


JOB DESCRIPTION FOR	
<i>REGISTERED GENERAL NURSE KEY WORKER (RGNKW)</i>	
VERSION No	4
REVIEWED BY	Mariana Philipova
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JOB TITLE	Registered General Nurse (RGN) Key Worker (KW)
RESPONSIBLE TO / REPORTS TO	Deputy Manager
ACCOUNTABLE TO	Registered Manager
LOCATION	Bendigo Nursing Home

1. Policy Statement

This organisation provides continuity of care, builds working relationships based on trust and facilitates advocacy for each individual through the work of the Key Worker.

To assess, plan, implement, evaluate and co-ordinate person-centred care planning in the most efficient and clinically effective way whilst maintaining the service user’s privacy, dignity, independence and rights. To provide advice and support to junior staff in the delivery of high quality care.

2. Policy Aim

Wherever possible the individual chooses their Key worker and staff should actively encourage this choice. In reality, changes in the staff situation can dictate the circumstances and the Manager may have to make a decision based on compatibility, staff experience, etc.

The Key worker does not work exclusively with the individual, but would be the member of staff who should be preferably allocated. However, an RGN will be a key worker to three or four residents.

3. Roles and Responsibilities of the RGN Key Worker

- a) on admission, support and welcome the individual into the home and provide the necessary information related needs assessment and care planning, ensuring that the person understands that is done with their involvement
- b) undertake detailed needs assessment and discuss and agree with the service user their plan of care, treatment and support, respecting their preferences. Family may also be involved as appropriate. The care plan must reflect the person’s physical, health, mental, emotional and spiritual needs and wishes. The RGN Key worker (RGN KW) must ensure that consent is obtained.
- c) The RGN KW must review and evaluate the care plan on a monthly basis or if the need arises earlier.
- d) The care plan must be related to other staff members to ensure that it is followed as agreed.
- e) The RGN KW must create an environment where the individual feels able to discuss any areas of concern or issues and be confident that appropriate action will take place as necessary and ensure that the individual is aware of these opportunities to sit and chat to promote wellbeing and build working relationships
- f) promote access to various activities both within the organisation and externally taking into account the individual’s preferences

- g) encourage to maintain where appropriate their normal activities again both external and internal whenever possible especially where someone is local., encouraging hobbies, pastimes and care plan as appropriate
- h) ensure that appropriate spiritual needs are met by accessing local faiths
- i) support diversity and ensure that any needs and preferences (wherever possible) are highlighted and included in the care planning acknowledging and respecting the person's wishes
- j) enabling the individual to be independent and create their own friendships as appropriate and encourage, support and promote the individual to develop their own potential
- k) to support the individual with the following health requirements where appropriate e.g. dietary, wound prevention, etc. to enable the continuation of the individual's wellbeing and independence ensuring that the person takes an active part in their care, as appropriate
- l) promote the concepts of privacy, dignity, respect, diversity, rights, responsibilities and enable the individual to meet their goals and aspirations to enable the individual to maintain and develop their self-worth and individuality a key worker has the right to bring up any concerns and issues regarding the suitability of the relationship between themselves and the person using the service being provided e.g. clash of personalities within supervision or to their supervisor or senior team and reassigned where appropriate
- m) Get to know your residents. Talk to them and their relatives about their likes and dislikes.

This job description is a subject to periodic review and amendment in consultation with the post-holder in the light of changing circumstances (i.e. legislation, guidance, best practice, etc.)

The above list is not exhaustive

4. Training

All staff with the role of key worker will receive training and mentoring. Regular supervision will be given to support them in this role

Related Policies

Admission

Continuity of Care or Support Workers

Dignity and Respect

Meeting Needs

Person Centred Planning