

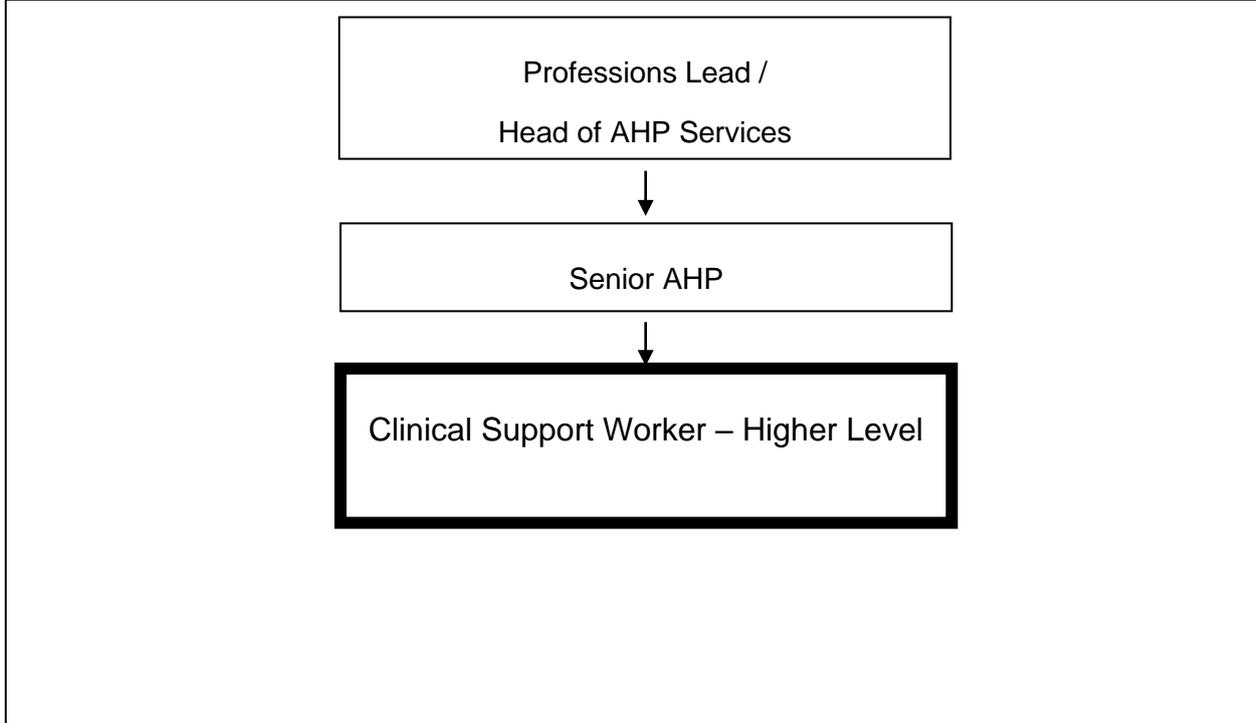
**JOB DESCRIPTION**

<b>Job Title</b>	Clinical Support Worker - Higher Level - Physiotherapy Assistant
<b>Band</b>	Band 3
<b>Department/Service</b>	Trust wide wards

**Organisational Relationships:**

<b>Responsible to</b>	Senior AHP
<b>Accountable to</b>	Head of AHP services
<b>Professionally Accountable to</b>	Chief AHP
<b>Responsible for</b>	The postholder will have no direct reports

**Organisational Chart:**



**Job Summary / Role:**

The post holder will be an active member of the multi-disciplinary team (MDT), supporting the qualified allied health professionals within physiotherapy and

occupational therapy to provide an efficient and effective therapy service within the framework of clinical governance

The post holder has a personal responsibility and duty of care to patients/service users; they are expected to comply fully with all Trust policies and protocols, including those related to patient safety and the prevention of healthcare associated infections. They must also promote dignity, privacy, and respect, to deliver compassionate, safe, high-quality patient care

As a Trust employee, they will honour their work commitments, be reliable and trustworthy. They will uphold the Trust values; the Trust code of conduct will always display civility towards others.

These activities may involve establishing basic patient/client information through liaison with MDT members. They will escalate any concerns to the appropriate registered professional.

The post holder will update and maintain accurate records of any care provision and update and escalate any concerns from their observations and activities to the appropriate registered professional.

#### **Profession / service specific job role;**

Activities include implementation of therapeutic tasks and rehabilitation programmes; these may include undertaking routine personal care activities for patients, for example, bathing, toileting, dressing, supporting with meals and refreshments, and assisting patients with their appearance.

Carrying out therapy treatments advised by an AHP, including obtaining and interpreting clinical observations to ascertain safety to perform therapy tasks, progression of treatment in response to clinical presentation and assessing and evaluating response to interventions, delivered as individual sessions or in group therapy.

#### **Key Relationships:**

Maintains effective and courteous relationships, listening and communication with patients/service users, relatives, carers, members of the MDT, other colleagues, professionals and management across the organisation, within primary care, GP practices, care, residential homes and local authority where relevant to role, and members of the public with whom the Trust's professional reputation must be maintained.

May be required to liaise with other agencies, including partnership agencies associated with the patient/service user's care pathway.

Communicates and supports patients/service users, family and carers to understand the care plan and treatment within the parameters of their knowledge base, signposting to registered professionals when appropriate. The post holder will use different communication skills appropriate to the patient's / caregiver's needs, recognizing and managing barriers to communication. Escalates concerns or seeks

support from the registered professional/s where appropriate.

Occasionally deals with patients/service users and relatives who may be extremely distressed or display aggressive behaviours for a variety of different reasons, or whom may be experiencing difficulties in adapting to life changing or life limiting health circumstances. The post holder will be required to record, report and escalate such incidents timely, to ensure that the situation can be risk-assessed by the senior registered professional on duty.

Understands the importance of accurate and timely communication within the health care environment to deliver safe, effective and holistic patient care.

Respects the equality and diversity of every person, to support individual customs, values and spiritual beliefs and deliver non-discriminatory standards of care.

### **Core Functions:**

The post holder will:

- Respect and acknowledge professional skills and boundaries, taking opportunities to develop personal knowledge base to contribute to effective teamwork.
- Timely update of basic records/charts related to intervention associated activity in accordance with Organisation and HCPC policy, updating electronic or paper-based systems accordingly following completion of the Health Care Record Keeping course. Entries will be countersigned by the registered professional where appropriate.
- Forge good communications with patients/service users, family, carers, colleagues and other professionals to ensure integrated quality care is provided.
- Acts as an advocate for the patient, respecting patients wishes, dignity and beliefs.
- Deliver clinical and/or therapeutic interventions and undertake observations, or health promotional activities as delegated and directed by the registered professional, as appropriate to the level of competency of the post holder.
- Will report patients progress, status, changes or concerns to the registered professional / senior member of the team accordingly.

### **Profession / service specific core functions;**

- Actively participate in therapy provision and associated procedures as part of the MDT and work with other stakeholders to assist patients/service users to

regain their health and independence.

- Provide assistance with all aspects of Personal Activities of Daily Living (PADL) such as personal hygiene, dressing, bathing, toileting, and other basic continence needs that the patient/service user may require, using appropriate aids if needed to promote independence.
- Use techniques and equipment to safely transfer or position patients such as hoists, stand aids, transfer boards and wheelchairs.
- Assist, as required, with weighing patients and recording this.
- Plan and organise activities for patients
- Where required to, will obtain and interpret clinical observations to ascertain safety to perform therapy tasks
- Carrying out therapy treatments advised by an AHP, using developed physical skills, including progression of treatment in response to clinical presentation, delivered as individual sessions or in group therapy, evaluating responses to interventions
- Supporting assessment of patients home environments to ensure safe discharge from hospital, or maintaining patients at home and preventing where possible unnecessary admission to hospital or long term care.
- Ordering, demonstrating and checking of appropriate equipment to ensure safe use by the patient.

### **Administrative Responsibilities**

Be familiar with and comply with all Trust policies and procedures.

Be compliant with mandatory training and role specific training and competencies relevant to the role and specialism.

Will contribute to the update of patient records, with basic information recorded.

Communicate effectively verbally, electronically and in writing to those who contribute to patient care.

Ensure that correct reporting / escalation procedures are followed in the event of an accident / incident involving a patient or visitors.

Participate in ward/service/department meetings, as appropriate to role.

To provide administrative support to the AHP team.

Take telephone calls and enquiries to the service / department, assisting where possible; demonstrate excellent customer care skills to both internal and external callers.

To be responsible for checking the condition of equipment /

	<p>supply of resources for their own clinical area, as applicable to role. Where within scope to do so this will also include ordering of equipment or resources.</p>
<p><b>Clinical Responsibilities</b></p>	<p>The post holder will act on their own initiative and prioritise patient care / therapy or other health related activity that have been directed/delegated to them. Advice will be available from a registered health professional / MDT.</p> <p>Will provide feedback to the patient / caregiver on their progress in response to supporting intervention given.</p> <p>Will undertake observation of patients, reporting immediately any changes in any patient's physical and mental condition to the registered professional.</p> <p>Identify any risk and raises concerns appropriately on issues of child protection and the protection of vulnerable adults.</p> <p>Will respond to emergency situations promptly, summoning appropriate assistance, taking or assisting with emergency action within the boundaries of local protocols.</p> <p>Provide emotional support to patients and their relatives/carers in both emotional and distressing situations.</p> <p>Following achievement of any required competence and within the parameters of the role:</p> <p>May undertake any or all of the following clinical or therapeutic activities:</p> <ul style="list-style-type: none"> <li>▪ To hold a designated caseload working within agreed protocols of the AHPs</li> <li>▪ Perform duties under the supervision of a registered AHP in the treatment of patients using a range of specialist therapeutic treatments. Organise and deliver skilled support work.</li> <li>▪ To undertake AHP intervention with patients / clients / carers as directed by qualified staff</li> <li>▪ To monitor the progress of patients receiving therapeutic intervention as directed by the AHP and use initiative, in line with any service protocols and pathways, and within boundary of own scope of practice, to respond to change in patient's condition and communicate changes back to the AHP.</li> <li>▪ Liaise with supervising AHP with regard to patient care, highlighting any variations to expected outcomes from agreed treatment programmes</li> <li>▪ Participate in planning appropriate discharge plans for patients and impart this information to patients, members of the MDT, families, carers and qualified AHP</li> <li>▪ To demonstrate effective organisational skills to effectively</li> </ul>

	<p>manage workload, planning and prioritising own workload with an appreciation of impact on colleagues and of the unpredictable nature of the job</p> <p><b>Profession / service specific clinical responsibilities:</b></p> <ul style="list-style-type: none"> <li>▪ To teach and demonstrate appropriate practical and therapeutic techniques that will promote function</li> <li>▪ Assist the AHP in carrying out complex assessments and be responsible for practising techniques/skills with patients / clients</li> <li>▪ Lead group sessions of therapy, delivering programmes advised by the AHP</li> <li>▪ Assessing and evaluating patient responses to intervention</li> <li>▪ Advise patients of appropriate adaptive techniques within own skills and remit</li> <li>▪ Provide assistance with all aspects of Personal Activities of Daily Living (PADL) such as personal hygiene, dressing, bathing, toileting, and other basic continence needs that the patient/service user may require, using appropriate aids if needed to promote independence.</li> <li>▪ Use techniques and equipment to safely transfer or position patients such as hoists, stand aids, transfer boards and wheelchairs.</li> <li>▪ Supporting assessment of patients home environments to ensure safe discharge from hospital, or maintaining patients at home and preventing where possible unnecessary admission to hospital or long term care.</li> <li>▪ To contribute to the assessment, measurement, fitting and demonstration of equipment and aids as instructed by the AHP</li> </ul>
<p><b>Management and Leadership Responsibilities</b></p>	<p>May be required to demonstrate own activities and systems used to new or less experienced colleagues and students.</p> <p>Identifies unsafe practice and escalates appropriately to ensure a safe outcome.</p> <p>Always acts in a manner that promotes a positive image of the ward/department/unit, other clinical environment, and the Trust.</p>
<p><b>Policy and Service Development</b></p>	<p>Attend team meetings and be engaged in discussions on how to improve services and or experience for patients, service users, relatives/carers or staff.</p> <p>Encourage patients and service users to provide feedback on care provision.</p> <p>Participates in implementing lessons learnt from PALS and</p>

	<p>complaints processes to improve patient care/experience.</p> <p>To support the team with implementation of policy and strategy within their service</p>
<p><b>Research and Audit Responsibilities</b></p>	<p>Participates in the clinical audit programme for the ward/department/clinical area.</p> <p>To support the team and participate in their involvement in audit, research and development, within their clinical area or across the Trust</p>
<p><b>Managing Resources Responsibilities</b></p>	<p>Assists with maintaining the clinical area and resources appropriate to patient / service user needs and in line with Infection, Prevention and Control requirement/policy and Health and Safety policies. Report/escalate immediately any potential risks to patients, service users, visitors, other members of the public or colleagues.</p> <p>The post holder may care for patients with all levels of mobility / immobility using both manual and electronic aids as necessary for patient safety. He/she/they will comply with manual handling procedures and assessments.</p> <p>Advise patients on the safe use of equipment/resources as appropriate for their care, therapy or education (within the scope of personal competence).</p> <p>Identify and take appropriate action when equipment is faulty or not in safe working order.</p> <p>Ensure safe custody, transfer, return of patients property in accordance with protocol/policy.</p> <p>To monitor and order stock levels / resources / equipment required for the purpose of AHP intervention, as directed by a qualified AHP.</p> <p>Remain 'cost aware' and utilise equipment and resources in a cost-effective manner</p>
<p><b>Education and Training</b></p>	<p>Act within limits of own competence, ensuring actions support care, protection and the wellbeing of others.</p> <p>May be asked to demonstrate own activities to new or less experienced colleagues or students.</p> <p>Ensure that own mandatory training is kept up to date and is in keeping with the strategic direction of the Trust.</p> <p>Attend and participate in departmental in-service training and</p>

relevant additional courses as required

Assist in the delivery of the departmental induction package to newly appointed staff, students and agency staff.

Develop and deliver clinical training / education resources in particular area of speciality to Assistants and qualified staff members as directed by the AHP

Take responsibility for own personal development and education

Identify personal training and development needs and achieve annual personal and departmental objectives within a specified timeframe, through the appraisal processes

**The job description and duties may be subject to future review as the needs of the service change and national guidance**

**PERSON SPECIFICATION****JOB TITLE:** Clinical Support Worker - Higher Level (Therapy Assistant)**KNOWLEDGE & SKILLS**

<b>Essential</b>	<b>Desirable</b>	<b>Assessment Method</b>
<p>Excellent interpersonal, communication and active listening skills. Ability to adopt appropriate styles and methods of communication.</p> <p>Time-keeping, planning and prioritisation skills.</p> <p>Basic IT skills to use electronic patient records and other Trust systems.</p> <p>Analytical and judgement skills to make decisions based on patient / service user interactions and observations and metrics.</p> <p>Working knowledge of legislation underpinning care provision.</p> <p>Ability to demonstrate the importance of holistic person-centred care and related procedures.</p> <p>Understanding of the importance of robust, accurate, clear, timely documentation.</p> <p>Attention to detail.</p> <p>Insight into behaviours and skills of a carer and the need for effective team work.</p> <p>Knowledge of Safeguarding.</p> <p>Understanding work-related boundaries.</p> <p>Awareness of GDPR and the need for confidentiality</p>	<p>Familiarity with current NHS and social care policies.</p> <p>Working knowledge of STHFT policies and procedures.</p> <p>Working knowledge of Occupational Therapy or Physiotherapy</p>	<p>All will be assessed through application and Interview</p>

<b>QUALIFICATIONS &amp; TRAINING</b>		
<b>Essential</b>	<b>Desirable</b>	<b>Assessment Method</b>
<p>3 A-levels</p> <p>OR Health and Science T-level</p> <p>OR equivalent level 3 qualification(s) and Functional Skills (level 2)</p> <p>OR</p> <p>As a level 3 apprenticeship, such as the Senior Healthcare Support Worker apprenticeship (or other level 3 qualification pathway)</p> <p>AND/OR</p> <p>Short courses and completion of competency workbook equivalent to Level 3 in a range of patient and clinical care duties</p> <p>AND/OR</p> <p>Equivalent knowledge and experience in a range of clinical care duties equivalent to Level 3;</p> <ul style="list-style-type: none"> <li>- Theoretical knowledge</li> <li>- Experience of a range of care and related procedures</li> <li>- clinical observations</li> <li>- knowledge of relevant legislation</li> </ul>	<p>Attendance at foundation improvement training and the new and aspiring leaders program within first year of role</p> <p>Care Certificate</p> <p>Equipment training</p>	<p>Application</p>
<b>EXPERIENCE</b>		
<b>Essential</b>	<b>Desirable</b>	<b>Assessment Method</b>
<p>Experience of working in health or social care.</p> <p>Experience of undertaking and recording clinical observations and escalation of changes or findings.</p>	<p>Experience of working in an NHS care role.</p> <p>Experience of working as a therapy assistant.</p>	

## PERSONAL ATTRIBUTES

Essential	Desirable	Assessment Method
<p>Ability to deal with a wide range of people at all levels, including clients, carers, family, health and social care colleagues and other professionals.</p> <p>Caring and empathetic.</p> <p>Motivated and with a pro-active approach.</p> <p>Ability to work independently and as part of a team.</p> <p>Committed to providing high quality patient care.</p> <p>Willingness to undertake job related training and multi-disciplinary competencies for more effective patient care.</p> <p>Personal resilience.</p> <p>Ability to work calmly and effectively under pressure.</p> <p>Ability to travel independently throughout the community.</p>		

## **General Requirements:**

### **1. Communications and Working Relations**

The post-holder must treat colleagues in a manner that conveys respect for the abilities of each other and a willingness to work as a team.

### **2. Policies and Procedures**

All duties and responsibilities must be undertaken in compliance with the Trust's Policies and Procedures. The post-holder must familiarise the ways in which to raise a concern to the Trust e.g. Freedom to Speak Up – Raising Concerns (Whistleblowing) Policy in order that these can be brought to the Trust's attention immediately.

### **3. Health and Safety**

The post-holder must be aware of the responsibilities placed upon themselves under the Health & Safety at Work Act (1974), subsequent legislation and Trust Policies; to maintain safe working practice and safe working environments for themselves, colleagues and service users.

### **4. No Smoking**

All Health Service premises are considered as non-smoking zones; the post-holder must familiarise themselves with the Trust's Smokefree Policy (G35)

### **5. Confidentiality**

All personnel working for, on behalf of or within the NHS are bound by a legal duty of confidentiality (Common Law Duty of Confidentiality). The post-holder must not disclose either during or after the termination of their contract, any information of a confidential nature relating to the Trust, its staff, its patients or third party, which may have been obtained in the course of their employment.

### **6. Equal Opportunities**

The Trust believes that equality of opportunity and diversity is vital to its success and an essential prerequisite to the achievement of its goals in delivering seamless, high quality, safe healthcare for all, which is appropriate and responsive to meeting the diverse needs of individuals. In working towards achieving our goals, it is important that staff and users of our service are treated equitably, with dignity and respect, and are involved and considered in every aspect of practice and changes affecting their employment or health care within the Trust.

## **7. Infection Control**

The post-holder will ensure that (s)he follows the Trust's hospital infection prevention and control (HIC) policies and procedures to protect patients, staff and visitors from healthcare-associated infections. He or she will ensure that (s)he performs the correct hand hygiene procedures (as described in HIC 14), when carrying out clinical duties. He or she will use aseptic technique and personal protective equipment in accordance with Trust policies. All staff must challenge non-compliance with infection, prevention and control policies immediately and feedback through the appropriate line managers if required.

## **8. Safeguarding Children and Adults**

The Trust takes its statutory responsibilities to safeguard and promote the welfare of children and adults very seriously. The Board of Directors expects all staff will identify with their manager during the SDR process their own responsibilities appropriate to their role in line with statute and guidance. This will include accessing safeguarding training and may include seeking advice, support and supervision from the trust safeguarding children or safeguarding adult teams. Where individuals and managers are unclear of those responsibilities they are expected to seek advice from the safeguarding teams.

## APPENDIX 2

### PROFILE SUPPLEMENT

This Role Involves:	Yes	No	Rare	Occasional	Frequent	Examples
Lifting weights/objects between 6-15 kilos	x				x	Stock items, patient equipment
Lifting weights/objectives above 15 kilos	X		x			Patient equipment
Using equipment to lift, push or pull patients/objects	X				x	Hoists, wheelchairs, patient transfers and mobility.
Lifting heavy containers or equipment	X		x			Patient equipment
Running in an emergency	x			x		Actions needed in gathering equipment quickly or responding to a fall.
Driving alone/with passengers/with goods	X					Completing access visits, equipment provision
Invasive surgical procedures		X				
Working at height or in a confined space	x				x	Bathrooms and toilets
Concentration to assess patients/analyse information	x				x	Concentration for clinical and personal care procedures and following ward routines.
Response to emergency situations	x			x		Maybe an active member in an emergency situation – basic life support.
To change plans and appointments/meetings depending on the needs of this role		x				Responds to changing situations and priority of patients may be necessary.
Clinical interventions		x				Personal and clinical care.
Informing patients/family/carers of unwelcome news		x				
Caring for terminally ill patients	x				x	Care of patients with chronic or terminal conditions.
Dealing with difficult family situations	x			x		Has the ability to escalate to a registered professional
Caring for/working with patients with severely challenging behaviour	x			x		Maybe caring for patients with learning needs, dementia
Typing up of formal minutes/case conferences		x				
Clinical/hands on patient/client care	x				x	Personal and clinical care duties relevant to the service inc. observations, tests, bloods etc.
Contacts with uncontained blood/bodily fluids	x				x	Frequent exposure to bodily fluids whilst providing personal care.
Exposure to verbal aggression	x			x		Has the ability to escalate to a registered professional
Exposure to physical aggression	X			x		Has the ability to escalate to a registered professional
Exposure to unpleasant working	x		x			

conditions dust/dirt/fleas						
Exposure to harmful chemicals/radiation	x				x	Cleaning chemicals for decontamination of equipment. PPE available to mitigate risk.
Attending the scene of an emergency	x			x		
Food preparation and handling	x				x	Assisting with feeding and handling of food and food supplements
Working on a computer for majority of work		x				
Use of road transport	x			x		

