

# Occupational Therapy Assistant - Orthopaedics

Allied Health Professions

Job Description and Person Specification



## About Us

With a dedicated workforce of more than 7,500 staff and volunteers and an income of £570m, Barking, Havering and Redbridge University Hospitals NHS Trust (BHRUT) is one of the larger acute trusts in the country. We provide care for a population of about 750,000 people across north east London (NEL), and that number is predicted to increase by 15 per cent over the next ten years. Our Trust serves three London boroughs with diverse populations, and more than half of our workforce identify as Black, Asian, or Minority Ethnic. In addition, eight out of every ten employees are women, and most of our workforce live within the host boroughs of Barking and Dagenham, Havering, and Redbridge.

We also provide healthcare services to people in south west Essex, and specialist neurosciences services to the whole of the county.

Our services include all the major specialties of large acute hospitals, operating from two main sites - King George Hospital in Goodmayes and Queen's Hospital in Romford. We also provide outpatient services at Brentwood Community Hospital, Barking Hospital, Loxford Polyclinic and Harold Wood Polyclinic. We have two of the busiest emergency departments in London - in 2019/20, emergency and urgent attendances (Type 1 & 2) were 189,518 and there were nearly 65,000 ambulance arrivals at both sites.

Over recent years, our Trust has made significant improvements to the quality of care we provide patients. Four years ago, following a re-inspection of services by the Care Quality Commission, BHRUT was taken out of quality special measures, and we have improved our overall rating from 'Inadequate' to 'Requires Improvement'. Since then, on-going improvements in the quality of care have been recognised by various external partners and organisations. In early 2018, the Trust entered Financial Special Measures. A Financial Recovery Plan is in place to deliver the financial savings required over the coming years.

Like other trusts across the country, Covid-19 meant we had to transform, overnight, the way we cared for patients and delivered services. Collaborative working with system colleagues ensured we were one of the first to set up a long Covid clinic that is proving invaluable in supporting the on-going needs of residents. During the vaccine rollout, King George Hospital was designated a vaccination centre and was established and launched in seven days.

Our Trust has been making good progress as we respond to the needs of those people whose treatment was delayed by the virus, although we have much work to do to improve waiting times for urgent and emergency care, and performance against the four-hour emergency access standard remains challenged, in comparison to most other London trusts. This aspect of the organisation's work will be one of the many benefits of closer collaboration with Barts Health. Working with them, and with all partners across NEL, we will find a sustainable solution that will enhance patient care.

We are particularly proud of our regional Neurosciences Centre; Radiotherapy Centre; Hyper Acute Stroke Unit; and dedicated breast care service at King George Hospital. We're also pleased to be part of the NEL Cancer Alliance.

As well as having a Hyper Acute Stroke Unit at Queen's Hospital, the stroke service has transformed from being 'D' rated to the highest possible 'A' rating. The improvements that have taken place have included changing stroke consultants' working patterns to match demand and introducing a virtual ward that allows patients, where appropriate, to receive care and support in their own homes.

In 2017, the Trust unveiled one of the UK's first Halcyon radiotherapy machines, which is just one example of the cutting-edge treatment we now offer patients. We also provide Ethos therapy, which uses artificial intelligence to tailor treatment to patients' changing daily anatomy (in terms of their tumour's shape and position).

We offer staff the opportunity to train to become nurses, while continuing to work full-time in our hospitals. This pioneering Registered Degree Nursing Apprenticeship is transforming lives - and helping to reduce shortages - by supporting staff who wish to progress to become nurses but who were unable to undertake the usual degree route after leaving school. Growing our own nursing workforce through this route is just one of the ways we have reduced our nursing vacancies and improved retention rates.

Patient experience is hugely important to us as a Trust, and has been recognised at the national Patient Experience Awards, particularly for the support we provide to bereaved families. We are also developing our staff networks and we are determined to continually improve our culture for the benefit of our workforce and our patients. We have appointed a Director for Equality, Diversity and Inclusion who is leading the work to foster a culture that is fair, equitable and inclusive and where every voice counts.

With such continuous improvement always at the forefront of our thinking, we are proud to have partnered with the Virginia Mason Institute, along with four other trusts in the country. Now, with the five-year collaboration at an end, we are continuing to embed The PRIDE Way as our methodology for quality improvement.

**OUR VISION:** TO PROVIDE OUTSTANDING HEALTHCARE  
TO OUR COMMUNITY, DELIVERED WITH PRIDE

## OUR PRIDE VALUES

PASSION

RESPONSIBILITY

INNOVATION

DRIVE

EMPOWERMENT

# Job Description

**Job title:** Occupational Therapy Assistant

**Band:** 4

**Hours of work:** 30 hours (Fri-Mon)

**Location:** Barking, Havering and Redbridge University Hospitals Trust, King George Hospital / Queens Hospital

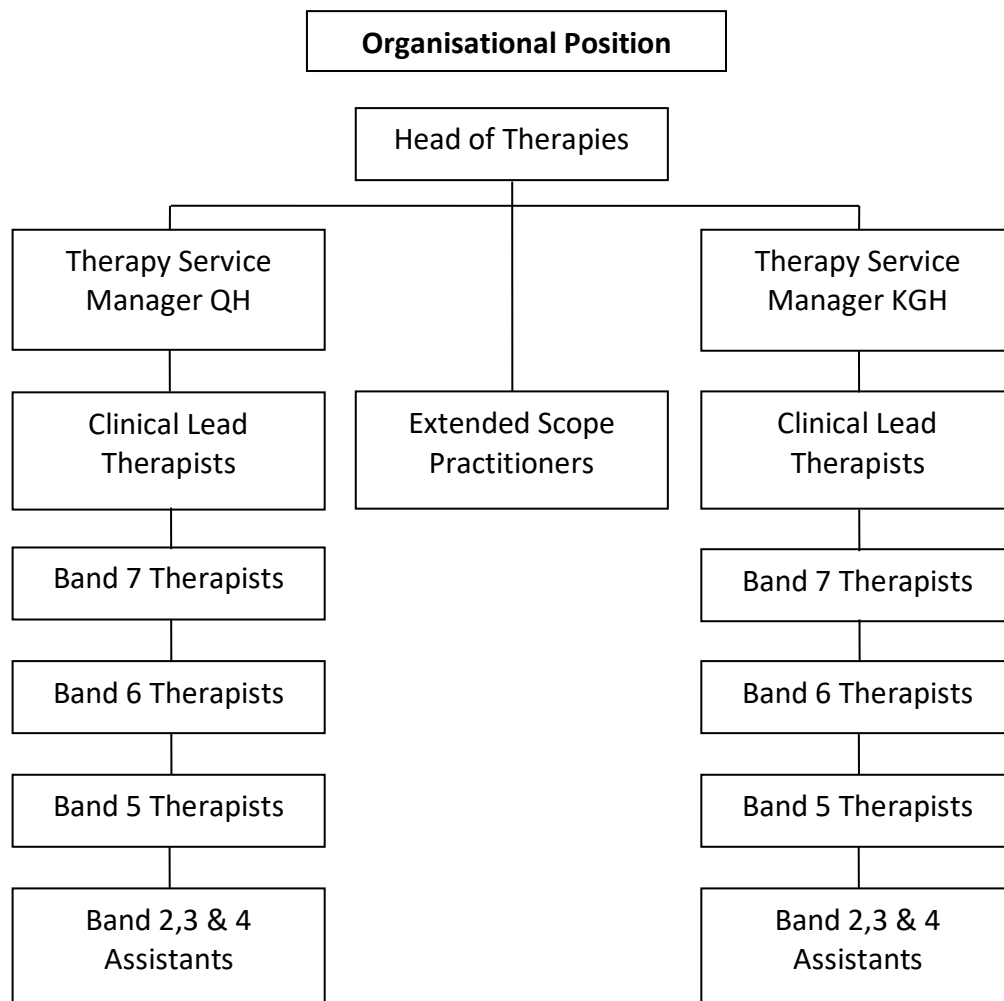
**Specialty/department:** Integrated Therapies

**Accountable to:** Head of Therapies

**Responsible to:** Therapy Service Manager

## 1. Job purpose

- To provide skilled routine, and non-routine, clinical and non-clinical support to the Occupational Therapy team and any other professional such as Physiotherapists and clerical staff associated with the team
- To accept patients allocated by the Occupational Therapist, assess and treat according to protocols and guidelines. To monitor patient progression, and make alternations to intervention as required
- To work independently, with access to direct supervision as required. To maintain close communication with the Occupational Therapist/team to facilitate patient care
- To organise and participate in the Occupational Therapy Assistant and team/departmental induction and in-service training programmes. To contribute to in-service training to Occupational Therapy team colleagues.
- To carry out other duties deemed necessary by the Clinical Lead/Clinical Specialist in discussion with the post holder to ensure adequate provision of service.
- The qualified therapists within the team will remain responsible for:
  - Allocation of patients for assessment/intervention
  - Overseeing the clinical quality and ensuring appropriateness of the intervention practised with the patient



## **2. Relationships**

The post holder is expected to establish and maintain positive interpersonal relationships with other staff members characterised by trust, mutual respect, and open, honest communication.

### **Internal Relationships**

Colleagues and Co-workers

Senior Managers

### **External Relationships**

Social Services

Community services

Equipment providers

## **3. Clinical / operational responsibilities**

- To accept patients allocated by the Occupational Therapist. To gather information from patients, family, carers, hospital notes, other health care and community professionals. This would include identifying conflicting elements from different sources, and with feedback to the Occupational Therapist.
- To gain patient consent, and be able to work within a legal framework with those patients who are unable to give informed consent.
- To provide a support role in assisting the Occupational Therapist in performing functional assessments as needed.
- To undertake independent functional assessments, as agreed with the Occupational Therapist and with access to supervision from them. This may vary dependent on the setting E.g. rehabilitation/acute hospital/outpatients/community.
- To use information gained from assessment to develop a problem list and proposed intervention options. To action intervention as required following discussion with a qualified therapist if needed.
- To carry out intervention with individuals and groups, with access to supervision from a qualified member of staff. This may involve moving and handling, and personal care.
- To participate with the Occupational Therapists in off site visits and to be able to independently complete the same. To take the lead where appropriate. This may also include booking transport, preparing patients and equipment and assisting with transfers.

- Following appropriate training, to measure for and order minor adaptations. This would include communicating findings through reports and diagrams to adaptation providers.
- To ensure the patients comfort needs are met after intervention E.g. drinks available as appropriate, provide means to contact nursing staff. Seek assistance from an appropriate source as required.
- To prepare and restore the environment before and after intervention E.g. clearing the bed space area or ensuring the intervention area is appropriately set up for intervention.
- To prepare the equipment required for intervention by self or as directed by the Occupational Therapist.
- To transport patients to and from the intervention areas as required by self or as directed by the Occupational Therapist.
- To effectively use a range of verbal and non-verbal communication tools to engage and negotiate with patients across a multicultural and intellectual spectrum. This will include patients who may be elderly, frail or vulnerable, and have difficulties with understanding or communicating, E.g. vision/hearing impaired, dysphasic, cognitively impaired or those who do not have English as a first language.
- To have an awareness of potential physical and psychological risk factors that could lead to patient deterioration before, during and after intervention, and report this information to the Occupational Therapist or MDT.
- To communicate the routine therapeutic needs of the patient to the MDT to ensure continuity of care. To deputise for qualified staff members, for communication purposes, at MDT meetings.
- To be able to take and make telephones calls, faxes and emails as required, and take accurate messages ensuring they are followed up.
- To be able to communicate effectively in English when speaking to the public and other health professionals both via the telephone and face to face.
- To order and issue loan equipment according to departmental and local guidelines.
- To deliver and install equipment (in patient's homes) and demonstrate use of equipment. This work may be conducted alone.
- To receive deliveries, transport and arrange storage for equipment according the Health and Safety, and Trust guidelines
- To be responsible to ensuring the maintenance of equipment stock levels in the department, re-ordering as required following departmental procedure

- To carry out basic maintenance and cleaning of equipment in line with department and Trust guidelines. E.g. ADL equipment, mobility aids and wheelchairs. Be responsible for reporting any losses and damage to the appropriate person as indicated by Trust policy.
- To organise and monitor general cleanliness of the department including dealing with spillages as they occur and linen changes as required. This may include developing and monitoring a rota system.
- To maintain statistical records as required. This will involve basic numerical skills.
- To be responsible for maintaining accurate records of intervention and progress, and any additional patient contact, in line with the Royal College of Occupational Therapy (RCOT) and departmental standards of practice. This may include other clerical duties such as typing documents at the request of the Occupational Therapist.
- To collect, as directed, relevant data for use in service audit and research purposes.
- To be able to effectively manage own time and allocated caseload in order to achieve tasks.
- To participate in the seven-day service within Integrated Therapies as required and assist senior staff in the induction of staff who join the weekend rosters. This may include assisting with other elective surgery patients or supporting other therapy teams outside of elective surgery or cross site as directed by therapy leads to ensure priority caseload is seen.
- To participate in the provision of an extended hours therapy service as required.
- To participate in the departmental and Trust performance appraisal scheme as an appraisee, and to be responsible for complying with agreed Personal Development Programmes (PDP) to meet set knowledge and competency levels.
- To be responsible for maintaining own competency, through Continuous Professional Development (CPD) activities and maintaining an accurate portfolio reflecting personal development.
- To be an active member of the departmental in-service training programme by attending, and participating in, MDT training sessions, individual training sessions and tutorials as required. To organise, attend, participate and deliver in-service presentations to therapy assistant staff.

#### **4. Policy, service, organisational and professional responsibilities**



- To attend, and participate in, all mandatory training relating to Trust and departmental policies, procedures and guidelines.
- To participate in the training of newly appointed Occupational Therapy staff in basic elements of patient care, safety and departmental induction in association with qualified staff. Go provide a mentor role and support Occupational Therapy Assistants in day to day task completion.
- To adhere to all Trust and departmental policies, procedures and guidelines.

## 5. General

- All staff are responsible for the continual compliance with CQC standards and outcomes.
- The postholder must be aware of, and work in line with, our Trust's Safeguarding Adults and Children procedures.
- To carry out interventions with patients with a variety of conditions, as allocated by the Occupational Therapist, with frequent episodes of low to moderate physical effort, with occasional episodes of moderate to intense physical effort on a daily basis. E.g. transferring patients, use of hoists, therapeutic handling positions and transporting of patients in wheelchairs.
- To undertake the handling, transportation, fitting and adjustment of equipment, furniture and aids involving frequent episodes of moderate to intense mental and physical effort on a daily basis.
- To comply with the Trust Manual Handling Policy and local therapeutic handling guidance at all times. Work may involve working within cramped conditions, such as next to the patient's bed. Physical requirements include: repetitive movements, standing/walking for the majority of the day (intermittently involving bending, crouching, kneeling, twisting and crawling).
- Within the limits of skills and experience, to deal sensitively with patients and carers who may have high levels of anxiety, fear or aggression due to pain, limited mobility, frustration, terminal illness, dementia or neurological deficits, on a frequent daily basis. Although not acceptable, these patients may use verbal or physical aggression towards staff. All such incidents must be reported to the appropriate person in line with Trust policies. Support and advice, if needed, in this event is available through Trust networks.

- The job involves frequent exposure to unpleasant working conditions on a regular (daily) bases. E.g. bodily fluids including sputum, faeces, vomit, urine, blood, contagious conditions, and occasional exposure to unsanitary home conditions.
- To use a moderate level of mental effort and concentration frequently during the day whilst assessing and treating patients, and fulfilling the documentation requirements of the job.
- To use emotional effort in the development of a therapeutic relationship with patients in difficult circumstances.
- To come into occasional contact, and be able to interact appropriately with patients and relatives who may be experiencing depression, difficult family circumstances or poor prognosis, and the facilitate intervention through empathetic and sensitive use of motivational skills.

## **6. Personal development**

All staff are required to be appraised by their line managers at least once a year at a personal development review meeting where progress made over the last year is discussed and agreed. Focus on the following year's departmental and personal objectives will be identified, discussed and agreed. Where necessary, help and support will be provided and development opportunities agreed in line with service provision and knowledge and skills competency framework.

## **7. Mandatory Trust responsibilities**

### **Amending the job description**

This is a newly created role and it is expected that as the organisation develops and changes, it may be necessary to vary the tasks and/or the responsibilities of the postholder. This will be done in consultation with the postholder and it is hoped that agreement can be reached to any reasonable changes.

### **Confidentiality**

The post holder must at all times maintain a complete confidentiality of the material and information that they handle. Any matters of a confidential nature, or in particular, information relating to diagnoses and treatment of patients and individual staff records must not, under any circumstances, be divulged or passed on to any unauthorised person or persons. The postholder must respect patient named confidentiality in keeping with “Caldicott principles”.

### **Data protection**

The Trust relies on special provisions under data protection legislation to process personal information. Personal information includes name, address, national insurance number and date of birth as well as anything else confidential or sensitive. For example, racial or ethnic origin, trade union membership, health and the commission or alleged commission of any criminal or civil offences.

The Trust’s fair processing notice is on our [website](#) details what personal information the trust uses, why this is required, the lawful basis for processing (legitimate reasons for collection, storage, usage and sharing), how the Trust processes (uses, stores, retains, disposes and protects) personal information, retention periods, who we share personal information with, confirmation of your information rights and the process for reporting a complaint or concern.

The Trust will lawfully process your personal information in compliance with data protection legislation.

### **Leaders’ agreement**

If the post holder has leadership and/or line management responsibility, then they are responsible for demonstrating, and developing in line with, the standard of behaviour as outlined in our Trust ‘Leaders’ Agreement’.

### **Policies and procedures**

The post holder will be expected to comply with all statutory legislation, Trust Financial Framework Guidance and approved national and local policy. The postholder is also expected to be aware of our Trust’s Risk Management Strategy which includes the responsibilities placed on them by the Health and Safety at Work etc Act (1974) and the Clinical Governance Framework. All employees are expected to comply with all Trust Policies and Procedures.

### **Safeguarding children and vulnerable adults**

Safeguarding and promoting the welfare of children, young people and adults is central to the care provided by our Trust and the post holder must be aware of their responsibilities and work in line with our Trust's Safeguarding Adult and Children Procedures.

### **Health and safety**

Employees must be aware of the responsibilities placed on them by the Health and Safety at Work etc Act (1974) to ensure that the agreed safety procedure is carried out to maintain a safe environment for the other employees and visitors.

### **Sustainable development and our health and wellbeing**

The Trust is committed to UK Climate Change Act and NHS Sustainable Development Unit strategy to reduce its business activity related carbon emissions and its impact on the environment. Our Sustainability vision is to "continually sustain, retain and enhance the savings and culture change to meet our sustainability commitments."

All staff are required to support the Trust's Sustainability vision, which aims to minimise environmental and healthcare impacts by developing preventative approaches. This will help improve the internal and external environment, reduce impact on natural and energy resources, reduce air pollution, prevent infection, provide financial savings and improve the health and wellbeing of staff, patient and the public.

All Managers Band 7 and above are required to take appropriate responsibility in their departments. They are expected to support in raising awareness, encouraging staff on waste segregation, energy savings, promoting active and healthy modes of travel, help reduce waste and embed sustainability by completing a Sustainability Impact Assessment on their local activity and business cases.

### **Infection control**

Employees must be aware of the responsibilities placed upon them by The Health Act (2007) to ensure they maintain a safe, infection free environment. This includes the knowledge and understanding of the management of infected patients and the principles of Standard Infection Control Precautions including the correct technique for Hand Washing and the appropriate use of Personal Protective Equipment (PPE).

### **Smoke free**

Our Trust buildings and grounds became fully Smoke Free on National No Smoking Day 11th March 2015. Our Trust expects all staff to promote healthy living and to set good examples in their own behaviour. Those not ready to quit smoking must remain smoke free during working hours, and will not be able to smoke in Trust uniform, in Trust grounds including car parks, while driving on Trust business or take smoking breaks. Second hand smoke causes heart and lung disease, and is harmful to young children. However, disposable or rechargeable e-cigarettes ("vaping") may be used outside hospital buildings.

### **General**

The post holder will be expected to comply with all statutory legislation, Trust Financial Framework Guidance and approved national and local policy.

The postholder will be expected to be responsible for his/her continuing professional development and to take a proactive approach to maintaining personal and professional effectiveness in an evolving role.

The duties and responsibilities described in this Job Description are intended to be indicative but not exhaustive of the responsibilities of the postholder. As our Trust develops, the requirements of the job may change and the postholder is expected to adapt to these changes.

**Equal opportunities policy**

Our Trust operates in a multi-ethnic area. All members of staff are expected to take into account equalities in all areas of work.

All employees are expected to abide by our Trust's equal opportunities policy, failure to do so could result in disciplinary action up to and including dismissal.

**Date: 05.11.21**

**Prepared By:** Laura Salter

## Person Specification

Selection Criteria	Essential Criteria	Desirable Criteria	Means of Assessment
<b>Education/Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to G.C.S.E level or equivalent</li> <li>• Evidence of recent training and CPD</li> <li>• Evidence of recent relevant further education E.g. NVQ level III</li> </ul>	<ul style="list-style-type: none"> <li>• Willingness to follow a training programme which may involve course work</li> <li>• Foundation degree in care</li> </ul>	Application & interview
<b>Skills/Abilities</b>	<ul style="list-style-type: none"> <li>• Evidence of literacy and numeracy skills</li> <li>• Ability and understand and follow instructions accurate and learn new skills quickly</li> <li>• Willing to work in community and hospital settings</li> <li>• Effective spoken communication in English</li> <li>• Ability to communicate information (verbal, non-verbal and written) in an accurate, clear and logical manner</li> <li>• Ability to understand and work within the Trust's policies and guidelines</li> <li>• Ability to work at moderate to intense physical effort</li> </ul>	<ul style="list-style-type: none"> <li>• Computer and clerical skills</li> <li>• Presentation skills</li> <li>• Current British Driving Licence and relevant insurance</li> </ul>	Application & interview

	<p>throughout the day</p> <ul style="list-style-type: none"> <li>• Ability to cope working in a stressful environment and with emotional or aggressive patients and carers</li> </ul>		
<b>Experience/ Knowledge</b>	<ul style="list-style-type: none"> <li>• Minimum 3 years' experience working as an Occupational Therapy Assistant of equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience in the delivery of healthcare</li> <li>• Experience with support and training other staff</li> <li>• Previous experience working with orthopaedic patients</li> </ul>	Application & interview
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Able to use initiative</li> <li>• Willingness to learn</li> </ul>		Application & interview