South Tees Hospitals NHS
NHS Trust

Role Descriptor – Therapeutic Care Wellbeing Co-ordinator – Volunteer to career project

This job description is a guide and provides examples of the duties a TCSW would be expected to carry out. Job role will be finalised with the appointing manager prior to appointment. The role is ward based.

Job Details: 12 month secondment

Job Title: **Therapeutic Care Support Worker – Volunteer to career project**

Hours: Various. 30 hours

Location; James Cook and Friarage

JOB SUMMARY

To provide a full range of therapeutic interaction to patients whilst maintaining respect for the individuality, confidentiality and dignity of our patients. The role is underpinned by the Chief Nursing Officers 6Cs. To work autonomously within the Therapeutic Care Team to ensure the most appropriate level of support wellbeing volunteers can provide to patients who are admitted to Urgent and emergency care

The 6 C's are an integral part of how we work in the Therapeutic care team.

"If we can develop **COURAGE**, teach **COMPASSION,** show **COMMITMENT,** understand **COMMUNICATION,** then we have the **COMPETENCE,** to provide the best **CARE** for everybody.
Georgia Grafton – Senior Therapeutic Care Support Worker

KEY DIMENSIONS

COMMUNICATION

Primarily the post holder will identify, assess and document the needs of the patients and oversee the wellbeing volunteers

They will ensure that the appropriate level of care is provided from the volunteer

They will ensure that the daily log sheets are completed and collated and extrapolated to provide reports for Helpforce and the Trust

They will be the first point of contact for ward staff regarding the wellbeing role

They will support volunteers with the plan of care for patient on enhanced observation

Provide relief for the volunteers so they can have recommended breaks

They will provide training to all volunteers with input from Tees Esk and Wear Valley colleagues

The post holder will work in a supportive role within therapeutic care. They will oversee the allocation of volunteers

The post holder will use appropriate communication skills to communicate effectively and professionally with a wide range of people, recognising and managing barriers to communication, this will include community teams and Tees , Esk and Wear valley and internal teams such as recruitment and workforce

The post holder will understand the importance of early identification of changes in patient behaviour and instigate a plan of care ensuring the volunteer is safe and supported. This information will be collated and inputted to the Helpforce dashboard and board. The post holder will be expected to attend and participate in all national Helpforce meetings

The post holder will recognise and respect patient confidentiality (unless the patient is at risk to themselves or others when concerns should be escalated to a senior member of staff)

To support the roll out of this project at other Trust sites

PERSONAL AND PEOPLE DEVELOPMENT

The post holder will continually contribute to his/her own personal development to ensure the correct skills for the patient group.

The post holder will actively participate in the staff development review (SDR) process to identify his/her own development needs and provide a record of evidence of learning activities.

The post holder will work as an effective team member in support of colleagues. This will include mentorship of new staff, apprentices and ward staff

Undertake any necessary written work and research during their own time, at home, during the length of the course

The post holder will provide supervision to the wellbeing volunteers as needed and coordinate monthly drop in sessions

PERFORMANCE MANAGEMENT

To be able to use reporting and information systems set by Helpforce

To support colleagues in their involvement in audit research and development.

GOVERNANCE AND RISK

The post holder will assist in maintaining a healthy, safe and secure working environment for everyone who is in contact with the organisation in accordance with Trust policy and legislation.

The post holder will recognise and report issues that may put health, safety and security at risk using Trust processes and Incident Report Forms (IRF).

The post holder will ensure that they summon immediate help for an emergency situation using Trust policies.

The post holder will ensure that he/she follows the Trust's hospital infection prevention and control (HIC) policies and procedures to protect patients, staff and visitors from healthcare-associated infections. He or she will ensure that he/she performs the correct hand hygiene procedures (as described in HIC 14), when carrying out clinical duties. He or she will use aseptic technique and personal protective equipment in accordance with Trust policies and will adhere to the Trust Uniform Policy at all times.

To work within the legislation, policies and procedures relevant to your own area of work.

To take appropriate action in relation to risk

ANNALYTICAL AND JUDGEMENTAL

To monitor the progress of patients receiving support and use initiative to respond to changes in the patient's condition.

To recognise the limitations of the role and seek the advice and support of the Lead Nurse Therapeutic Support as appropriate.

SERVICE IMPROVEMENT

The post holder will take an active role in discussing how a therapeutic care environment can be improved and nurtured with patients, carers and other team members.

The post holder will demonstrate an understanding of how patient/carer feedback benefits and influences the service and participate in obtaining this feedback, communicating it to colleagues and responding appropriately. To be actively engaged in the collection of Friends and Family data

QUALITY

The post holder will present a positive and professional impression of self, team and the service, promoting both the Trust Core Values and the Fundamental Values and Behaviours for nursing and midwifery care.

The post holder will take responsibility for the quality of care provided, complying with all the Trust policies.

EQUALITY AND DIVERSITY

The post holder will respect and respond appropriately to the physical, psychological, emotional, social, cultural and spiritual needs of individual patients, carers and colleagues.

The post holder will recognise when equality and diversity is not being promoted/supported and escalate to the nurse in charge.

The post holder will promote and maintain the privacy, dignity and well-being of patients at all times.

The post holder will demonstrate an awareness of signs that indicate lack of capacity in patients and escalate any concerns to the nurse in charge.

ASSESSMENT AND CARE PLANNING TO MEET HEALTH AND WELL-BEING NEEDS

The post holder will primarily work with patients to enhance their hospital stay by providing therapeutic engagement, group activities and/or providing compassionate companionship

The post holder will support the multi-disciplinary team in the on-going holistic assessment of patients' health and well-being, actively involving patients in decisions about their care.

The post holder will support patients with personal care needs when required.

The post holder will report any information which may impact on a patient's health and well-being eg:

- Vulnerable adult issues
- Child protection issues
- Social circumstances
- Mental capacity

PROVISION OF CARE TO MEET HEALTH AND WELL-BEING NEEDS

The post holder will support the multi-disciplinary team in the delivery of high quality individualised patient care contributing to that care within the boundaries of his/her own role.

The post holder will work effectively as a member of the clinical team, carrying out designated patient care activities, working etc.

INFECTION, PREVENTION AND CONTROL RESPONSIBILITY

The Health Act 2006: Code of Practice for the Prevention and Control of Health care Associated Infections states 'the responsibilities of a member of staff for prevention and control of infection are reflected in their job description'

The staff member will ensure that (s)he follows the Trust's hospital infection prevention and control (HIC) policies and procedures to protect patients, staff and visitors from healthcare-associated infections. He or she will ensure that (s) he performs the correct hand hygiene procedures and demonstrate compliance with being 'bare below the elbow' (as described in HIC 14), when entering and leaving clinical areas

ADDITIONAL INFORMATION:

The Trust aims to maintain the goodwill and confidence of its staff, service users and the general public. To assist in achieving this objective it is essential at all times for employees to carry out their duties in a courteous, confidential and sympathetic manner.

All duties and responsibilities must be undertaken, at all times, in compliance with the Trust's Policies and Procedures.

This is not intended to be a complete list of duties and responsibilities; it is subject to change in line with developments within the Division/Trust and may be amended at any time to meet the needs of the service

Criteria: Person specification

● Show Compassion
● NVQ level 2 in health care support services
● Previous experience of working as part of a team
● Demonstrable insight into behaviours and skills of a carer
● Willingness to work flexibly across the Trust
● Communicates well with good listening skills and is able to adopt an appropriate style and method of communication
● Ability to present written information clearly
● Aware of the need for confidentiality at all times
● Positive approach to patient care
● Effectively prioritises and co-ordinates own work
● A team player able to work well with others and demonstrate commitment to team objectives
● Ability to work effectively in a busy environment
● Ability to use initiative to make a decision within sphere of work and/or knowledge recognising where assistance is required
● Pleasant
● Smart appearance
● Caring attitude to patients and colleagues
● Motivated
● Willingness to undertake further training and development
● Flexible approach to working hours and practices