



Rehabilitation Assistant

Job Description & Person Specification

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Version no.	Date	Summary of changes
1	19/09/2025	JD created by PD
2	25/02/2026	Redistribution of some duties SRA's previously completed.

Our mission

At STEPS Rehabilitation, our mission is to enable individuals to reach their fullest potential following catastrophic injury or illness, through expert, compassionate, and cutting-edge rehabilitation. We deliver bespoke, evidence-based therapies, led by an exceptional interdisciplinary team, to achieve the highest standards of recovery and quality of life. We build strong partnerships with clients, their families, and external professionals from the outset – ensuring rehabilitation programmes, discharge planning, communication, and support are seamless from day one.

As a nationally recognised, multi-award-winning residential centre for neurological and complex trauma rehabilitation, we welcome individuals aged 16 and over from across the UK and beyond.

Our work sets benchmarks in clinical excellence, innovation, and research in neurorehabilitation.

Our philosophy

We believe recovery is a truly collaborative journey, involving not only each individual but also their families and friends, who support their efforts every step of the way. We engage everyone as much as they wish in this process.

By harnessing each person's unique drive and determination, alongside our clinical expertise, unwavering care, and a blend of cutting-edge technologies, traditional therapies, and comprehensive residential rehabilitation, we strive to achieve the best possible outcomes. We provide the tools and support individuals need to challenge themselves and push their recovery to its fullest potential, empowering them not only to recover and thrive.

Our people

We know that exceptional care begins with exceptional people. That's why we have built a specialist interdisciplinary team, who bring not only skill and experience, but real compassion to every interaction. We employ 180+ team members in both clinical positions and in business support roles and we are proud of the culture we have established where all team members share our philosophy, values and dedication to delivering excellent client care.

Our team is united by a common purpose, dedicated to continually learning from one another, and committed to giving their utmost for those we support. We invest and nurture the development of our team, and through training, shared learning, and research, we give them the tools to grow, stay inspired, and remain at the forefront of their area of work.

Our values & behaviours

Care

We provide exceptional, individualised, holistic care that meets the emotional, physical, and psychological needs of each person

Expected behaviours:

- Show genuine concern for colleagues' wellbeing. Check in, offer help, and listen actively.
- Take responsibility for the impact of your actions on others.
- Prioritise quality and safety in your work to protect clients and team members.

Family

Family is at the heart of everything we do. We welcome the involvement of loved ones throughout the rehabilitation process, in line with each individual's wishes.

Expected behaviours:

- Foster a sense of belonging by celebrating team wins and supporting each other through challenges.
- Respect personal boundaries and work-life balance.

Empowerment

We equip individuals with the tools, knowledge, and confidence to reach their optimal potential.

Expected behaviours:

- Encourage others to take initiative and make decisions.
- Share knowledge and skills to help your colleagues grow.
- Speak up with ideas or concerns, and support others when they do the same.

Dignity

We treat every person with respect, compassion, and humanity – always.

Expected behaviours:

- Honour commitments and follow through with integrity.
- Address conflict constructively and privately, never undermining others.

Collaboration

Recovery is a shared endeavour. Our strength lies in true teamwork – individuals, families, and team working together.

Expected behaviours:

- Communicate openly and work together toward shared goals.
- Value diverse perspectives and seek input from others.
- Be generous with credit and celebrate team contributions.

Transparency

Honesty underpins all we do. From assessment and goal setting to outcomes and reporting, we are open, clear, and accountable.

Expected behaviours:

- Share information clearly and promptly to avoid confusion or mistrust.
- Admit mistakes or wrongdoing and learn from them. Report any concerns.



A message from your Head of Department: Ash Carnall Head Rehabilitation Assistant

Welcome to the Rehabilitation Assistant (RA) team at STEPS. You will be joining a dedicated, compassionate, and skilled team committed to supporting individuals on their journey to recovery and independence.

Our team plays a vital role in delivering person-centred care, promoting rehabilitation goals, and creating a safe and empowering environment for our clients. You will work closely with nurses, therapists, and other professionals to ensure each client receives the highest standard of support tailored to their individual needs.

Experience in care or rehabilitation is not necessary for the position, as you will be provided with our bespoke, in-house training and ongoing professional development within your role. We look for enthusiastic, kind and engaging people whom our values and mission resonate with.

What does success in this role look like?

- Supporting clients to achieve meaningful progress in their rehabilitation
- Demonstrating professionalism, empathy, and reliability in every interaction
- Upholding the Code of Conduct for Rehabilitation Assistants (RAs)
- Building trusting relationships with clients and colleagues
- Supporting new and junior team members to grow and thrive within the service

We are proud of the culture we've built: One that values respect, accountability, and continuous improvement. Your contribution will be essential in helping us maintain and grow that culture.



Job description

Job title: Rehabilitation Assistant

Reports to: Lead RA's & Head RA

Head of Department: Ash Carnall, Head Rehabilitation Assistant

Salary: Starting at £26,228 with enhancements for working unsociable hours

Location: Alexander House, 30 Troutbeck Road, Sheffield S7 2QA

Hours of work: 37.5 hours per week to be worked flexibly between Monday & Sunday including day and night shifts

Purpose of the role: To work within an inter-disciplinary team providing high quality holistic care to STEPS clients, who have complex care and rehabilitation needs. To provide care & support throughout their rehabilitation journey, aligned with STEPS values and behaviours.

Specific responsibilities

This Job description is an outline which reflects the present requirements of the post and is not intended to be exhaustive list of duties the post holder will be expected to fulfil.

- To provide a high standard of personal care to STEPS clients in line with their care and rehabilitation plans.
- To assist with nursing care as instructed by the nursing team, including bathing, bed making, assisting with eating and drinking and helping with meals as necessary.
- To provide rehabilitation support to STEPS clients in line with their rehabilitation plans, often providing a first port of call for clients' needs.
- To work with and support an inter-disciplinary team of nurses, physiotherapists, speech and language therapists, psychology team and occupational therapists delivering care and rehabilitation
- To attend IDT meetings when requested.
- To deliver (where appropriate and asked to do so) or support delivery of rehabilitation sessions for STEPS clients.
- To provide feedback to the senior team on how clients are progressing with their rehabilitation, escalating issues and concerns in accordance with STEPS Policies and Procedures.
- To deliver in accordance with STEPS procedures and policies at all times
- Additional duties as assigned by either the Lead RA's or Nurse on duty
- To provide support to agency team members, overseeing them when allocated to.
- To be involved in clinical audits when required.
- To ensure cupboards are stocked and tidy.
- To escalate any feedback from clients to the Lead RA or Nurse on duty.
- Help with keeping client rooms tidy and organised as specified by the client, ensuring it remains set up to maximise independence.

- When on nights, monitoring clients sleep, recording in the format required and feeding back as appropriate.
- Regularly check emails and teams messages, responding in a timely manner.
- Complete and sign the daily jobs list when allocated to do so.
- Proactively provide instruction and guidance to RA's with less experience, acting as a point of escalation for them when needed.

Communication

- To effectively communicate using a variety of styles that demonstrates the values and behaviours of STEPS.
- To communicate with people clearly and in a manner and at a level and pace appropriate to their abilities, preferences and beliefs.
- To develop effective relationships with patients, carers, staff, suppliers and others as from time to time may be required.

People & organisational development

- To advocate for yourself with regards to your own training and development, feeding back during supervision when you feel more training or support is required and attending support sessions available.
- To interact with the team when allocating work.
- To effectively support your colleagues and new starters in the RA Team in line with the STEPS values.

Person specification

Area	Essential	Desirable	Assessment Method
Qualifications	<p>GCSE Maths and English grade C/4 or above</p> <p>Care certificate (if not a holder of NVQ in Health and Social Care)</p>	<p>NVQ II or equivalent qualification</p> <p>First aid training</p> <p>Safeguarding Level 2 or 3</p> <p>Full UK driving licence with no more than 3 points</p>	Application form
Special Skills & Attributes	<p>Excellent written and verbal communication (English Language)</p>	<p>Knowledge of Data Protection Regulations in the UK & client confidentiality principles</p>	Application form/interview/assessment
Experience	<p>Experience of working with people with care and/or rehabilitation needs (paid or voluntary)</p> <p>Competent user of a range of IT software packages and ability to learn new systems quickly</p>	<p>Experience working within a care / rehabilitation setting</p> <p>Experience working with people with complex care needs</p> <p>Experience communicating with people with complex communication needs and ability to adapt accordingly</p> <p>Client record keeping experience</p> <p>Understanding of the CQC Regulations & The Health & Social Care Act</p>	Application form/interview/assessment

		<p>Experience working in private rehabilitation</p> <p>Experience as a fire warden</p>	
<p>Personal Attributes</p>	<p>To be able to deliver care in a way which is positive, engaging, respectful, and mindful of client dignity at all times</p> <p>Excellent problem-solving skills</p> <p>Excellent communicator both written and verbal / demonstrate excellent listening skills</p> <p>Able to form key working relationships with colleagues, understand the dynamics of interdisciplinary working</p>		<p>Interview/assessment centre</p>
<p>Equal Opportunities</p>	<p>Ability to demonstrate an awareness of equality and diversity obligations when delivering care and also towards colleagues.</p>		<p>Application, interview</p>