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Bae Abertawe
Swansea Bay University
Health Board

CAJE REF: RVC/2022/0041

SWANSEA BAY UNIVERSITY HEALTH BOARD

JOB DESCRIPTION

JOB DETAILS:

Job Title	Occupational Therapy Technician
Pay Band	Band 4
Division/Directorate	Primary Community and Therapies Service Group
Department	Occupational Therapy

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Head of Occupational Therapy
Reports to: Name Line Manager	Team Leader and Locality Lead
Professionally Responsible to:	Head of Occupational Therapy

Our Values

In this Health Board we aspire to be driven by our values; where every person that works for us, regardless of their role, is expected to demonstrate the values of “caring for each other”, “working together” and “always improving”.

Job Summary/Job Purpose:

- To be a fully engaged member of the Occupational Therapy and multidisciplinary team providing a service to the specific clinical area. Such as
- To undertake assessment and intervention programmes with clients as delegated by an occupational therapist underpinned by appropriate experience/knowledge.
- To take responsibility for implementing and managing aspects of the assessment and the care and treatment programme as delegated by the Occupational Therapist in line with service protocol and frameworks
- To promote independence, health, well-being and safety within the community and inpatient settings adapting the client's social and physical environment to support the individual's optimum functioning.
- Maintain clinical records (paper and electronic) and report accurately to other professionals

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- To carry out routine administrative duties as per departmental protocols

DUTIES/RESPONSIBILITIES:

Communication	<p>Develop rapport with the client and all stakeholders before applying other technical/ therapy skills.</p> <p>Assist in communicating the role and purpose of Occupational Therapy clearly to the client, relatives and carers and all associated stakeholders.</p> <p>Provide effective listening & communication in the management of situations where there may be barriers to understanding e.g. confusion, hearing deficit, speech problems, anxiety or where the atmosphere is highly emotive and potentially distressing.</p> <p>Persuade, guide and encourage clients to comply with their Occupational Therapy programme.</p> <p>Monitor client's activity and report any problems or concerns to the clients Occupational Therapist accurately and in a timely manner.</p> <p>Understand the need for confidentiality.</p> <p>Communicate information to clients & relatives/carers in a format that is understandable using motivational, persuasive, empathetic and re-assurance skills as appropriate, providing relevant written information to supplement verbal advice given.</p> <p>Communicate effectively with other members of the multi-disciplinary and/or multi-agency teams and other associated stakeholders e.g. Social services, ALAC, Care & Repair.</p> <p>Respond to telephone enquiries and direct as appropriate.</p> <p>Provide verbal and written feedback on clients' functional ability and response to treatment in order to assist in the monitoring and evaluation of interventions</p> <p>Complete relevant referrals to other agencies to meet ongoing needs of clients post intervention under the direction of the supervising Occupational Therapist</p> <p>To provide concise verbal reports at relevant team meetings, care planning meetings or ward rounds at the request of the supervising Occupational Therapist</p> <p>Ensure records/documentation are maintained to required standard and report accurately when providing feedback to others.</p> <p>Ensure that communications on all platforms including social media are always professional, comply with GDPR, professional, HB and</p>
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	<p>departmental standards/policies.</p> <p>Support service users to feedback their experience to the relevant channels to improve patient outcomes.</p>
Education and Training	<p>Hold appropriate level qualification as identified in the person specification</p> <p>Demonstrate a commitment to Lifelong Learning, developing an evidence file of learning & development e.g. completion relevant Agored level accreditation, reflection on courses attended/experience.</p> <p>Actively participate in supervision and Personal Development Review e.g. preparation, and collation of evidence and process.</p> <p>Develop an adequate knowledge base appropriate to the clinical area as supported by the supervision and the PADR process including an understanding of conditions, the effects of illness on function and an awareness of contraindications and appropriate precautions</p> <p>Utilise and develop skills and techniques to undertake therapeutic activities with groups or individual clients/clients in various community or Health Board localities</p> <p>Be aware of own competency and ability to recognise the need for professional guidance when appropriate</p> <p>Participate in departmental training, projects and audits.</p> <p>To comply with all Mandatory training requirements</p>
Management	<p>Assist Therapists with activities and problems occurring in the service.</p> <p>Maintain service provision to own level of competence within designated work area under the supervision of a therapist.</p> <p>Responsible for organising and planning delegated tasks to meet service and clients needs/priorities.</p> <p>Liaise closely with multi-disciplinary and/or multi-agency teams to update and report on any changes in the client's condition and aid modification of the treatment programme by the Occupational Therapist</p> <p>Undertake delegated administrative tasks ensuring effective workload management to contribute to the safe and effective running of the service as designated by the supervising Occupational Therapist e.g.:</p> <ol style="list-style-type: none"> information dissemination handling and making telephone enquiries routine ordering of stock/materials stock control procedures ordering provisions for daily living assessments book client/client appointments administration to support ordering and provision of equipment

	<p>Contribute to keeping the work place tidy, safe and in functional order.</p> <p>Carry out any preparation required by a therapist prior to clinical input with the client.</p> <p>Comply with Occupational Therapy policies and procedures to ensure the smooth running of the service and communicate any problems or discrepancies to the line manager immediately.</p> <p>Responsible for making it known to senior staff any deficiencies in working conditions, procedures or equipment that may constitute a hazard to clients or staff and ensure adequate precautions are instigated.</p> <p>Participate in the dissemination and sharing of information and skills with students and other staff contributing to the induction process</p> <p>Contribute to departmental, professional and clinical audits as required</p> <p>Ensure own PADR and supervision notes are well maintained in line with policy</p> <p>Undertake any other duties as requested by Team Leader, Line Manager and Head Occupational Therapist within level of competence.</p>
Clinical	<p>Support the Occupational Therapist and team members in the delivery of an effective and efficient Occupational Therapy service within the hospital setting, community, patients home, schools and out-patient settings.</p> <p>Gather and report relevant information to support the assessment and treatment process at the request of the supervising Occupational Therapist. This may be through liaison with other multidisciplinary and/or multi-agency team members, medical and nursing notes, clients/clients and carers or attendance at ward rounds and care planning meetings if directed by the OT.</p> <p>Administer a predetermined Occupational Therapy Programme to clients without direct supervision from a therapist either on a 1:1 basis or within a group, utilising and developing skills and techniques e.g. personal care activities, domestic tasks, relaxation techniques. This may take place within the hospital setting, community, patients home, schools and out-patient settings</p> <p>Responsible for organizing and planning caseload delegated from the therapist, organizing clinical/non clinical time in the most effective way, fitting in with service needs.</p> <p>Plan, adapt and deliver intervention programs as per competency and in conjunction with therapist.</p> <p>Undertake comprehensive risk assessment of the client, their needs and their environment, to manage and reduce risk and implement control measures as per competency</p>

	<p>Transport and fit equipment in the clients' home environment, observing relevant environmental factors, giving clear instruction of use of equipment to clients & carers and the safe handling of inanimate objects (as per moving & handling guidelines). These visits are often undertaken single handed.</p> <p>Visit clients' homes single-handed on behalf of the Occupational Therapist to review the home environment as directed by the OT to ensure suitability to accommodate equipment, and to review following delivery of equipment to ensure in place and set up ready for clients' discharge home.</p> <p>Accompany the Occupational Therapist on home or access visits to client's homes. The post holder may be required to drive, accepting responsibility for the safe transportation of the client and therapist.</p> <p>Conditions encountered in hospital, community, patients home, schools and out-patient settings may at times be unsanitary and involve exposure to unpleasant substances, bodily fluids and odours.</p> <p>Comply and promote safe moving and handling practices according to clients' needs complying with the Health Board and therapeutic moving and handling guidelines. It will involve the correct use of moving and handling procedures with clients on a frequent daily basis using appropriate equipment such as hoists, slings, transfer boards and handling belts.</p> <p>Attend to the general comfort and needs of clients. This will include aspects of personal care such as toileting, washing etc.</p> <p>Ensure clients and documentation confidentiality at all times in accordance with Health Board and Occupational Therapy service policies.</p> <p>Ensure all clients are treated with respect, paying attention to their comfort, well-being and safety.</p> <p>Deal sensitively with clients who are anxious or aggressive. Supporting and encouraging them through the treatment process.</p> <p>Assist the client and therapist before, during and after each clinical session</p> <p>Ensure timely accurate electronic records, statistics and data collection as appropriate</p>
Professional	<p>Demonstrate an understanding of clinical governance and show an awareness of implications for self, clients and colleagues.</p> <p>To be responsible for ensuring own continued professional development, and maintain written portfolio. CPD activities to include: Participation in Diploma in OT Support, In Service Training Programme and competency framework</p> <p>Participate in clinical governance activities within the department; this may include supporting some audit and research activities.</p> <p>Be proactive in the PADR appraisal system including identification of</p>

	<p>developmental needs.</p> <p>Participation in relevant training identified through Personal Development Plan.</p> <p>Review and reflect on own practice.</p> <p>Ensure attendance at all Health Board mandatory training.</p> <p>Actively participate in regular supervision with delegated supervisor.</p> <p>Communicate own well-being needs to line manager as appropriate. Support and engage in wellbeing of team members</p> <p>Maintain compliance with clinical governance procedures, pathways and current standards as appropriate</p>
Service Delivery	<p>Follow Health Board, Directorate, Occupational Therapy Service and professional standards, policies, protocols and guidelines</p> <p>Be aware of all relevant risk assessments and adhere to control measures and safe systems of working.</p> <p>Attend Occupational Therapy Service meetings as directed and contribute to the personal and professional growth of the service.</p> <p>Work flexibly to meet the needs of the service, including a 7 days shift pattern, with extended working hours covering 365days of the year.</p> <p>Demonstrate adaptability to service re-designs/improvements, HB structural changes and changes within role or clinical area</p> <p>Assist the Occupational Therapy service to provide an effective and efficient Occupational Therapy service to clients within the overall policy of the service.</p>
Finance and Resource Management	<p>Responsible for maintaining stock, advising on available resources.</p> <p>Where appropriate record and monitor equipment on loan, in accordance with Health Board and Occupational Therapy guidelines.</p> <p>Where relevant liaise with Community Equipment Service regarding delays in supply or outstanding items of equipment at the request of the Occupational Therapist.</p> <p>Ensure that assessment equipment is cleaned and maintained in line with service policy and health and safety requirements.</p> <p>Ensure that faulty equipment is immediately removed from use and is reported to line manager as per service policy.</p>

	Exercise good personal time management, punctuality and consistent reliable attendance
Information Resources	<p>Ensure that up to date written and where used electronic records and activity data are maintained in accordance with Occupational Therapy and Health Board standards.</p> <p>Comply with information governance standards including GDPR</p> <p>Collate statistical information relating to activity undertaken and equipment issued.</p> <p>Be responsible in the safe frequent (daily basis) use of VDU equipment</p> <p>Comply with HB policies with regard to use of social media</p>
Research and Development	<p>Participate in departmental /service audits as required.</p> <p>Undertake data collection and assist with validation exercises for all aspects of the service.</p>

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications	<p>Quality Credit Framework qualification at level 3 e.g. NVQ or OCN related to Health & Social Care</p> <p>Quality Credit Framework qualification at level 4 e.g. NVQ or OCN related to Health & Social Care or prepared to work towards.</p> <p>Documented evidence of participation in training activities</p>	<p>Willing to work towards Quality Credit Framework qualification at level 4 e.g. NVQ or OCN related to Health & Social Care or prepared to work towards.</p> <p>Membership of professional body and/or special interest group</p>	Application form and pre employment checks
Experience & Knowledge	<p>Understanding of the role of occupational therapy.</p> <p>Relevant experience working within health, social or teaching settings</p> <p>Awareness of Occupational Therapy equipment e.g. toilet equipment</p>	<p>Understanding of the concept of rehabilitation within the clinical area.</p> <p>Basic knowledge of the principles of Clinical Governance</p> <p>Basic knowledge of some conditions and the effects of illness on function.</p> <p>Awareness of Health & Safety legislation & practices.</p>	Application form and interview
Aptitude and Abilities	<p>Ability to work single-handedly with individuals and/or groups</p> <p>Effective written and oral communication skills.</p> <p>Ability to travel across sites to work and to carry out clinical tasks</p> <p>To carry out home visits, single handedly to clients' homes to deliver and fit equipment as directed</p>	<p>Ability to speak Welsh</p> <p>Computer skills e.g. use of Word, Excel, PowerPoint and data inputting</p> <p>Ability to maintain and record specific items of stock</p>	Interview

	<p>Awareness of team dynamics and work effectively as part of a team.</p> <p>Planning and organisational skills Have the ability to reflect on own performance</p> <p>Ability to work under pressure</p> <p>Physical & emotional stamina to deal with sensitive and difficult situations</p> <p>Ability to undertake physical activity involved with therapeutic and care handling of patients using appropriate equipment e.g. hoists</p>		
Values	<p>Shows empathy and compassion towards others – a natural disposition to put yourself in someone else’s shoes. Sees and treats others as individuals (patient, families, colleagues) and treats people with dignity and respect.</p> <p>Shows resilience, adaptability and flexible approach as situations arise and positivity when times are tough.</p> <p>Shows respect for others’ views and appreciate others’ inputs and encourage colleagues to display our values.</p> <p>Motivated to use initiative to recognise problems and seek solutions whilst understanding the importance of empowering and enabling others (patients, families, colleagues).</p> <p>Friendly and helpful disposition, awareness of how our own and others’ behaviours impact on people’s experiences and the organisation’s reputation.</p> <p>Willing to seek out learning, give</p>		<p>Application Form</p> <p>Interview</p> <p>References</p>

	and accept constructive feedback and committed to continuous improvement.		
Other	<p>Enthusiastic and motivated</p> <p>Respected team member and respect for others</p> <p>Ability to work flexibly according to the needs of the service and prioritise workload appropriately.</p> <p>Ability to promote a professional image of the Organisation.</p>	Adaptability to a working environment non routine in nature	Application form and interview

GENERAL REQUIREMENTS

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.

- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **General Data Protection Regulation (GDPR):** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Regulation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the HB Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB/Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB/Trust is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have * direct / indirect contact with* patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau *Standard / Enhance Disclosure Check as part of the HB/Trust's pre-employment check procedure. *Delete as appropriate.
If the post holder does not require a DBS Disclosure Check, delete as appropriate.
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility

includes being aware of the content of and consistently observing Health Board/Trust Infection Prevention & Control Policies and Procedures.

- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board/Trust sites, including buildings and grounds, are smoke free.

Flexibility Statement: The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Job Title: Occupational Therapy Technician

Organisational Chart

Locality Lead Occupational Therapist



Occupational Therapy Team Lead



Occupational Therapy Technician

Job Title: Occupational Therapy Technician**Supplementary Job Description Information****Physical Effort**

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Examples of Typical effort(s)	How often per day / week / month	For how long?	Additional Comments
Dexterity, co-ordination for driving, keyboard skills, sensory skills; use of specialist equipment and tools, advanced sensory skills, manual handling and mobilising skills	Daily	Approx. 4 hrs	Staff use specialist equipment and computers as essential part of their job roles. Driving to undertake assessment of patient home/work or school environments, participation in community activities and other hospital/community sites for work purposes.
Restricted position treating patients; manoeuvres patients/ clients, carries equipment	Daily	Approx. 2 hrs	Staff complete manual handling with patients in hospital/home/school environments often restricted due to space confines particularly in patient's home environment. Transporting equipment to wards, patients home/work or school environments to undertake assessments and/or provision with patients – this can include carry equipment up/down stairs

Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
Concentration on patient assessment & therapy interventions, Plans & prioritises own caseload, arranges appointments, Assesses, develops and implements OT programmes, provides advice to clients/ carers and other disciplines	Daily	Approx. 4 hrs	Staff work with patients as part of the OT process to assess and plan goals to support patients.
Updates patient/ client records, Professional knowledge acquired through degree or equivalent	Daily	Approx. 4 hrs	Staff keep accurate and timely clinical records as part of their role with patients.
Follows departmental policies, comments on proposals	Daily	Approx. 4 hrs	Department policies and procedures and SOP's are in place.
Driving vehicle including transporting patient/ staff on occasions, use of specialist equipment and tools, manual handling and mobilising skills	Daily	Approx. 2 hrs	Staff use manual handling, and specialist equipment with patients. Driving to undertake assessment of patient home/work or school environments, participation in community activities and other hospital/community sites for work purposes, this can include transporting patients and/or staff

Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding.

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Receiving and giving information concerning patient's/ client's history, sensitive issues, some patients with special needs: requires persuasive, reassurance skills	Daily	Approx. 4 hrs	Staff receive personal and sensitive information from patients, families/carers and MDT staff as part of the OT assessment process. This includes patients with communication difficulties due to physical/cognitive or learning disabilities/impairments. Information may be contentious and challenging
Supervise work and provide emotional support to OT's, support staff, and students.	Daily	Approx. 2 hrs	Staff provide supervision/mentoring/emotional support to students and other staff members.
Imparting unwelcome news and communicating life changing events to patients, clients, families/carers and staff; treating terminally ill/life limiting patients	Daily	Approx. 2 hrs	Staff work with terminally ill/life limited patients, families and carers within hospital, home and community settings supporting to achieve patient goals, this includes communicating life changing events

Dealing with complaints, concerns and challenging behaviour.	Daily	Approx. 1 hr	Staff deal with complaints from patients, families/carers and MDT members.
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Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable **(even with the strictest health and safety controls)**, such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
Dust, dirt, smell/ infectious material	Daily	Approx. 2hrs	Staff may come into contact with materials when completing personal care/manual handling assessments/activities with patients in the hospital/home/school or community settings. Also when completing visits to patients homes.
VDU use	Daily	Approx. 2 hrs	Used daily for ordering of equipment and onward referrals, electronic patient documentation.
Contaminated Equipment	Daily	Approx. 1 hr	OT assessment equipment may become contaminated from use with patients on the wards.
Driving vehicle including transporting patient/ staff on occasions,	Weekly	Approx. 6 hrs	Staff complete home environmental assessments, school and community visits as an essential component of patient intervention.