



**JOB TITLE:** Occupational Therapist Urgent Community Response Team

**GRADE:** Band 6

**SPECIALTY:** Community Occupational Therapy

**SERVICE:** Urgent Community Response Team (UCRT)

**ACCOUNTABLE TO:** Service Manager

### **ROLE SUMMARY:**

The post holder will work within the Urgent Community Response Team (UCRT) to provide high quality occupational therapy service to patients living in their own home. The main objective for the team is to assist in the prevention of avoidable hospital admissions for patients who are in crisis in line with the overall objectives of the service. Therapists within the team will provide holistic functional assessments to support the patient in crisis, working alongside their nursing colleagues.

### **Job Summary**

### **KEY RESPONSIBILITIES**

- To undertake comprehensive holistic functional assessment for patients, using investigative and analytical skills for those with acute/complex/palliative care needs, e.g. patients with multiple pathology and complex social care needs who are in crisis and are at risk of admission to an acute setting.
- To use effective communication with patients, families/carers so that they can be fully involved in the decisions relating to therapy interventions/treatment plan.
- To take responsibility to ensure workload for self and others is planned and prioritised according to service targets and needs.
- To liaise with GPs, Social Services, allied health care professionals, community services and the voluntary sectors, to ensure identified patient needs are met and patient care is co-ordinated appropriately.
- To maintain an up to date, accurate and timely clinical records in accordance with the service and NHS professional patient record keeping standards.
- To work with the UCRT Team to prevent unnecessary admission to hospital. The aim is to avoid admission and improve quality of life and independence where possible.
- Using evidence-based, patient-centred principles to assess, plan, implement and evaluate interventions.
- To be responsible for managing and transferring an individual patient's ongoing care to other professions and agencies as appropriate.



- Provide advice / training appropriate less experienced staff, supervise and support Band 3 & 4 staff and students where appropriate, and contribute to the induction process for new staff / students.
- To participate in a flexible rota which includes 7 days working as the service demands.

### **CLINICAL RESPONSIBILITIES**

- To triage and prioritise own caseload on day-to-day basis and balance other patient related and professional demands.
- Undertake comprehensive, holistic assessments of individuals, including those with a complex presentation, using investigative, analytical & clinical reasoning skills, and formulate a treatment plan.
- Liaise with UCRT colleagues, GPs, social services, allied health professionals, other community services and the voluntary sector, to ensure identified needs are met and care co-ordinated appropriately.
- Support collaboration of UCRT services across Mid and South Essex, which may include working across boundaries within the three localities.
- Empower patients and carers to maximise potential for self-care.
- Be responsible for ensuring workload for self and others is planned and prioritised according to service targets and needs.
- Ensure informed consent is obtained prior to initiating therapy interventions.
- Utilise universal precautions and adhere to infection control policies, due to potential exposure to bodily fluids, infected material, and blood products.
- Where safe care is not able to be sustained, then arrange appropriate transfer to the acute setting.
- Carry out safe moving and handling practice for patients with varying needs within a community setting, in accordance with Trust policy. Demonstrate dexterity and co-ordination when using equipment, e.g. manual handling equipment/mobility aids.
- Identify standard equipment e.g., mobility equipment, bed mobility aids and instruct/demonstrate the equipment to patients, carers, and other staff members.



- Establish and maintain effective communications and relationships with statutory and voluntary agencies, promoting collaborative working and effective co-ordination of services for patients.
- Participate in the implementation of new initiatives and developments within the service.
- Promote and value diversity.

## OTHER

This role specification indicates the main functions of the post. It is not an exhaustive list of the responsibilities and tasks required for the job. There may be a requirement to undertake other duties as reasonably required to support the organisation. This may also include work outside of the postholder's normal sphere of activities, including functions not detailed within this role specification or working within another location or environment. The postholder will not be required to undertake any function for which they are not qualified or competent to perform.

The postholder must be familiar with, and adhere to, all *Provide* policies and procedures which can be found on the Intranet.

The postholder is accountable and responsible for the implementation and adherence to:

- The Health Care Act 2006, (revision 2008)
- The Equality Act 2010
- The Care Quality Commission Essential standards of Quality and Safety 2010,
- Health and Safety legislation in relation to patient safety and maintaining a safe working environment.
- Data protection act 1998 and confidentiality code of conduct

The maintenance of the standards set out within this legislation will guide staff in maintaining the quality of care and safety required within their role ‘

## Safeguarding Children, Young People & Vulnerable Adults

Safeguarding is a key priority of the organisation. Staff must always be alert to the possibility of harm to children, young people and vulnerable adults through abuse and neglect. This includes being aware of the adults who may find parenting difficult. All staff should be able to recognise the indicators of abuse and know how to act on them, including the correct processes and decisions to be undertaken when sharing information. The depth of knowledge you work from must be commensurate with your role and responsibilities. All staff must follow the Safeguarding policies and guidelines, know how to seek specialist advice, and must make themselves available for training and supervision on regular basis. **Core**

## Competency Framework

### Band 6



Practitioners and staff at Band 6 require a critical understanding of detailed theoretical and practical knowledge, are specialist and have some leadership and management responsibilities. They demonstrate initiative and are creative in finding solutions to problems. They have some responsibility for team performance and service development. They consistently undertake self-development.

*Provide* aims to deliver high quality, professional and customer focused services. To ensure that this objective is met, it is expected that all employees carry out their roles in a courteous, compassionate, and responsive manner and by the standard of their own appearance and behavior act as an ambassador for the organisation within their interactions with all our customers.

Employees are contractually obliged to undertake mandatory training in line with the organisations' agreed Mandatory Training Matrix and must ensure that the required learning is complete and refresh this learning within the timescales set out. Should staff consider they need further support to maintain the level of competence set out in this framework they have a personal responsibility to raise this with their line manager.

#### **Assessment**

- Able to gather appropriate information.
- Able to select and use appropriate assessment techniques.
- Able to undertake or arrange investigations as appropriate.
- Able to analyse and critically evaluate the information collected.

#### **Formulation and delivery of treatment and / or action plans and strategies**

- Able to use research, reasoning, and problem-solving skills to determine appropriate actions.
- Able to draw on appropriate knowledge and skills in order to make professional judgements.
- Able to formulate specific and appropriate management plans including the setting of timescales.
- Able to conduct appropriate diagnostic or monitoring procedures, treatment, therapy, or other actions safely and skilfully.
- Able to maintain records appropriately.

#### **Critical evaluation of the impact of, or response to, the treatment and / or action plan/intervention**

- Able to monitor and review the on-going effectiveness of planned intervention becoming increasingly self-aware of when/how to modify a technique and less dependent on feedback from others.
- Able to make reasoned decisions to initiate, continue, modify, or cease treatment / action or the use of techniques or procedures, and record the decisions and reasoning appropriately.
- Able to audit, reflect on and review own and other's performance/practice.

#### **Knowledge and Skills**

- Uses detailed theoretical and practical knowledge of a work area involving a critical understanding of theories and principles.



- Demonstrates mastery and innovation in methods and tools used in a complex and specialised work area.
- Evaluates own practice and identifies development needs within a complex environment.
- Complies with current legislation, policy, and guidance.
- Understands the 'social model', concepts of empowerment and person-centred approaches to assessment, care planning, delivery, monitoring and review of practice and services.
- Applies the principles of respect, dignity, choice, and independence in own work area.
- Understands the nature extent and boundaries of their role and its relationship to others within and outside the organisation.

### **Technology Skills**

- Proficient in the use of Microsoft Outlook or similar Email application
- Proficient in the use of the Web and Web applications
- Proficient in the use of Microsoft Word
- Accurate data input skills, e.g. accurately entering data into Excel or an electronic record system.
- Confident with the use of IT systems and equipment, including mobile devices (where used)
- Confident with use of Electronic Patient Records at the point of care or commitment to develop these skills within 6 months.

### **Leadership and Management**

- Works independently, leads work activities of others.
- Takes responsibility for a work area.
- Manages appraisals of junior staff, contributes to Learning and Development plan for the team.
- Exercises leadership and initiative to bring about change, introduce new thinking in complex and unpredictable contexts.

### **Innovation and Decision Making**

- Devises and sustains arguments to solve problems.
- Makes judgements involving a range of facts/options/analysis and interpretation.
- Implements policy and is able to propose changes to working practices or procedures.
- Takes responsibility for the purchasing and maintenance of assets/equipment and/or resources. This may include holding a delegated budget.
- Takes responsibility for teaching/training inside or outside work area.
- Undertakes research projects or clinical trials where appropriate.
- Critically analyses information to aid service performance/review.

### Communication

- Listens to and appreciates the complexity of a range of views.
- Adopts effective questioning techniques.
- Responds appropriately to queries and complaints.
- Speaks assertively and presents a positive self-image.
- Adopts a sensitive manner and uses language appropriate to the situation.
- Persuades and influences others effectively.
- Writes effectively for a range of situations and contexts.
- Presents and explains results clearly and accurately.
- Ensures that clients are at the centre of the care planning process, and that they contribute as much as possible to their care.
- Ensures that the boundaries of confidentiality are clearly understood.

### Team Working

- Works with others to achieve shared goals.
- Respects and is open to the thoughts and contributions of others.
- Recognises and respects individual differences.
- Learns from their mistakes and accepts and gives feedback in a constructive, considerate manner.
- Contributes to and management of a team by sharing information and expertise.
- Ensures that the team's purpose and objectives are clear.
- Leads and supports when appropriate, motivating and developing others to achieve high performance.
- Assesses and manages risk and identifies the root cause of complex problems.
- Offers recommendations in relation to the service based on a thorough evaluation of the facts.

### Personal Attributes

- Acts as an ambassador for *Provide* and demonstrates excellent customer care at all times.
- Deals with people, problems and situations with honesty and integrity.
- Recognises and reflects on their own and others good efforts.
- Takes care of their personal health, including hygiene and appearance.
- Meets timekeeping and attendance requirements.
- Leads on personal and team health and safety practices and procedures and acts in accordance with these.
- Understands their rights and responsibilities in the workplace, and those of others.
- Undertakes and respects confidentiality.
- Manages the balance of their work and personal life.
- Assesses and manages risk, is accountable for their own actions, and those of their team.
- Is adaptable and able to carry out multiple tasks or projects.
- Is open and responds constructively to change and copes with uncertainty.
- Supports other colleagues and co-workers and promotes positive relationships within team and beyond.
- Learns continuously, reflects on their practice and encourages others to reflect on their practice.
- Identifies personal learning goals and plans for the achievements of these.



Name of Post holder: .....

Signature: .....

Date: .....




## PERSON SPECIFICATION

**JOB TITLE:** Occupational Therapist, Band 6

FACTOR	ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS &amp; EDUCATION</b>	<p>Diploma/degree in Occupational Therapy.</p> <p>Health and Care Professions Council registered.</p> <p>Portfolio evidence of post graduate training across a range of specialised clinical areas.</p>	RCOT Registration
<b>WORK RELATED KNOWLEDGE &amp; EXPERIENCE</b>	<p>Broad range of clinical experience in a variety of settings including Community, Inpatient, Neurology, Orthopaedics and Care of the Elderly, of which some should have been within the NHS setting.</p> <p>Experience of managing own caseload including prioritising and delegating work in response to changing demands.</p> <p>Demonstrates sound clinical reasoning skills.</p> <p>Evidence of effective multidisciplinary team working</p> <p>Supervision of junior staff, support workers and students.</p> <p>Experience of recommending a range of specialist Occupational Therapy equipment to meet patient's identified needs.</p> <p>An understanding of national health care policy / national guidance relevant to this field.</p> <p>Sound understanding of clinical governance / audit</p>	



<b>SKILLS &amp; APTITUDES</b>	<p>High level of problem-solving skills and clinical reasoning, informed by accurate and advanced assessment skills.</p> <p>Ability to undertake the assessment of capacity, gaining valid informed consent and able to work within a legal frame with those who lack capacity to consent to treatment.</p> <p>Competent moving and handling skills to enable accurate assessment of ability, to enable effective treatment and to optimise treatment outcomes.</p> <p>Ability to work autonomously with support of formal and informal supervision.</p> <p>Ability to work effectively under pressure.</p> <p>Ability to empower and motivate other, including patients and team members.</p> <p>Demonstrate empathy with patients, carers and families often where barriers to understanding exist ensuring that effective communication is achieved to persuade and motivate participation in therapeutic activities.</p> <p>Able to communicate complex condition-related information to patients, carers families and multidisciplinary team members / other professionals, in written and verbal form.</p> <p>Negotiate with carers/patients/others around individual case management.</p> <p>Effective 1:1 and group teaching skills.</p> <p>Able to delegate effectively and coordinate support worker's workload.</p>	<p>Enhanced knowledge and understanding of the National Guidelines for falls prevention, National Service Frameworks for Older People and Long Term Conditions and relevant NICE guidelines.</p> <p>Knowledge and understanding of NEWS2 Scoring</p> <p>Knowledge and understanding of the Rockwood Clinical Frailty Scale</p>
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	 <p>High standard of written English and verbal communication skills.</p> <p>Competent I.T. skills with Knowledge of Microsoft Outlook Packages</p>	
<b>CIRCUMSTANCES</b>	<p>Full valid driving licence.</p> <p>Access to own car.</p> <p>Ability to work a flexible rota including 7 day working as the service requires.</p>	