

Job description

POST

Therapy Support Worker

SALARY

Band 3, £22,816 – 24,336 per annum
(pro rata where applicable)

CARE GROUP

Clinical Support Services

BASE

William Harvey Hospital

CONTACT

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William Harvey Hospital
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Welcome to East Kent Hospitals

An exciting opportunity to work as a Therapy Support Worker within the therapy team at William Harvey Hospital. As a Therapy Support Worker, the successful candidate will work closely with both Occupational Therapists and Physiotherapists as well as the wider multidisciplinary team to aid patient recovery.

The Therapy Team are a friendly and supportive team who work together for the benefit of the patients but also to ensure all members of the team confident and happy in fulfilling their role.

We offer a full package of benefits, including a car lease scheme; on-site childcare; generous annual leave in line with NHS terms and conditions; high street and public transport discounts; a 24/7 staff support service - and the little things that make life easier, like on-site Amazon lockers and fresh fruit and veg stalls.

About us

We are one of the largest hospital trusts in England, with three acute hospitals and community sites serving a local population of around 700,000. We also provide specialist services for Kent and Medway.

We care about our patients and our people. We are focused on providing outstanding, safe patient care, and a positive working culture that benefits staff and patients alike. With our emphasis on staff training and development, a staff support scheme that's second to none, and a healthy package of benefits, it's easy to put down roots in East Kent Hospitals.



Therapy Support Worker

Role specific duties

As a therapy support worker, you will be expected to:

- Undertake specific skilled support work to aid both Physiotherapists and Occupational Therapists in the assessment and rehabilitation of patients.
- Accept patients delegated by a therapist and manage a delegated case load on a day to day basis.
- Treat patients according to planned programmes and agreed treatment protocols as individuals or in groups. This may be in a variety of settings.
- Monitor patient progression and make minor alterations to patient treatment programmes, consulting with the supervising therapist.
- Liaise with patients, their families or carers to gain relevant information and feed this back to the therapist.
- Liaise with therapist with regard to patient care, highlighting any variations to expected outcomes from agreed treatment programmes. To provide basic verbal reports for supervising therapist and to document patient interventions/findings in patient records in line with Trust standards.
- To instruct and educate patients, carers and families on a range of therapeutic activities, as instructed.
- Develop rapport with patients/clients to encourage and motivate them towards regaining and maintaining personal independence. This requires empathy, sensitivity and good interpersonal skills.
- Accompany and assist therapist on off-site visits. Measure for and fit equipment as necessary following initial assessment by qualified staff.
- Manage clinical risk within delegated patient caseload.
- Order appropriate patient equipment as required.
- Attend in-service training and relevant additional courses as required.
- Participate in Trust Clinical Audit programmes.
- Participate in the departmental induction of newly appointed assistant staff, to include the basic elements of the assistant training programme.
- Undertake administrative tasks and perform basic housekeeping duties on a daily basis in relevant treatment areas.
- Monitor and develop own performance to maintain a high standard, to take part in the trust staff performance appraisal programme and to maintain an up-to-date CPD portfolio as required by the directorate.
- Be aware of Health and Safety aspects of work and implement any policies which may be required to improve the safety of the work area, including prompt recording and reporting of accidents/adverse incidents to senior staff and ensuring that equipment is safe.

Working for East Kent Hospitals University Foundation Trust therapy team will give you opportunity to ...

- Partake in training opportunities to progress your career, including further qualifications.



Your commitments

We are focused on providing outstanding, safe patient care, and a positive working culture that benefits staff and patients alike. This is why we ask you to:

- maintain the confidentiality of information about patients, staff and other health service business and adhere to data protection law
- comply with the Trust's policies and procedures, including infection prevention and control, risk management, health and safety, safeguarding children and adults, financial management and use of resources
- act at all times in accordance with the professional Codes of Conduct and Accountability relevant to your role
- participate in annual mandatory training.

We are a smoke-free Trust, and offer staff support to stop smoking.

Values

We care about our values of caring, safe, respect and making a difference. We'll ask you to

demonstrate these values during the recruitment process and throughout your appointment – and you can expect us to do the same.

Our NHS People Promise

We are committed to the NHS People Promise. We want our culture to be positive, compassionate, and inclusive – and we all have our part to play.

Living and working in East Kent

Our large district general hospitals, specialist units and community sites provide a vibrant and diverse working environment with the extensive opportunities and teaching facilities you would expect of a large trust.

East Kent offers stunning countryside, beautiful beaches and charming places of historic interest, with easy access to London. With excellent schools, a wealth of leisure facilities and easy family days out on your doorstep, alongside beautiful and affordable housing stock, the perfect work-life balance couldn't be easier to achieve.

How to apply

For more information or to arrange to visit us, please contact:

Jane Kent – janekent1@nhs.net / 07917 212163



Person specification

Requirements	Essential	Desirable	Method of assessment
Qualification and training	Basic literacy and numeracy skills Basic IT skills	Relevant Qualification/HND, NVQ 3/Level 3 Diploma (AHP Support) or equivalent relevant qualification	Application forms and exam certificates
Clinical skills and experience	Ability to motivate, facilitate and lead patients individually or in a group Good verbal and written communication. Able to listen and develop rapport with patients and relatives. Willingness to work flexibly. Ability to work on own initiative as well as within a multidisciplinary team. Effective team player	To have a understanding of the role of therapy. Experience of working in a healthcare environment. Drive and enthusiasm	Interview and application form
Personal/professional attributes	Confident, assertive, reliable and responsible. Polite, respectful and friendly. Calm, sensitive and empathic disposition. Good time management and organisational skills. Able to use and take initiative to seek additional work to assist the team as a whole (e.g. team administration tasks, being the first point of contact for patients, families and other health professionals, assisting in the maintenance of service equipment).		Application form, Interview
Other requirements	To be aware of and adhere to the Trust's Vision, Mission and Values. Able to travel around East Kent, and between Trust hospital sites		Application form, interview, reference

The small print

Band	Band 3
Salary Scale	<p>£22,816.00 – 24,336.00 per annum (pro rata, if applicable)</p> <p>Progression through the pay scale will be determined on an annual basis. It will be subject to the post holder demonstrating the required standards of performance, conduct and completion of statutory and role specific training.</p>
Hours of work	37.5 hours per week, to include some weekend working.
Annual Leave Entitlement	<p>Annual leave entitlements are based upon the following lengths of NHS service (pro rata if applicable):</p> <p>On Appointment = 27 days After five years = 29 days After ten years = 33 days</p>
Pension Scheme	<p>As an NHS employee you will be entitled to join the NHS Pension scheme and will be enrolled from your first day of service, if you meet the eligibility criteria. Employees who are not eligible to join the NHS Pension Scheme may instead be enrolled in the Trust's Alternative qualifying scheme, NEST.</p> <p>Your remuneration will be subject to the deduction of superannuation contributions in accordance with the relevant scheme.</p>
Contractual Notice	<p>Bands 1-4 = 1 Month notice Bands 5-6 = 2 Months notice Band 7-9 = 3 Months notice</p>
Probationary Period	<p>New staff appointed to East Kent Hospitals University NHS Foundation Trust in this post will be subject to a 6 month probationary period. During this time you will be required to demonstrate to the Trust your suitability for the position in which you are employed. This period may be extended at the Trust's discretion and is without prejudice to the Trust's right to terminate your employment before the expiry of the probationary period. In the event that a decision is taken to terminate your contract of employment during or at the end of your probationary period, you will be entitled to a notice period in line with the statutory timescales, which for employees with less than one year's service is one week.</p>

Dimensions

Financial and Physical	Manages	<p>Maintain levels of equipment and stock</p> <p>Report to correct person stock shortfalls and request reordering.</p> <p>Responsible for appropriate usage of stocks and equipment.</p>
	Impacts	
Workforce	Manages (Bands and WTE)	<p>Responsible for self, allocated workload and time management.</p> <p>Participate in the departmental induction for newly appointed assistant staff.</p> <p>Accountable and responsible to Inpatient Therapy Site Lead / Clinical Specialist.</p>
	Located	
	Impacts	
Other		<p>Flexible approach to working patterns to meet service needs.</p> <p>All terms and conditions in accordance with Agenda for change, national terms and conditions.</p>

Communications and working relationships

Internal	<p>All colleagues within the therapy department</p> <p>Members of the multidisciplinary team, including doctors, nurses, admin and clerical staff</p> <p>Patients, carers and families</p>
External to NHS	<p>General Practitioners</p> <p>Outside agencies and charitable organisations</p> <p>Other NHS Trusts</p>
Other	<p>Professional bodies/unions</p> <p>Voluntary, Charitable and Statutory Providers</p> <p>Patients Representative Groups</p> <p>Higher and further educational institutions</p>

Environment

Category	Description/Definition	Frequency/Measures
Working Conditions	It involves frequent exposure (daily) to unpleasant working conditions such as highly unpleasant bodily fluids (possibly infected), occasional exposure to parasites. Occasional exposure to verbal and physical aggression.	Daily
Physical Effort	<p>To carry out treatments continuously throughout the day and to move patients and equipment regularly. This requires moderate physical effort and prolonged periods of concentration.</p> <p>This job entails frequent (daily) manual handling of awkward loads of both patients and equipment. It requires frequent repetitive movements in restricted and confined spaces including bending, reaching, crouching, walking and kneeling.</p> <p>Occasional, intense physical effort is required when handling patients.</p>	<p>Daily</p> <p>Occasional</p>
Mental Effort	<p>Frequent concentration is required i.e. checking documents and records to ensure the precise care requirements are adhered to for each patient.</p> <p>Concentration also required when carrying out patient treatments and completing documentation.</p>	Daily
Emotional Effort	<p>To deal sensitively with patients and relatives who may have high levels of anxiety and aggression, and/or other challenging behaviours which may be due to pain, dementia, neurological condition or limited mobility, or may have verbal complaints. Dealing with dying patients/bereavement/terminal illnesses.</p> <p>Direct exposure to distressing circumstances.</p>	Frequent

Most challenging part of the job

To undertake a caseload and to work unsupervised within strict protocols and guidelines set by the AHP and identify and report upon changes in the patient's condition, circumstances or response to treatment.

We confirm that the details of the above post as presented are correct. This is a description of the duties of the post as it is at present. This is not intended to be exhaustive. The job will be reviewed on a regular basis in order to ensure that the duties meet the requirements of the service and to make any necessary changes.

