

## Job Description

Job Title:	Therapy Assistant
Responsible to:	Team Lead
Hours:	Up to 37.5
Last updated:	August 2018
Base:	North/West Kent (base to be agreed)
AFC Banding:	Band 4

### Service Summary and Specific Responsibilities

#### Description of service

The Children's Therapies service provides Occupational Therapy, Physiotherapy, Speech and Language Therapy, Specialist Nurse Advisor and Care Coordination services to children aged 0-19 within Kent Community Health NHS Foundation Trust (KCHFT).

Clinicians are responsible for managing a paediatric clinical caseload within the West Locality.

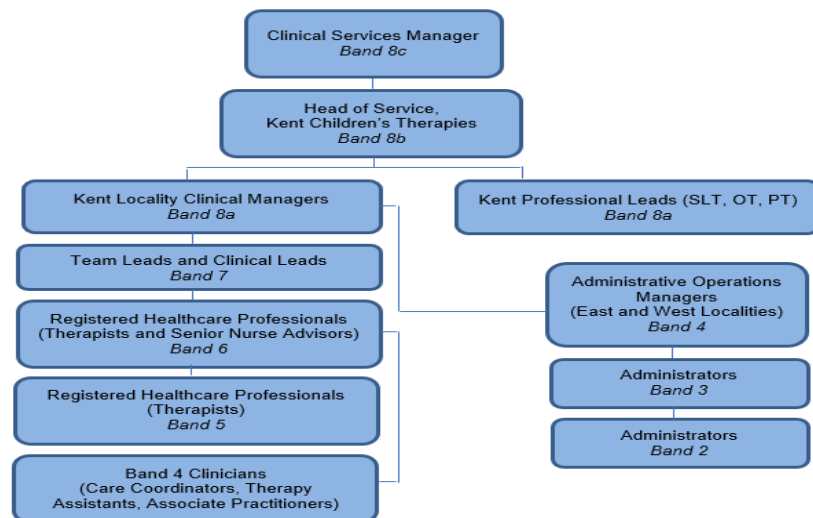
The Children's Therapies Service provide a high quality and cost-effective clinical service to children /young people and their families. In order to do this clinicians are required to:

- Work with key colleagues (ie education and health) in order to support multi agency models of service delivery.
- Participate in reflective practice and on-going learning in order to continually improve the service offered by Children's Therapies.
- Be committed to continually improving the patient experience by engaging in regular patient feedback mechanisms and encouraging service users to participate in shaping the service delivery.
- Work to the standards defined by the service clinical competencies

Within the Health Visiting Team supporting the ELIM delivery, the requirements include:

- Working with pre-school aged parents and families with SLCN
- Have experience of coaching and empowering parents to support their child's SLC within the home environment and in everyday activities
- Have the communication skills to work in partnership with parents, Health Visiting and Early years settings
- The ability to organise and plan their time to deliver intervention packages flexibly to meet the individual needs and be efficient with record keeping.

## Organisational chart of Service



All our staff are expected to embody the behaviours detailed in the Trust 'Values Framework':

### Job Summary

Band 4s work closely with all users of our services and their families, friends and carers, who all play an invaluable contribution in how our users experience our services. Band 4s are expected to be kind and responsive but professional and informative and contribute to the quality of the services provided across the health economy by:

- Keeping the people who use our services as safe as possible through the use of sound clinical skills and effective risk assessments
- Ensuring the best possible clinical outcomes by using up-to-date skills and adhering to evidence based policies and procedures
- Ensuring the people using our services have a good experience by respecting, empowering and working in partnership with people throughout the care planning process.

The Band 4s require a range of core skills in order to :

- Follow up Assessment, planning, implementation and evaluation of delegated caseload and escalating changes to the Registered Practitioner
- To support in the supervision of Junior Health Care Support Workers and Trainees
- To actively work as a member of the multi-professional team to provide high quality care to patients/clients

- To undertake, and report back on delegated clinical activities that have previously been signed competent
- To undertake clinical interventions utilising a variety of modes, including planning and leading group and individual therapy and issuing appropriate equipment as part of packages of prescribed care after achieving appropriate competencies.

### Dimensions

- To ensure that resources are used effectively, planning workload to meet the priorities of patient/client care by the most efficient use of time, equipment and manpower and other resources (medicines, medical devices)
- To comply with professional codes of conduct, relevant organisational policies and procedures in line with the unregistered workforce development.

### Knowledge, Skills and Experience Required

- Foundation Degree level study (Level 5 ) or equivalent
- Functional Skills at Level 2 (Literacy and numeracy/ GCSE grade A-C or equivalent in English and Maths)
- Awareness of National Service Frameworks relevant to care setting and its application across health care services
- Be responsible for maintaining own competency to practice through continued professional development activities.
- Maintain a portfolio/professional diary that reflects personal development and practically demonstrates theory learned
- Effective communication skills both verbal and nonverbal.

Value	Value description
<b>Compassionate</b>	This is about putting our patients and service users at the heart of everything we do so that the way we deliver our services empowers them, meets their expectations and caters for their needs. It is characterised by having a positive attitude, being kind and polite, understanding diversity and demonstrating respect, patience and tolerance. It is equally about making staff feel truly valued so they feel cared for and are engaged with our vision and values and display these values to each other, whatever their role in the trust.
<b>Aspirational</b>	This is about empowering and being aspirational for ourselves and our patients and service users. It is seeking and supporting continuous improvement, a focus on research, generating ideas and innovations and being adaptable to change. Sharing information, resources and ideas to deliver excellent outcomes. It is characterised by openness, transparency, and thinking creatively.

<b>Responsive</b>	This is about listening and acting and is characterised by effective relationships, communicating clearly, doing what we say we will when we say we will, asking and taking account of opinions, planning with patients and service users and working across organisational boundaries. It is about working with and being responsive to our commissioners and stakeholders and designing services with them. It is also about effective working relationships within teams and across internal boundaries to deliver outcomes that improve our patients' experience. It is equally about applying these principles every day, working with staff so they feel valued and empowered.
<b>Excellent</b>	This is about striving to deliver the best care we can. It is about providing high quality services and wanting the best for our patients. It is also about leading by example and supporting and growing a culture of excellence in our teams. It is characterised by challenging complacency, tackling inappropriate and challenging behaviour and striving for continuous improvement.

## Key Result Areas

All staff are committed to providing safe, effective services and providing patients/clients and families with a positive experience.

### Patient Safety

The Band 4 contributes to the provision of safe and reliable services by:

- Using their clinical judgement to adapt and amend assessments / treatment plans to keep the people using our services as safe as possible
- Developing effective relationships with patients/clients where sensitive information is communicated
- Safeguarding people by recognising and responding when an adult or child might be at risk from abuse but also recognising their own limits and asking for help and escalate concerns when necessary
- Escalating safety concerns and by doing so acting as effective advocates for those who use our services
- Being open and transparent about their own practice
- Supervising the work of others
- Reflecting on everyday practice to identify areas where improvements in safety or quality can be made
- Working with others to create a culture of continuous improvement
- Maintaining accurate, legible, comprehensive records and adherence to local performance reporting measures.
- Maintaining compliance with their mandatory training requirements and scope of extended competencies
- Demonstrate adherence to the relevant Code of Conduct
- Integrate best practice and identification of areas where improvement in practice is required.

### Clinical Outcomes

The Band 4 contributes to the effective delivery of services by:

- Providing skilled, evidence based care which adheres to agreed policies and procedures and extent of agreed competencies
- Working with patients/clients and families to negotiate and agree a personalised care plan including re-assessing risks and needs
- Acting as patient/client advocates in the multi-disciplinary team and overseeing the work of other unregistered staff, to ensure that they are also responding to the needs of patients/clients and providing clinically effective care
- Working without supervision taking delegated responsibility for the care they give to patients/clients within their own limits of competency and confidence
- Contributing to creating and maintaining high performing teams by:
  - communicating well with all members of the team
  - understanding their role in the team and how they help the team achieve its' objectives
  - reflecting on their own practice regularly and encouraging the whole team to reflect on their practices in handovers and team meetings
  - identifying how care could be improved.

### Patient Experience

The Band 4 contributes to the people using our services feeling respected and empowered to make decisions about their health and wellbeing by:

- Working in partnership with patients/clients and their families and carers
- Gaining consent and, as far as possible, involving people in all decision making
- Signposting patients/clients and carers to alternative services to support behaviour changes with improving current and potential health states
- Reassuring people by being professional, responsive, knowledgeable and confident
- Responding to complaints or concerns effectively and quickly in line with the service's policy
- Escalating concerns and clinical outcomes of care to Registered Practitioner.

### Supporting yourself and others

Engaged staff are more productive. Band 4s play a role in engaging fellow health professional peers and the work we do by:

- Participating constructively in their own supervision and annual appraisal processes

- Demonstrating commitment to optimising their continuation of clinical learning whilst undertaking and maintaining clinical caseloads in different healthcare settings
- Identifying own development needs and taking action to enhance own knowledge skills and areas of competence as appropriate, taking into account organisational needs and objectives
- Developing mentorship skills so they can support fellow unregistered peers
- Reviewing and reflecting on own competence and performance through effective use of operational supervision and appraisal and identifying any personal training needs.

***Physical skills:***

- Standard IT skills
- Ability to travel across the health economy, in a timely manner to ensure completion of role
- Manual dexterity required for the role and level competence.

***Freedom to Act:***

- The post holder is required to be accountable for his / her own actions, to act on his / her initiative and to be aware of the impact on others
- In accordance with Trust policies, procedures and competency frameworks to provide care to patients/clients in community services, adapting to changing workload priorities throughout the course of a shift following advice from Registered Practitioner
- The post holder will be expected to work unsupervised but under the management and guidance of a Registered Practitioner.

***Physical Effort***

- There will be a requirement for a combination of sitting, standing, bending, stooping, walking and driving
- There may be frequent requirement for physical effort in relation to patient/client care
- Frequent requirement to use aids to move people
- Occasional short periods of computer use.

***Mental Effort***

- Predictable work pattern, necessitating an ability to adapt to a changing workload in the course of a day
- Periods of concentration are required on a daily basis.

***Emotional Effort***

- Regular requirement to deal with emotional or distressing situations including working with terminally ill patients/clients and dealing with difficult family situations.

***Working Conditions***

- Occasional exposure to bodily fluids, smells, noise and violent or aggressive behaviour.

***Corporate Accountabilities******Standards of Business conduct***

The post-holder will be required to comply with the Trust's Standing Orders and Standing Financial Instructions, and at all times deal honestly with the Trust, with colleagues and all those who have dealings with the Trust, including patients/clients, relatives and suppliers.

All Trust staff may be involved directly or indirectly with people who are receiving a health service. Therefore, the Trust is exempt from the Rehabilitation of Offenders Act (1974) and this post may be subject to a Criminal Records Bureau disclosure.

It should also be stated here if the post holder is expected to adhere to any professional guidelines or codes of conduct, for example the Nursing and Midwifery Council Code of Professional conduct.

***Risk Management***

The post-holder will ensure compliance with the Trust's risk management policies and procedures. These describe the Trust's commitment to risk management, the recognition that our aim is to protect patients/clients, staff and visitors from harm, and stress that all staff have a responsibility to minimise risk.

***Governance Standards***

Comply with the relevant governance standards applicable to the Trust as communicated to the post-holder from time to time.

***Data Protection***

To comply with Trust Policies and the Data Protection Act in all respects, with particular relevance to the protection and use of patient/client information.

***Confidentiality***

Trust employees are required to ensure that information about patients and staff is safeguarded to maintain confidentiality and is kept securely in accordance with General Data Protection Regulations (GDPR), Data Protection Act 2018 (DPA18), the Caldicott Principles 1998 and the National Data Guardian Data Security Standards. The trust's Data Security and Protection policy and the Cyber, Network and Information Systems policy provide guidance on how this can be achieved.

***Child / Adult Safeguarding***

All staff must be familiar with and adhere to Trust child / adult safeguarding procedures and guidelines, in conjunction with Kent Safeguarding Children/Vulnerable Adults Board procedures and supporting policies / guidelines. All staff are required to attend child/adult safeguarding basic awareness training and additional training regarding child / adult safeguarding, commensurate to their position and role.

***Records Management***

To maintain Trust and patient/client records (both paper and electronic) in accordance with Trust policies to facilitate clinical care and effective administration.

*Freedom of Information*

To provide advice and assistance to all persons who propose to make, or have made requests for information, and to ensure all requests for information are managed appropriately in accordance with Trust Freedom of Information procedures.

*Security*

To comply with Trust policies to ensure there is a safe and secure environment that protects patients/clients, staff and visitors and their property, and the physical assets and the information of the organisation.

*Infection Control*

The post holder will ensure compliance with the Trust's Infection Prevention and Control policies and procedures and the Health Act 2006, ensuring that the risk of healthcare associated infection to service users and staff is minimised.

*Whistleblowing*

The post holder has responsibility for patient/client and staff welfare and should raise any concerns relating to a breach of NHS policies and procedures with their manager or refer to the Whistleblowing Policy for alternative options.

*Environmental Impact*

The post-holder will ensure compliance with the Trust's environmental management policies and procedures. These describe the Trust's commitment to climate change and carbon management, the recognition that our aim is to protect the environment and the use of natural resources that all staff have a responsibility towards.

*Performance review*

This Job Description will be used as a basis for individual performance review between the post holder and the manager.

The Job Description covers only the key result areas and, as such, does not intend to provide a comprehensive list of objectives. Specific objectives will be reviewed each April, and may develop to meet the changing needs of the service. The postholder will need to take due account, in the way they achieve the key result areas, of Trust policies and procedures.

*Equality and Diversity*

The Trust aims to maintain the goodwill and confidence of its own staff, service and users and the general public. To assist in achieving the objective it is essential that at all times employees carry out their duties in a courteous and sympathetic manner. The post holder will carry out their duties in accordance with the Trust's Equal Opportunities Policy respecting the differing backgrounds of colleagues and clients.

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**Job description agreement**

Job holder's name	
Job holder's signature:	
Date:	



Line managers name and title	
Line managers signature	
Date	

### Person Specification

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<p>Evidence of Foundation Degree Level study (Level 5)</p> <p>Functional Skills at Level 2 (Literacy and numeracy/ GCSE grade A-C or equivalent in English and Maths)</p>	Mentorship / Coaching qualification
EXPERIENCE	<p>Minimum of 2 years' experience as a Senior Healthcare worker</p> <p>Experience of working as part of a team</p> <p>Experience with the use of Microsoft Office and a variety of IT packages (E-Pay / E-roster / AT-P / CIS)</p>	Experience of community environment
KNOWLEDGE	<p>Awareness of professional issues and recent developments in the NHS and Primary Care including Clinical Governance, NICE, Essence of Care</p> <p>Knowledge of up to date clinical practice</p> <p>Understands the role and remit of a Band 4</p>	
SKILLS & ABILITIES	<p>Sound communication and interpersonal skills (verbal and written)</p> <p>Ability to organise own work</p> <p>Ability to cope with change</p> <p>Ability to use own initiative</p> <p>Moderate IT skills</p>	
PERSONAL ATTRIBUTES	<p>Ability to motivate and organise others to ensure best practice</p>	

	<p>Ability to work under pressure</p> <p>Flexible and adaptable</p>	
ABILITY TO MANAGE	<p>Able to support the implementation of local and national agenda's for health under the guidance of the Registered Practitioner</p> <p>Ability to prioritise care delivery in a professional manner, taking into account Trust policies and procedures</p> <p>Ability to manage own time effectively</p>	