

Recruitment Pack



Patient Support Worker

There's a seat waiting for you at The Katie Piper Foundation...



Join us as a Patient Support Worker and you'll be part of a creative and dedicated team. We have a relentless focus on making life easier for people with burns and scars.

It's such an interesting time to work in visible difference. And here especially. We've got a brand new service - the UK's first ever live-in rehabilitation centre for adults with burns and scars. We'll be ten years old this year.

The team's passion for this life-transforming cause is contagious. You'll be working alongside this team, supporting patients in their rehabilitation stay.

You'll be a massive influence on shaping our current and future operations for patients and therefore people's lives who have been through the very worst and deserve to thrive.

Thank you and best wishes, Sarah Green, Chief Executive.

Job Description

Job Title:	Patient Support Worker
Location:	KPF Rehabilitation Centre in Merseyside
Hours:	12 hours per week (to be worked flexibly around patient need)
Annual Leave:	28 days per annum plus bank holidays (pro rata)
Duration:	Permanent
Reports to:	Head of Rehabilitation Therapy
Salary:	£21,000 per annum (pro rata)

Job Summary

To provide support for patients accessing the KPF Rehabilitation Centre on a flexible hours basis.

Key Responsibilities

- To participate in the patient evaluation day. To include meeting and greeting patients, guiding them between sessions and providing a Q & A session.
- To ensure bungalows are ready ahead of a patient stay including ensuring cleaning has taken place and is documented in the cleaning log and the provision of a food/refreshment welcome pack in line with the patient's dietary requirements.
- To liaise with patients before and after their stay as agreed with line manager and as appropriate to ensure appropriate communication boundaries are in place.
- Meet and greet patients on arrival of their stay within agreed and reasonable times.
- To navigate patients around the rehabilitation centre site and provide information on the bungalow including safety and security procedures.
- To assist patients in their daily activities on and off site including transportation for food shopping and taking part in activities with patients.
- To work with the Head of Patient Support to build a programme of support for the patient to take home when they leave rehabilitation. This will include undertaking the necessary research around activities and support in the patient's home community and collating into a support pack for the patient.
- To assist the Head of Rehabilitation Therapy/Head of Patient Support and rehabilitation team with visits to potential rehabilitation patients/beneficiaries as and when needed.
- Close liaison with relevant staff members at Fairfield Independent Hospital regarding the patient therapy timetable.
- Act as a source of support to burn survivors and imparting and demonstrating key messages about burns rehabilitation.
- To use the KPF database and ensure patient electronic files are up to date with activities and progress during their rehabilitation.
- To be fully aware of risk assessments for third party providers and risks for the individual patients when undertaking activities. To feedback any concerns to the line manager or therapy team.
- To attend training and CPD to benefit the delivery of services provided to patients attending rehabilitation.

Additional:

- Provide cover for colleagues as directed by the relevant Manager or Chief Executive.
- The post holder will have access to confidential data on staff, patients and services within The Katie Piper Foundation. Failure to maintain confidentiality will lead to disciplinary action, which could ultimately lead to dismissal.
- The post will be subject to regular annual staff development review.
- The post holder will be expected to produce work of a high standard and to promote quality at all times.
- The Katie Piper Foundation is committed to Equal Opportunities for all present and potential members of staff and patients, therefore expects all employees and volunteers to understand, support and apply this through their working practices which requires all individuals to be treated with respect, dignity, courtesy, fairness and consideration.
- The post holder will be expected to keep themselves updated on all matters relating to procedure and policy.
- The post holder must familiarise themselves with matters relating to health and safety management as they affect them personally and/or The Katie Piper Foundation, reporting any potential risks.
- Where the post holder is a member of a professional body they are required to conform to the professional standards set by that body and to ensure their registration is current and practise continuous professional development.

This is an outline Job Description and may be subject to change, according to the needs of the service, in consultation with the post holder.

Your Team and Key Relationships



The KPF staff, a trustee and physiotherapists at our partner hospital

- You'll be part of a team of 10 with a mixture of full time and part time staff all with difference responsibilities across the charity.
- You will be supporting patients during their rehabilitation stay and working closely with the whole rehabilitation team.
- As well as the wonderful wider KPF staff team, you'll need to develop relationships with; The Board of Trustees including Katie, and other providers and suppliers connected the rehabilitation service.
- Location wise, you will be based at the rehabilitation centre in Merseyside. Many of the team that are not hands on with patients are home based and cover all bases by being spread around the UK. You will be required on occasions to come to London for team meetings at various points in the year. It does come naturally to us to reach out to each other and share exciting news and challenges, but we don't take that sense of team connection for granted.

We welcome diversity

The Katie Piper Foundation is committed to building and developing a workforce which reflects the diversity of the people we support. We are proud to be an equal opportunities employer that values and respects the people who work for us. We seek to ensure all job applications are treated fairly, with respect and without bias.

We positively encourage applications from suitably experienced candidates regardless of sex, race, disability, age, sexual orientation, gender identity, religion or belief, marital status, or pregnancy and maternity.

Person Specification

Factor	Essential	Desirable
Education / Qualifications	<ul style="list-style-type: none"> • A level qualifications or equivalent 	
Experience	<ul style="list-style-type: none"> • Experience of working alongside service beneficiaries in a frontline facing role. • Experience of having contact with vulnerable people. 	<ul style="list-style-type: none"> • Experience of burn care, including rehabilitation, either in a personal or professional capacity. • Experience of mentoring/coaching with patients/service users.
Skills / Knowledge	<ul style="list-style-type: none"> • Excellent organisational, teamwork, self-management, time-management and communication skills. • Good literacy, numeracy and IT skills (to include Microsoft packages). • To have a valid driving license and access to a car for work use. Ensuring the appropriate business use insurance is in place. • Knowledge and understanding of data protection and information security. • Knowledge and understanding of safeguarding children and vulnerable adults. 	<ul style="list-style-type: none"> • Knowledge and understanding of burn care in the UK. • Knowledge and understanding of burn rehabilitation. • Understanding of the effects of trauma on burn survivors and their families. • Understanding of the various needs of burn survivors and their families, including both mental and physical health needs. • Use of database systems.
Communication Skills	<ul style="list-style-type: none"> • Strong listening and verbal communication skills 	
Qualities / Attributes	<ul style="list-style-type: none"> • Empathy • Honesty • Flexibility and adaptability • Problem solving • Professional and motivated • Promote an environment that encourages the patient to feel safe and comfortable. 	

Your Application

Please email in PDF format, both your CV and a supporting statement to
mercedes@katiepiperfoundation.org.uk

- **Closing date: By midnight, Tuesday 18th February 2020**
- **First interview: w/c 2nd March**
- Your supporting statement is such an important part of your application. We can't make assumptions about your suitability, so the information that you give there is key for us for shortlisting. Please show how you meet the person specification and would deliver on the job description for *this* role *specifically*. Please *do* use lots of examples. We are looking for evidence that you can thrive as a Patient Support Worker.
- Your statement should not exceed 1,000 words. Please do call or What's App Johanne Harrison, Head of Patient Support if you have any questions on 07496 827266.
- Please note that we reserve the right to close this recruitment process early, should we receive a high volume of applications.
- If you don't hear from us within two weeks of the closing date, please assume you were unsuccessful on this occasion.
- Please note that all offers of employment will need references deemed satisfactory by KPF, proof of eligibility to work in the UK and a DBS check.

Data Protection

The data you provide in your job application will be used by KPF to assess your suitability for employment by us in the role you have applied for. We only share your data with third parties to obtain criminal records checks (where necessary) and to process data on our behalf (such as our payroll provider). We won't use your data for marketing or fundraising purposes. By applying for this job, you consent to KPF processing your data (including any criminal offences data and sensitive personal data given such as data relating to your ethnic origin or sexual orientation) for this purpose.

Thank you for considering joining us



**We look forward to receiving
your application to join us in
our work towards having a
world where scars don't limit a
person's function, social
inclusion or sense of well-
being**