

# Therapy Technician – Occupational and Physiotherapy

## Job Description & Person Specification – General Medicine

A summary of the role responsibilities and person specification



University Hospitals  
Bristol and Weston  
NHS Foundation Trust

### Why Our Trust?

#### Terms and conditions

**Post – Therapy Technician – Occupational Therapy (OT) & Physiotherapy (PT)**

**Division – Diagnostics and Therapies**

**Department – Adult Therapy Services**

**Band – Band 3**

**Salary – AfC pay scale**

**Location – Bristol Royal Infirmary**

**Hours of work – 37.5hrs per week**

**Contract length – Permanent**

**Annual leave – Up to 33 days dependant on NHS Service**

**Pension - The NHS Pension Scheme is a defined benefit scheme. Further details and outline of benefits can be found at: [www.nhsbsa.nhs.uk/pensions](http://www.nhsbsa.nhs.uk/pensions)**

#### Job Purpose

- Working with both OTs and PTs, the technician will assist in the assessment, treatment and management of patients within the specialities of General Medicine, Medical Neurology and Stroke. Overall responsibility for the therapy management of the patient remains with the registered therapists.
- The post-holder will work under the direct or indirect supervision of a registered therapist and will contribute to the provision of a comprehensive assessment and rehabilitation service for patients.
- The post holder will deliver a defined range of activities, which will require problem solving and use of initiative, working within a competency framework as part of an integrated pathway.
- The post holder will as part of a six-day service with a 1:4 Saturday frequency. They will also contribute to up to two bank holidays per year.

#### About us

**Our mission** is to improve the health of the people we serve by delivering exceptional care, teaching and research every day.

#### What you'll love about working here

**UHBW has been rated by the CQC as 'Good'** - our staff are proud to deliver excellent care. As a forward thinking multi-award winning Trust, our world-leading research and innovations are having a positive local and global impact. Our hospitals are spread across Bristol and Weston-super-Mare, join us and you can enjoy the very best of both worlds; city living within a stone's throw of the countryside or beside the seaside, both with easy access to all that the South West has to offer.

**A digital exemplar**- Being appointed as a Global Digital Exemplar means we can realise this vision by implementing digital technologies that will help us to transform the way we work and how we relate to our colleagues, patients and partner organizations.

**Sustainable healthcare** - We have joined the international movement to declare a climate emergency, recognising the impact climate change is having on the world. Climate change is labelled as the greatest threat to health in the 21st century, with a range of conditions related to heat, cold, extreme weather and air pollution predicted to rise. To lead the way in healthcare the Trust has set ambitious goals to become carbon neutral by 2030.

**Access to further opportunities** with the Trust Apprenticeships are a great way to learn and earn on the job. UH Bristol and Weston provides a range of apprenticeships to support a huge number of career opportunities in clinical and non-clinical support services with apprenticeships starting at level 2 through to level 7. As an organisation we encourage further development of all employees to progress upward within their chosen field.

#### Diversity & Inclusion

A core principle of the Trust is to ensure that patients and staff are treated with dignity and respect. Promoting equality, diversity and human rights and challenging any form of inequality, discrimination, harassment or abuse are central to the Trust's Values. 'Committed to inclusion in everything we do' is the ambition set out in the Trust's Workforce Diversity & Inclusion Strategy.

The Trust will not tolerate discrimination, harassment or bullying under any circumstances and particularly because of a characteristic protected by the Equality Act 2010.

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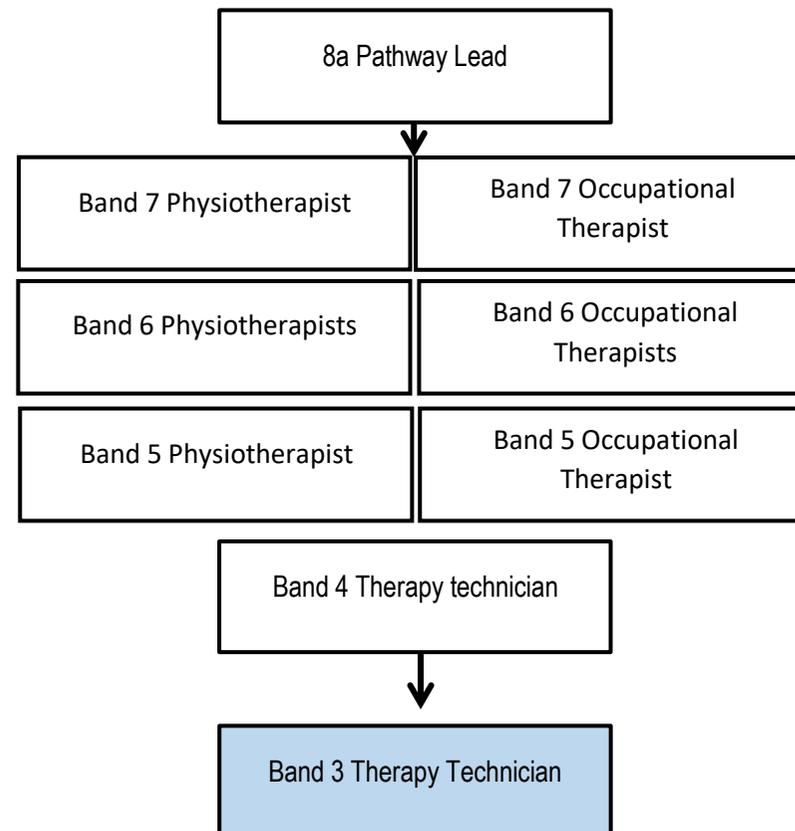
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### Main Duties and Responsibilities

#### Clinical

- To assist the therapists with treatments as appropriate which will include therapeutic handling, personal and functional assessments (including washing & dressing, toileting and kitchen assessments) carrying out programmes of exercise and education in order to support the progress of patients to discharge.
- Ensure that all patients treated understand the therapy process they are about to receive and have given valid and informed consent. The technician will be expected to use a range of verbal and non-verbal communication skills e.g. explanation, negotiation, persuasion and demonstrate empathy to ensure effective communication with patients at all times.
- To initiate contact with patients and carers in some circumstances, as guided by the therapist, including the gathering of pertinent clinical and social information. This will require the use of tact and sensitivity and an observation of confidentiality.
- Technicians will need to be aware of, and appropriately manage, sensitive and / or complicated information related to patient's diagnosis or social situation. Many patients will demonstrate high levels of anxiety and sometimes aggression caused by pain, confusion or as a result of their health condition.
- To carry out activities of daily living with patients or lead a patient through specific exercise regimes as part of an overall treatment plan set out in broad terms by the therapists. This will include the use of specific techniques and approaches and will require the technician to judge the patient's fitness and medical status in order to safely undertake these intervention.
- To carry out specific rehabilitation activities and interventions such as training for balance, standing and stepping. To deliver an upper limb management programme, cognitive rehabilitation and interventions to address visual and perceptual deficits.
- To promote the role of therapy within this specialist area, acting as an advocate and maximising rehabilitation opportunities for patients with the wider multi-disciplinary team.

### Organisational Structure



### Key Relationships:

Responsible to: Band 7 Clinical Team Leads

Accountable to: Pathway Lead, Divisional Lead & Head of Adult Therapy Services

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- To use a range of patient manual handling equipment and chairs as part of treatment programmes on a daily basis. To include adjustment of chairs for individual patients and to transport patients to and from sessions. This will include assisting patients with transfers and mobility with varying levels of dependency.
- Obtain equipment from the Joint Equipment Contracts e.g., aids for daily living, completing the required on-line ordering processes, checking safety of the aid and ensuring that the patient is competent and safe to use the aid.
- Technicians will carry their own clinical caseload as part of an overall plan devised by the therapists. Technicians may vary the treatment within the scope of the plan, without the need to refer back to the therapist.
- The technician will inform the therapist of any change in the patient's condition and regularly feedback on progress. Technicians will also be expected to relay information to members of the MDT, both verbally and written, on the impact and effectiveness of their treatments and the patients progress.
- Where required the technician will lead small groups e.g. exercise or education sessions with other technicians, this may involve a short presentation.
- To accompany Therapists on a variety of home visits and carry out functional tasks with patients in the home or fit adaptive equipment to assess readiness for discharge. This will require assisting in the loading and fixing of wheel-chair dependent patients into an adapted car as well as driving the vehicle on occasions.
- To carry out access and follow-up visits alone as prescribed by the therapist. This will require the driving to and from the patients home.
- To maintain accurate and timely therapy records of all clinical observations and interventions in accordance with department and trust standards. This will involve making entries into the patient's medical records, care-plan and careflow (electronic record).

### Management

- Self – management – will be expected to manage own time effectively and to be able to work flexibly as the clinical needs of the caseload demands.
- To contribute to a weekend service (Saturday working 1:4 ratio). Also to contribute to a bank holiday rota as part of wider UHBW therapy service.
- To record and input statistical information required by the service including on electronic systems, within 24 hours of the activity taking place.
- To participate in the education and induction of students and visitors to the department.
- To participate in the development and implementation of departmental projects.
- To assist with basic admin duties e.g. photocopying, filing, management of equipment stock etc.
- Adhere to local and Trust policies and procedures.
- To be responsible for the safe and effective use of therapy equipment and appliances including prescription equipment supplies via the joint contract or wheelchair services.

### Education and Continued Professional Development (CPD)

- The technician will participate in the Trust and therapy services supervision and appraisal program by meeting with their supervisor on an agreed basis. This can be an interactive discussion and teaching session. The technician will also contribute and participate in an annual appraisal and will take responsibility for agreeing, and taking action to achieve the agreed development plan
- Attend and participate in provided journal clubs, tutorials and in-service staff development sessions each year for CPD purposes.
- Technicians will conduct themselves in a professional manner at all times.

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Personal Profile - (E) = Essential (D) = Desirable

### Knowledge and Experience

- Recent experience in a Health or Care setting e.g. Nursing, Care, Physio or OT Assistant. (E)
- Taking responsibility for carrying out defined tasks. (E)
- Use own initiative to problem solve within scope of role. (E)
- Working within a team. (E)
- Specific experience in a hospital setting. (D)
- Knowledge of common conditions seen within General Medicine in the acute hospital setting (D)

### Skills and Abilities

- Be able to speak fluent English to an appropriate standard. (E)
- Good listening skills (E)
- Effective written & verbal communication skills. (E)
- Demonstrate clear understanding of role & responsibility. (E)
- Ability to use own initiative within role. (E)
- Demonstrate an awareness to & sensitivity to other team members. (E)
- Ability to feedback information to members of the MDT within limits of role & responsibility. (E)
- Hold a full driving license as driving Trust cars is an essential part of the job. (E)
- Knowledge of Rehabilitation process. (D)

### Aptitudes & Values

- Supportive (E)
- Respectful (E)
- Innovative (E)
- Collaborative (E)

### Qualifications and Training

- NVQ Level II in Health or Social Care or equivalent relevant experience (E)
- Working towards NVQ level III in 'Care' or equivalent. (D)
- Healthcare training either formal or informal (D)

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### Transforming Care

Delivering sustainable healthcare services to our patients, which are effective, efficient and driven by excellence, is at the heart of our organisation. Transforming Care is the Trust's overarching programme of transformational change. It enables staff to use a structured approach to continuously improve and innovates their services, strengthen our capability, and deliver our Trust's mission to improve the health of the people we serve by delivering exceptional care, teaching and research, every day.

Our Quality Improvement Academy is open to all staff and leaders across the Trust, and provides training to lead or take part in improvement and transformation activities in their departments and across the Trust. We will support staff to develop the skills and tools to improve services to deliver the best care to our patients and public.

### Information Governance

It is the responsibility of all staff to respect the confidentiality of patients and staff, as specified in the Caldicott Principles, Data Protection Act 2018 and the Human Rights Act. It is the duty of every employee to:

- Only access person identifiable information as required in the execution of their duties.
- Disclose information appropriately, in line with the Data Protection Act 2018.
- To ensure good quality data by recording, promptly and accurately, clinical and non-clinical information within agreed timescales to PAS, the health record or the appropriate clinical or non-clinical information system
- Always trace patient notes on the Patient Administration System

Maintain the confidentiality of their passwords / usernames and if in possession of a 'Smartcard' abiding by the terms and conditions of its use.

### Workplace Wellbeing

The Trust Workplace Wellbeing Framework encourages all colleagues to look after their own wellbeing as well as supporting the wellbeing of colleagues. Line managers will oversee the wellbeing of their team, making wellbeing a priority when considering ways of working and will undertake regular health and wellbeing conversations that are supportive, coaching-style one-to-one discussions focused on building team resilience. To assist this, the Trust offers comprehensive wellbeing provision for employees, students, volunteers and managers.

### Safeguarding Children and Vulnerable Adults

The Trust is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, and as such expects all staff and volunteers to share this commitment.

### Quality and Clinical Governance

Quality in the NHS has three core dimensions: Patient Safety, Patient Experience and Clinical Effectiveness. Clinical Governance is about the systems, processes and behaviours to ensure that high quality services are provided to patients. Every member of staff has a role to play in striving for excellence: it is important that everyone is aware of and follows policies and procedures that govern their work; and if something goes wrong, everyone has an obligation to report it so lessons can be learned from mistakes, incidents and complaints. If any member of staff has concerns on any clinical governance matters, they should raise them with their line manager, professional adviser, or a more senior member of management. Reference should be made to the Trust's guidance on Raising Concerns about provision of patient care.

### Health and Safety

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

- Take reasonable care of themselves and for others at work
- To co-operate with the Trust as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.

Everyone has a responsibility for contributing to the reduction of infections.

Senior Management is responsible for the implementation throughout the Trust of suitable arrangements to ensure the health, safety and welfare of all employees at work and the health and safety of other persons who may be affected by their activities. Where health and safety matters cannot be resolved at Senior Management level the appropriate Executive Director must be notified.

Line Managers are responsible for the health and safety management of all activities, areas and staff under their control. This includes responsibility for ensuring risk assessments are completed and implementation of suitable and sufficient control measures put in place. Health and safety issues are dealt with at the lowest level of management practicable. Where health and safety matters cannot be resolved at a particular management level the appropriate Senior Manager must be notified.

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