



Rehabilitation Assistant

Health, Wellbeing &
Rehab Team

Inspected and rated

Outstanding 



21.02.2024



**Employer of the
Year - 2022**

REHABILITATION ASSISTANT: 22.5 hrs per week

Salary

- **Without Level 3 Health & Social Care: £12.79/hr (£15,014 pro rata)**
- **With Level 3 Health & Social Care: £13.31/hr (£15,619 pro rata)**
(including shift allowance)

Thank you for your interest in the position of **Rehabilitation Assistant within the Health, Wellbeing & Rehabilitation Team at Pendleside Hospice**. We hope this recruitment pack provides everything you need to help you decide whether this rewarding and influential role is the right opportunity for you.

Due to an upcoming retirement, we are seeking a dedicated and forward-thinking **Rehabilitation Assistant** to join our Health, Wellbeing and Rehabilitation Team. This team plays a vital role in ensuring Pendleside continues to deliver safe, effective and compassionate care for people living with advancing long term and life limiting illnesses.

As a Rehabilitation Assistant within our Health, Wellbeing and Rehabilitation Team, you will bring enthusiasm and compassion to supporting patients to make the most of life, through meaningful activities, groups and therapeutic support. You will work with individuals to promote independence, confidence and wellbeing, always maintaining the highest standards of personalised care and compassion. Our aim is to help people live well while living with serious illness, and you will play an important role in supporting patients and those important to them at significant moments in their lives. If you are motivated, caring and passionate about palliative care, we would love to hear from you.

Please note, you must have a full UK Driving Licence & use of your own transport with business insurance for any community visits.

Pendleside offers a supportive, values-driven working environment where staff wellbeing, learning and professional development are actively encouraged and prioritised.

Employees joining us from the NHS may continue with their NHS pension.

By joining **#TeamPendleside**, you will become part of a caring, collaborative and committed team focused on delivering exceptional experiences for the patients, families and communities we serve.

This job role is a crucial one for the Hospice and we want to be sure of finding the right person. However, we recognise it is probably also a big step for you, so if you wish to know more, I encourage you to attend one of the informal visits to the Hospice. You can do that by emailing: Jennifer.Sagar@pendleside.org.uk

Closing Date: Thursday 11th June 2026 – 10pm

Interview Date: Monday 22nd June 2026

Thank you,

Jennifer Sagar
Health, Wellbeing & Rehabilitation

ABOUT US

Pendleside Hospice was founded as a charity in 1988 and is one of the principal providers of palliative and end of life care services to adults in Burnley and Pendle. Pendleside is widely known throughout the area of Burnley and Pendle and is held in deep affection by the local community. It is truly a privilege to work here.

All our care is free of charge to the patients and their families/carers but, of course, it isn't free to provide and most of it is funded through the generosity of the local community in which we serve. It costs over £6.5 million to run Pendleside Hospice of which over £5 million needs to be raised through voluntary donations.

OUR MISSION:

Pendleside exists to enhance the quality of life for people living in our community with advancing long term and life limiting illnesses, through to end of life and in bereavement.

OUR VISION:

Every adult with advancing long term and life limiting illnesses and those most important to them within our community will receive timely and equitable access to high quality services, delivered by appropriately trained staff and volunteers.

PHILOSOPHY OF CARE:

Pendleside endeavours to promote and enhance quality of life for people with advancing long term and life limiting illnesses and those important to them. It does this by delivering specialist and holistic palliative and end of life care, which addresses each person's individually assessed physical, psychological, social and spiritual needs.

Our care is planned and continually monitored to ensure appropriateness as needs may change. Effective communication with the people we serve is fundamental to our relationship with them. Their confidentiality, privacy, dignity and choice are respected at all times.

Our multi-disciplinary approach facilitates integrated support in our inpatient, outpatient, day service, community and family support services.

Care is underpinned by relevant research, best practice guidance and professional codes of practice.

OUR AIM:

To provide the highest quality services possible to our local community, which are easily accessible to all who need them.

To achieve this through the five pillars of Pendleside: -

- **Proud to be Pendleside:** our people identify Pendleside as a good place to work/volunteer and we are the health care organisation of choice to work/volunteer for
- **Community collaboration:** to build a compassionate community involving, influencing and working in partnership with all stakeholders to enhance palliative and end of life care
- **Care delivery:** to reach out to as many people as possible who need our care
- **Governance:** the Hospice meets its regulatory requirements and manages risk effectively
- **Sustainability:** services are sustainable in the changing external environment

OUR VALUES:

Our values underpin everything that we do:

- **Care**

We ensure a professional standard of high quality care provision delivered with kindness, dignity and respect

- **Compassion**

We ensure that a compassionate and a non-judgemental approach remains central to the delivery of our services

- **Support**

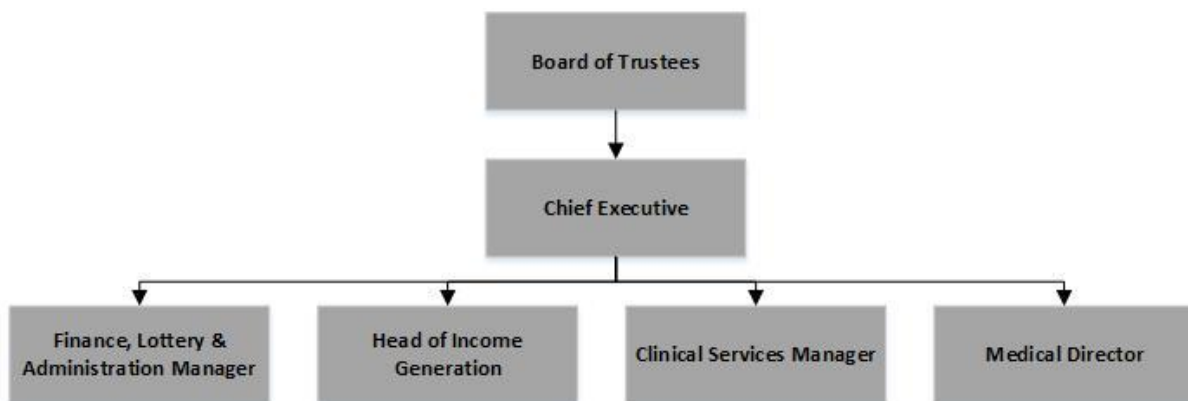
We ensure that people are listened to, their contribution valued and that necessary support is provided according to each individual need.

OUR PEOPLE:

Pendleside is governed by a Trustee Board that takes overall responsibility for its work and managed by a Senior Management Team.

The Board of Trustees is made up of volunteers with particular skills and expertise in a variety of fields and led by a Chairman.

The Senior Management Team is led by the Chief Executive and has four other members with specific responsibilities including this role.



Pendleside currently has 140 employees across the organisation which equates to approximately 90 whole time equivalent (WTE). In addition, we have several staff work under a practising privileges agreement and the Hospice has a Bank of Registered Nurses and Healthcare Assistants.

Volunteers are an integral part of the Hospice Team with over 400 active volunteers, each one playing an invaluable role either within the Hospice and/or our local community.

OUR SERVICES:

Pendleside cares for over 2000 people each year, across a number of services. These include:

- Inpatients
- Hospice at Home
- Health, Wellbeing and Rehabilitation Services
- Outpatients
- Family support
- Spiritual Care
- Rehabilitation

- Complementary therapy
- Psychological support
- Bereavement support

Clinical services are available to adults, 18 years and over. In exceptional circumstances patients between the age of 17 and 18 will be allowed to access Hospice services. This will be assessed on an individual basis and only agreed when access to external children's services is not appropriate. The Family Support and Bereavement service provide support to children, adolescents and adults.

Services are supported by Pendleside's Catering and Domestic, Maintenance, Finance and Administration, Fundraising and Retail teams.

Description of Hospice Services

- **Inpatient Unit** – Pendleside Hospice has a 10 bedded inpatient unit for the short term assessment of patients for symptom management, end of life care and rehabilitative for those with palliative care needs. The IPU provides care for patients residing in Burnley, Pendle and Rossendale. The unit is supported by a multi-disciplinary team and holds daily medical handovers, weekly discharge planning and MDT meetings. The unit accepts planned weekday admissions and crisis admissions 7 days per week. In 24/25, the IPU admitted 165 patients of which 92% had a cancer diagnosis. The medical team is currently supported by Consultants in Palliative Medicine employed by East Lancashire Hospitals Trust and the following employed staff in addition to the Medical Director role:
 - Medical Director
 - Hospice Physicians
 - Advanced Clinical Practitioners
 - On call Hospice Physician (GP working 1 in 10 weekends)
 - GP Trainee (6 month rotation)
 - FY1/2 (4 month rotation)
- **Hospice at Home** – The service is one of the largest Hospice at Home services in the NW region, with a caseload of c. 130 patients and approx. 700 referrals per year. The team consists of specially trained Registered nurses and Health Care Assistants who provide palliative and end of life care to patients residing in Burnley and Pendle localities. Services include specialist Nursing assessment, emotional support, respite care, night sits and extended service (24hr care for patients in the last days of life who's preferred place of care is home). The H@H service is also the single point of access for the co-ordination of District Nurse fast track applications.
- **Health, Wellbeing and Rehabilitation** – The multidisciplinary team provides support to patients with palliative and rehabilitative needs. Services are offered either within the community, as an outpatient or by attending group sessions within the Day Services unit. Groups include Living with Dementia, Breathlessness, Fatigue Management, Exercise sessions, creative therapies, peer support, specialist palliative sessions. Complementary Therapy treatments are also available for patients and their carers.
- **Family Support** – The Family Support team provide pre and post bereavement counselling to adults and Children residing in the Burnley and Pendle localities. Sessions are either individual or through specialist groups.
- **Consultant led Medical Outpatient Clinics** – these are currently delivered twice a week by Palliative Care Consultants employed by East Lancashire Hospitals Trust

JOB DESCRIPTION (1)

JOB TITLE: Rehabilitation Assistant

REPORTS TO: Rehabilitation Team Leader

ACCOUNTABLE TO: HWR Manager

MAIN RESPONSIBILITIES:

- To support and assist the Registered Health care professionals in the assessment, management and monitoring of progress of patients in order to help patients with palliative care needs achieve and maintain optimum quality of life.
- To work across all areas of the Hospice and in the community
- To work as part of the Health, Wellbeing and Rehabilitation team, providing high quality care to service users who access services either within the Hospice, online or within the community.
- To coordinate a range of therapeutic activities both within the Hospice, online and within the community
- To enable and assist patients to attend Hospice groups and outpatient appointments using Hospice transport.

CORE TASKS:

Care Delivery

- Ensure that Hospice policies, procedures and standards are adhered to at all times with particular regard to those concerning confidentiality, information governance, health and safety and infection control
- To assist the Registered Health care professionals in the initial assessment and follow up process, working with the patient within a negotiated plan of care and goal setting
- The post holder will be expected to work autonomously with a defined work load, assessing and evaluating individual needs, with supervision from registered health care professionals.
- To provide care, compassion and support to patients, service users and their families/carers who access Hospice Services.
- To carryout any tests, interventions or treatment plans with service users following training and completion
- To recognise and report to an appropriate health care professional any change in the physical or emotional needs of patients e.g. mobility, ability to cope with daily living activities, symptoms etc.
- To develop, co-ordinate and deliver one-to one and group activity and exercise classes within the Hospice, online and within the patients own home
- To develop a varied and stimulating plan of therapeutic activities using internal and external resources, ensuring that activities are based around service user feedback and preferences, are publicised to service users and appropriate risk assessments in place prior to delivery.
- To provide personal care to patients/services users who are accessing services (when appropriate)
- Ensure that that clinical outcome measures are completed for all activity and exercise sessions are these are regularly reviewed
- Promote the Health, Wellbeing and Rehabilitation service including liaising with Fundraising Team with articles for newsletter, newspaper, online
- Maintain patient confidentiality, privacy and dignity at all times

- To support the Health, Wellbeing and Rehabilitation team with administrative duties e.g. inputting patient information and activity on Hospice data base, photocopying etc.
- To maintain up to date accurate patient records, in accordance with Hospice Policy, procedures and guidelines
- Maintain the effective health and safety procedures that have been implemented, and that any risks to patients/staff safety are highlighted for action.
- Maintain infection control measures that are implemented, ensuring that any risk associated with the prevention and control of infections are reported immediately to a senior colleague
- Record and report all accidents, complaints and untoward incidents according to Hospice policies and procedures.
- To utilise IT skills, including use of Microsoft Office, E-Roster, internet, email and inputting onto the Hospice patient data base (EMIS)

Communication Skills

- Foster good working relationships and effectively communicate and work collaboratively with members of the multidisciplinary team (MDT) ensuring the continued delivery of a coordinated service and the maintenance of positive interpersonal working relationships with all members of the MDT.
- Give clear, concise reports on patients' progress and concerns to the multidisciplinary team, and facilitate others to do so.
- Communicate information to distressed, bereaved people in a sensitive manner
- Be able to communicate effectively with people exhibiting challenging behaviours, ensuring they are respected but expectations are made as clear as possible
- Manage complaints in a sensitive manner, ensuring that Hospice policy and procedure is adhered to
- Ensure accurate, contemporaneous documentation of patient care, both personally and by others using electronic systems.
- Identify problems in communication with both the Hospice and in dealings with external agencies, reporting these to the appropriate Health Care Professional promptly.
- Advocate for patients and service users, ensuring their views are known to the team including in the case of Advance Care Planning, and occasions where care is declined.
- Work in accordance with Hospice Policies to ensure that confidentiality is maintained at all times
- Liaise with external agencies who may be able to deliver activity sessions
- Work closely with Hospice volunteers, coordinating volunteers to deliver activities and supporting them during their delivery

Personal and People Development/Education

- To maintain and continue own professional development, appropriate to your role and continued future development e.g Care Certificate, NVQ3 in Health and Social Care, relevant rehabilitation courses
- Attend and complete organisational Mandatory Training as required.

Quality and Service Improvement

- To participate in Hospice based Education and audit where applicable, relate to Service Outcome measures and effectiveness
- Collaborate with other members of the multidisciplinary team in the delivery of high standards of effective health care within best practice guidelines.
- Maintain accurate, legible records
- In support of the Health, Wellbeing & Rehabilitation Manager and senior colleagues, contribute to the identification of practices that could improve service delivery outcomes through involvement with audit, research, evaluation, education/ training, user involvement,. Encourage others to submit their ideas for Service improvement, and raise concerns regarding quality and risk.

- Take an active role in unit meetings, highlighting areas requiring quality improvement

Health and Safety and Security

- Identify risks as they arise, and carry out risk assessments, taking immediate remedial action as required and updating risk assessments regularly, with the support of appropriate Health care colleagues.
- To complete risk assessments of patient activities and COSHH risk assessments of any chemical used during an activity session
- Recognise risk as covering all aspects of the Hospice, including patient welfare and care, facilities and estate and finances.
- Be familiar with and support implementation of safeguarding policies, the Mental Capacity Act and Deprivation of Liberty safeguards.
- Help to promote an environment that supports infection prevention and control policies and procedures
- Ensure the correct storage, basic handling and utilisation of Hospice equipment and supplies, including adhering to the Hospice equipment loan policy and procedure

Governance

- Ensure the effective utilisation of the Hospice's computer based patient record system
- Ensure that Hospice Policies, procedures and standards are adhered to at all times with particular regard to those concerning confidentiality, information governance, health and safety, prevention and control of infection, and medicine management

This document is intended to convey an outline of the post and the post-holders responsibilities. You may be asked to carry out other duties relevant to your job role. It will be reviewed on an annual basis.

JOB SPECIFICATION

Attributes	Essential	Desirable	How Assessed
Experience	<ul style="list-style-type: none"> • Experience of working in a health or social care environment • Ability to relate previous experience to a palliative care and rehabilitation setting • Experience of working with adult service users 	<ul style="list-style-type: none"> • Experience of working in a palliative care setting • Proven experience as a therapy assistant in health or similar setting • Experience of working with patients in a group setting 	<ul style="list-style-type: none"> • Application form • Interview
Education, Qualifications & Training	<ul style="list-style-type: none"> • Basic literacy and numeracy skills • Willingness to undertake further training in palliative care/rehabilitation • Willingness to work towards Diploma in rehabilitation; NVQ Level 3 Health & Social Care 	<ul style="list-style-type: none"> • Basic training in mobility assessment, assessment of activities of daily living, exercise programmes etc. • Rehabilitation training • Training in palliative/end of life care • NVQ level 2 or 3 Health and Social Care 	<ul style="list-style-type: none"> • Application form • Certificates/ portfolio
Practical & intellectual skills (including any specialist knowledge)	<ul style="list-style-type: none"> • Understanding and sensitivity to the needs of people with a life-limiting illness, their family and carers • Ability to work with individuals and groups • A good understanding of confidentiality and information governance • Ability to liaise with other agencies and professionals • Good communication , record keeping and organisational skills • Demonstrate an understanding of confidentiality • Full UK Driving Licence & use of own transport (Business Insurance) • Computer literacy 	<ul style="list-style-type: none"> • Counselling/ communication skills training 	<ul style="list-style-type: none"> • Application form • Interview

Disposition / attitude / adjustment	<ul style="list-style-type: none"> • Evidence of an ability to work independently and as part of a team • Ability to relate positively to colleagues and members of the MDT • Positive attitude to change and flexible work practices 		<ul style="list-style-type: none"> • Application form • Interview
Health & Physical	<ul style="list-style-type: none"> • Good attendance record • Ability to move and handle people and equipment • Vaccinations appropriate to role 		<ul style="list-style-type: none"> • Interview • References • Medical
Circumstances	<ul style="list-style-type: none"> • Work shifts between Monday to Sunday • Ability to work flexibly according to the needs of the service • Based in day therapy & working across all hospice areas and the community 		<ul style="list-style-type: none"> • Application form • Interview
Equal Opportunities	<ul style="list-style-type: none"> • To have an understanding of, and an ability to promote and implement equal opportunities • Commitment to client-centred, non discriminatory practice 		<ul style="list-style-type: none"> • Application form • Interview

MAIN BENEFITS TERMS AND CONDITIONS

Annual leave: the annual leave entitlement for a 37.5 hour a week post is 262.5 hours (27 days plus 8 public holidays)

DBS: appointment is subject to an enhanced disclosure and barring check

Healthcare Scheme: all staff are eligible to access the Benenden Healthcare Scheme
www.benenden.co.uk

Meals and drinks: all employees and volunteers based at Pendleside Hospice can access subsidised meals if working over a meal time

Notice period: 1 month

Parking: all employees and volunteers can park for free at Pendleside Hospice

Pension: Pendleside Hospice has a stakeholder pension scheme; the Hospice will match contribute up to 5% of an employee's salary into the pension scheme.

Employees joining Pendleside Hospice from the NHS may continue with their NHS pension

Sick pay: if the employee is unable to attend work because of sickness or some other health-related incapacity, the Hospice will pay full salary net of any statutory sick pay entitlement, subject to the following conditions:

During probationary period (first 3-6 months)	No Hospice sick pay, but will receive Statutory Sick Pay (if appropriate)
From completion of probation up to 12 months service	Two months sick pay at half-pay
From 12 months service	A maximum of 13 weeks full sick pay followed by 13 weeks at half-pay

HOW TO APPLY

If you are interested in this position, either complete the application form on the NHS Jobs website <https://www.jobs.nhs.uk/> or the on line form on Pendleside Hospice website www.pendleside.org.uk/jobs, referring to the job description and person specification.