



Job description	
Job title	Rapid Response Assistant
Pay Band	D
Directorate	Early Intervention & Prevention
Section/team	Reablement /Rapid Response
Accountable to	Rapid Response Senior Officer
Responsible for	NA
Date reviewed	January 2020

### Purpose of the Job

To provide a rapid response to service users in times of crisis, injury or illness, to prevent hospital admission or facilitate hospital discharge. To support service users using an enabling approach to achieve the maximum possible independence for them in their daily lives.

### Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. To assist the service user with their personal care, offer practical assistance and advice within an enabling approach.
2. To provide intervention and support following Care Line call request
3. To promote and support the use of Assistive Technology to maximise independence
4. Assist in identifying service user and carer's needs and aspirations and contribute to the development of person centred support plans.
5. To maintain accurate and appropriate records and complete documentation in accordance with the service policy and procedures, professional standards and satisfy legal requirements including medicines management
6. Actively participate in supervision and My Time and demonstrate an active commitment to continuous personal development by attending relevant training and development opportunities including team meetings
7. To be aware of the appropriate action to be taken in emergency situations including acting as an alerter in safeguarding issues



8. To work with other professionals to promote independence and assist in the achievement of service user outcomes
9. Comply with risk assessment and actions identified to manage those risks any newly identified risks to be recorded and reported to the Senior Rapid Response Officer
10. Adhere to KMBC health and safety policy and procedures

### **Health and Safety**

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals in danger

### **Data Protection and Information Security**

- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy,
- Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference,
- Report actual or potential security incidents.

### **Knowsley Better Together – Staff Qualities**

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities. Your line manager will discuss your behaviour with you, during your My Time and My Time Extra meetings.

- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.