. Our main Hospice building is situated on the outskirts of Durham in beautiful surroundings, we also have 8 Hospice retail shops around County Durham.

Our staff and volunteers are passionate about the work that we do, and are often motivated to work at the Hospice by their desire to make a difference to local peoples' lives. If you are inspired by the work that we do and share in our values then we are confident that working at the Hospice could be a deeply rewarding career choice for you.

I hope you find this application pack useful in helping you decide whether you are right person for the role.

We look forward to hearing from you.

With best wishes,

Paul Marriott
Chief Executive.

About Us

• Our History

Our Hospice started with the local community over three decades ago, a group of Durham residents came together for a common cause. St Cuthbert's Hospice first opened its doors in 1988 to provide services, free of charge, for people with advanced illnesses, people approaching the end of their lives and those who are bereaved.

Everyone who comes to us is an individual and so their care should be individual too.

• What We Do

Our multi-professional team consists of specially trained doctors, nurses, physiotherapists, social workers, counsellors, occupational therapists, and chaplains. They work collaboratively to ensure our patients are able to discuss their needs and wishes when spending time with us.

As well as our Clinical Services, we have our Enabling Services and Income Generations teams – all working together to ensure the delivery of Hospice services. Our enabling services team includes Finance, Human Resources, Central and Governance Support and our Income Generation Team includes Fundraising, Retail, Lottery, Marketing and Communications.

We employ over 100 paid members of staff and work closely with around 400 volunteers to ensure the Hospice's efficient running. We have a Senior Management Team who are responsible for the day-to-day running of St Cuthbert's. They report regularly to the Board of Trustees.

• Our Mission

To make every day count for those affected by life-limiting illnesses.

• Our Vision

To be a centre of excellence within our community and to provide all-embracing, compassionate and individualised care to all those affected by life-limiting illnesses, at a time and a place that is right for them.

• Our Care

St Cuthbert's Hospice provides free care and support to people with life-limiting illnesses, people approaching the end of life and people that are bereaved. Our specialist care teams can support people at any stage, from diagnosis, to living well with their illnesses to their last days. Whether it's helping with pain relief, supporting a loved one or just being there to listen, we understand that sometimes it's the little things that make the biggest difference.

Hospice care is quite unlike many other types of care. Our teams treat everyone as an individual, spend time learning what is important to them and focusing on delivering care suited to their wishes.

• Our Values

These define who we are and guide what we do to ensure the highest quality care for those accessing our services and the highest quality experience for staff working here. We are committed to safeguarding and promoting the welfare of adults at risk and children.



Better Health
at Work Award
Maintaining Excellence



About Us

• Our Philosophy of Care

At the heart of St Cuthbert's Hospice is the individual who is seen as a unique person deserving of respect and dignity. Our aim is to support each person and their family and friends, helping them to make informed choices and decisions affecting their lives.

Individual care is planned to support the total well-being of each person, taking into account their physical, psychological, social and spiritual needs.

We will work together to provide a warm and welcoming atmosphere that accommodates diverse cultures and lifestyles within a calm and compassionate environment. As a team, we will strive to provide specialist care of the highest standard by ensuring staff are up to date with current research and training.

We are aware of the valuable work undertaken by individuals and agencies in the community and we will work in partnership with them to provide excellent services for the people of Durham. We see life – and death – as a journey to be made in the company of others.

We are rooted in our local community and we approach life and death through a philosophy based on support and hospitality.

• Our Strategic Goals

- 1 To enable people at the very end of life to achieve a good death in the place of their choosing
- 2 To enable people living with a life-limiting illness who use Hospice services live well and make every day count
- 3 To provide information and support that careers of people with life-limiting illnesses need to provide the care they want to provide
- 4 To support those who have been bereaved as a consequence of a life-limiting illness to adjust to life without their loved one
- 5 To break down the taboos associated with dying, death, loss and grief



About The Role

If you are ready for an exciting opportunity that will be challenging and rewarding on a personal and professional level, this could be the post for you. You will be enthusiastic, self-motivated and be able to provide and maintain a high level of palliative care delivery. You will be patient centred, striving for excellence to achieve the best quality of life for patients, families, and carers. You will support the Occupational Therapist and Physiotherapist to deliver rehabilitative care in the Inpatient Unit and Living Well Centre.

You must possess excellent communication skills, enjoy working as part of a team with a passion for palliative care. Driving licence and own car use is essential for home visiting. We value and support our staff and volunteers with training and development. You will be supported with regular clinical supervision.

As an employee of St Cuthbert's Hospice, you will benefit from 25 days annual leave per year pro rata (rising to 27 after 5 years' service), in addition to Bank Holidays. The salary scale is dependent upon relevant transferable skills and experience.

Why Work For Us

We are committed to making St Cuthberts Hospice a great place to work supporting the provision of excellent services for the people of Durham. If you are ready for an exciting opportunity that will not only impact on patient care but will be motivating and rewarding on a personal level this post could be for you.

As well as being part of a passionate team of people, benefits available to employees include:

- Competitive Salary
- Enhanced annual leave. 5 additional days above statutory entitlement. (33 days in total, rising to 35 after 5 years' service. Further enhanced rate of 38 days after 2 years' service for medical staff)
- Pension Scheme – matched contributions up to 5%
- NHS pension scheme for eligible employees
- Employee Assistance Programme
- Cycle to Work (Save up to 42% on the cost of bikes and equipment)
- Flexible working
- Training and development opportunities
- Health and wellbeing initiatives
- On-site catering facilities at our Coffee Shop
- Free parking (at Hospice site)
- Staff Discounts such as BlueLightCard and Charity Discounts

In our recent survey, we asked our staff to describe what it is like to work at the Hospice. Some of the words they used were rewarding, supportive, friendly, worthwhile, fulfilling, as well as being busy and challenging.

“I feel privileged to work at the Hospice.”

In our recent survey, 92% of respondents said they would recommend the Hospice as a place to work.

100% said that if a friend or relative needed treatment, they would be happy with the standard of care provided by the Hospice.

Equality and Diversity Commitment

St Cuthberts Hospice values diversity and is committed to creating an inclusive culture. As part of our application process, we request applicants complete our equal opportunities form. Reasonable adjustments to the interview and application process can also be made for any candidates, please contact us at recruitment@stcuthbertshospice.com

How to Apply

We hope this pack has given you all the information you need to apply for this role.

We would love to hear about why you want to work at St Cuthbert's Hospice, the job description and personal specification can be found below to help to develop your application in line with the requirements of the role.

However, if you have any questions about what we do at St Cuthbert's Hospice, the role, or need more practical information, don't hesitate to get in touch. For an informal discussion about this post please contact:

David McLoughlin – Day Services Manager 0191 3741170

If you have all the information you need and are ready to apply, you can download an application form from our website or to request a hard copy please contact the HR team on 0191 374 6174 or email recruitment@stcuthbertshospice.com

Please note we do not accept CVs.

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

The recruitment process for all Hospice roles will involve an interview and the process for some roles may also include a presentation or task.



Job Description

Rehabilitation Assistant

Department: Day Services

Grade: 3

Responsible to: Day Services Manager

Hours: 30 hpw

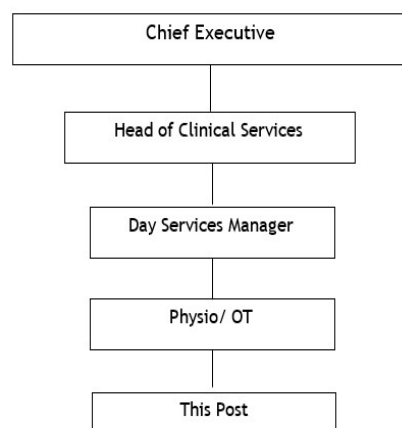
Salary: £20,375 to £21,809 pro rota

Contract: Permanent

Aim

To support Occupational Therapist and Physiotherapist in the delivery of high-quality specialist palliative care services, to a variety of people living with complex conditions.

Organisational Chart



Key Responsibilities

Communication and relationships

- To be able to communicate effectively with patients to gain informed consent to treatment.
- To ensure timely and effective communication with senior staff on all professional matters.
- To ensure that all written patient information is available, relevant, and appropriate.
- To maintain accurate and timely patient records in line with guidelines.
- To ensure good communication with all members of the MDT so that there is a seamless continuation to patient care in relevant cases.
- To use a range of verbal and non-verbal communication tools e.g.) encouragement, motivation, negotiation, to communicate effectively with patients, carers, and other staff to progress rehabilitation and treatment programmes. This will include patients who may have difficulties in understanding or communicating.

Analytical and judgemental skills

- To review caseload on a regular basis with therapists when concerns are found over new or complex findings
- To use your initiative in responding to unforeseen clinical situations.
- To be able to recognise and be responsible for timely feedback to the therapists, identifying changes which would require re-assessment or revision of treatment programmes.
- To recognise the limitations imposed by disability, impairment, and common medical conditions.

Planning and organisational skills

- To ensure that the working area is tidy and set out appropriately.
- Manage a caseload under the guidance of a registered therapists.

- To undertake any clerical duties as necessary. This may include stock control, making appointments, sending letters, filing, and dealing with telephone calls.
- Must be aware of the implications for safe practice and environments, including prompt recording and reporting of accidents to senior staff, and ensuring safe use of equipment.
- To report any issues of professional behaviour or attitudes, quality, or safety in a timely manner.
- To be a member of flexible teams around the patient's needs.
- To ensure all care delivered empowers patients to recover their independence at the earliest opportunity.

Physical skills

- The post holder will be expected to kneel, sit on heels, support patients whilst walking, transfer patients, use hoists and push wheelchairs daily, in accordance with the trusts moving and handling policies.
- To be physically able to operate IT equipment i.e., keyboard and mouse, devices.

Patient/Client Care

- To be responsible for the implementation of therapies treatment programmes within scope of practice (i.e., flowchart/protocol) or as devised by therapists.
- Be responsible for implementing treatments with own caseload effectively, about clinical priorities, competencies, and guidelines.
- Respects individual's privacy, dignity, wishes and beliefs, minimising any discomfort and encouraging full participation in assessment and treatment.
- To actively participate in multi-disciplinary team meetings.
- To be able to manage potentially stressful, upsetting, or emotional situations in an empathetic manner.
- To provide information and health advice to patients and carers on how to optimise their functional abilities.
- To deal sensitively with patients who have high levels of anxiety and aggression caused by pain, dementia, limited mobility, distressing news, and inability to cope with prognosis or illness.
- The job involves occasional exposure to unpleasant working conditions – smell, dirt, bodily fluids, sputum, vomit, and occasional exposure to verbal and physical aggression.
- To provide planned advice, teaching and instruction to patients and carers within scope of practice.
- To assess, prepare and issue walking aids and instruct patients in their use within scope of practice.
- To complete appropriate outcome measures during treatment sessions
- To provide information and health advice to patients and carers on how to optimise their functional abilities.
- Any other duties which may be considered appropriate by the registered therapists.
- To deliver group therapy sessions under the direction of the qualified therapists.
- To complete non-complex initial therapy assessments including equipment provision.

Policy and Service Development

- Ensure adherence to Health & Safety standards.
- To carry out all duties in accordance with policies and procedures.
- To actively participate in multi-disciplinary team meetings

Financial and Physical Resources

- To be responsible for the safe use of equipment by self and patients in the care of the post holder.
- Maintain admin systems for walking aids and other equipment ordering and loan.
- To independently complete equipment ordering and loan arrangements via online systems.
- To complete environmental assessments in the patient's home, with long arm guidance from the occupational therapist.
- Ensure patient equipment meets legally required safety standards and is cleaned in accordance with infection control policy before being issued as per departmental protocol.
- Ensure appropriate use of equipment and stock.
- To be responsible for the safe and competent use of all equipment, patient appliances and aids used by patients. Participate in maintenance of walking aid stocks.
- Carry out regular maintenance checks of equipment, reporting faults appropriately and recognizing when equipment needs to be condemned.

Human Resources

- To participate in monthly supervision sessions with the line manager.

- To participate in annual appraisal objective setting with your line manager incorporating a personal development plan.
- To ensure that requirements of clinical governance are met.
- To be responsible for maintaining own competency to practice through individual learning and training attendance.
- Maintain and develop current knowledge of clinical practice, developing specialist knowledge within the chosen field.
- Training and supervising other staff and carers as appropriate

Information Resources

- Must maintain accurate, comprehensive, and up to date treatment notes in line with legal and departmental requirements for each patient.

Research and Development

- To be responsible for continuing professional development (including clinical supervision, maintaining a personal portfolio, and attending mandatory training), identifying areas of development / training needs to ensure competence is gained and retained in all areas in which you practice.
- Participate in clinical audit activity as required.

Freedom to Act

- To comply with all Hospice and department policies and standard operating procedures and clinical protocols
- To be professional, responsible and accountable for all aspects of own work

Effort & Environment

Physical

- Manoeuvring of patients both in bed for positional purposes and between different postures, often requiring moderate to high physical effort for several short periods on a frequent basis.
- Moving of equipment, often heavy and difficult to manoeuvre, such as hoists, patients in wheelchairs, furniture, plinths for short periods frequently on a frequent basis.
- To always comply with the Manual Handling policy and guidance

Mental

- To demonstrate the mental ability to maintain concentration and remain focused throughout a working day.
- To be constantly aware of and alert to the rapidly changing conditions of patients during therapy treatment and to respond quickly.
- Use problem solving abilities to complete treatment plans within agreed scope of practice and in accordance with local policies and procedures.

Emotional

- Frequently deal sensitively with patients and carers with high levels of anxiety and aggression caused by pain, life limiting illness or disability daily.
- To be able to manage potentially stressful, upsetting or emotional situations in an empathetic manner.
- Be involved in the care of patients dealing with life changing conditions or events.
- Able to recognise own stress and act on it appropriately.

Working Conditions

- The job involves frequent exposure to unpleasant working conditions on regular (daily) basis e.g., bodily fluid including sputum, vomit, urine, and occasional exposure to verbal and physical aggression.

Data Protection and Confidentiality

- All employees have a responsibility in line with information governance to maintain confidentiality and ensure the principles of the Data Protection Act 1998 are applied to patients, clients, staff, volunteers, and Hospice business information, including electronic information. Only information required to fulfil the duties of the role should be accessed by the post holder.
- All employees have a responsibility to use electronic systems in a way that preserves the dignity and privacy of people, helps to ensure services of the highest quality, and is compliant with the law and Hospice policies and procedures.

Health and Safety

- The Hospice will take all reasonably practical steps to ensure the health, safety and welfare of its employees while at work. Employees will familiarise themselves with the Health and Safety Policy and procedure as well as the fire procedures and ensure a safe working environment for self and others in line with these.

Safeguarding

- All employees should make themselves aware of the policies and procedures of safeguarding, take personal responsibility as far as is reasonably practicable, to safeguard children and vulnerable adults, complete statutory and mandatory training and take appropriate action as set out in the Hospice's policies and procedures.

Infection Control

All employees have a responsibility to ensure the risk of infection to themselves, colleagues, patients, relatives and visitors is minimised by:

- Attending mandatory training and role specific infection prevention education and training
- Challenging poor infection prevention and control practices
- Ensuring their own compliance with Hospice Infection Prevention and Control policies and procedure.

Equal Opportunities

- The Hospice welcomes all persons without regard to race, religion or belief, age, gender re-assignment, sex, sexual orientation, pregnancy or maternity, marriage or civil partnership, physical or mental disability. The Hospice aims to provide services in a manner that enables all members of the community to access them.
- Employees must behave in a non-judgemental manner that respects the differing needs and cultures of others.

Note: This post is deemed to require a Disclosure check via the Disclosure and Barring Service. Therefore it will be necessary before the appointment to contact the DBS to check on any relevant criminal background.

This job description is not intended to be an exhaustive list of duties and responsibilities of the post and the post holder may be requested to carry out duties appropriate to the grade of the post.

The post may change over time to meet organisational/personal requirements, and this job description may be changed after consultation with the post holder

Some Flexibility in the hours worked will be essential at times to meet demands placed on our service.

The post holder shall perform their duties at any other reasonable location to which they may be directed from time to time by the Employer

Job Description Agreement

Signature of Post holder: **Date:**

Signature of Manager: **Date:**

Person Specification

Post Title: Clinical Administrator		Grade: Department: Clinical		
Criteria relevant to the job	Essential Requirements necessary for safe and effective performance in the job	Method of Assessment	Desirable Where available, elements that contribute to improved/immediate performance in the job	Method of Assessment
Qualifications and Training	NVQ 3 or equivalent.	Application form and interview	Further training/ qualifications in palliative care. Foundation degree, L4 qualification or equivalent.	Application form and interview
Experience	Experience of working in an enabling or caring environment Experience of working with people with oncology, neurology, and end of life conditions.	Application form and interview	Previous experience in group work, for example, ability to conduct patient education sessions.	Application form and interview
Skills and Knowledge	Demonstrate the ability to learn and apply knowledge of core therapy skills. Moving and Handling training Able to work independently and within a team. Good communication skills - to patients and other members of the team Demonstrates good organisational and time management skills	Application form and interview	Knowledge of Microsoft office, in particular word Knowledge of patient information systems	Application form Application form
Personal Attributes	Personal integrity (reliable, honest, and conscientious) Evidence of ability to use initiative. Flexibility to undertake any other duties. Able to occasionally deal with distressing circumstances pertaining either to patients or colleagues	Interview		
Special Requirements	Car Owner and holds a full, valid, clean UK driving licence	Interview		

Signature of Post holder: **Date:**

Signature of Manager: **Date:**

Accessible Information

If you would like a copy of this leaflet in large print, an audio format, explained in your own language or any other format, please let a member of the team know and we will do our best to support this.



St Cuthbert's Hospice,
Park House Road,
Durham, DH1 3QF
0191 386 1170
hello@stcuthbertshospice.com
www.stcuthbertshospice.com

St Cuthbert's Hospice, Durham is registered by the Charity Commission
as a Charitable Incorporated Organisation.
Charity Number: 519767 VAT Number: 997305770.
Registered Office: St Cuthbert's Hospice, Park House Road, Durham, DH1 3QF