

Orthopaedic/Surgical Physiotherapy Assistant

Allied Health Professions

Job Description and Person Specification



About Us

We provide care for the residents of three diverse London boroughs. Most of our 7,800 permanent staff live in Barking and Dagenham, Havering and Redbridge and the majority are from black, Asian and minority ethnic groups. 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 and we operate from two main sites - King George Hospital in Goodmayes and Queen's Hospital in Romford. We have two of the busiest emergency departments in London – more than 300,000 people visited our A&Es in 2023. We also provide outpatient services at Brentwood Community Hospital, Barking Community Hospital, Loxford Polyclinic, and Harold Wood Polyclinic.

We're pleased to be leading the way in [reducing the time our patients](#) wait to get the treatment they need. The Elective Surgical Hub at King George Hospital is one of eight to be [accredited as part of a national scheme](#); the Care Quality Commission has raised the ratings for [urgent and emergency care](#) at Queen's and King George hospitals; and [data released by NHS England](#) showed that the Trust was the most improved in 2023 for reducing waits for emergency 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 part of the [North East London Cancer Alliance](#).

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

OUR PRIDE VALUES

PASSION

RESPONSIBILITY

INNOVATION

DRIVE

EMPOWERMENT

Job Description

Job title: Orthopaedic and Surgical Physiotherapy Assistant

Band: 4

Hours of work: 37.5

Location: Barking Havering and Redbridge Hospital Sites, primarily at KGH

Specialty/department: Integrated Therapies

Accountable to: Head of Therapies

Responsible to: Therapy Manager

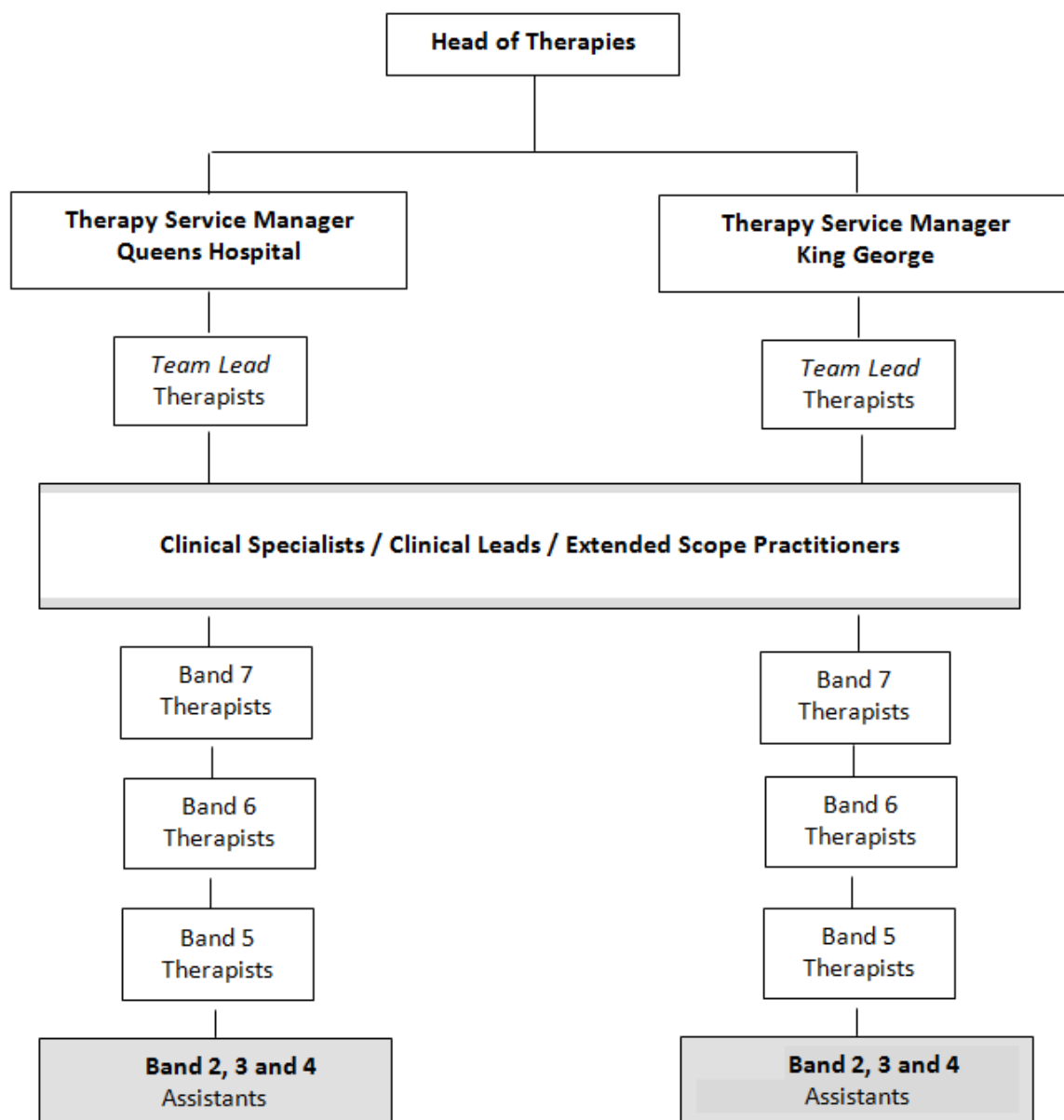
1. Job purpose

- To provide skilled routine, and some non-routine, clinical and non-clinical support to the Orthopaedic and Surgical Therapy team

The state registered therapist will at all times remain responsible for:

- Setting the protocols and guidelines and monitoring the progression of the patient
- Overseeing the clinical quality and ensuring appropriateness of the treatment practised on the patient

Organisational Position



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

Therapy Manager

Clinical Leads

Integrated Therapy Teams (Physiotherapists and Occupational Therapists)

Speech Therapists / Dietitians / Pain Team / Orthotists etc

Doctors and Nursing Staff

Social workers/discharge coordinators

External Relationships

GPs/CCGs

Other NHS Trusts

Social Services / outside agency providers

Voluntary Organisations

Students

Members of the public

3. Job summary

- To accept routine patient referrals to orthopaedics and surgery, and assess and treat according to protocols and guidelines
- To work independently with access to supervision as required. To maintain close communication with the therapy team to facilitate patient care
- To actively lead and co-ordinate the Therapy Assistant in-service training programme
- To actively participate in team and departmental in-service training. Work alongside qualified therapist in the induction of new staff
- To carry out other duties deemed necessary by the lead clinician in discussion with the post holder to ensure adequate provision of service

4. Behavioural qualities

- To be inclusive, promote equality and diversity, and challenge discrimination.
- To be kind and treat people with compassion, courtesy and respect.
- Be empowered to make improvements to the way care is delivered and the way services are run.
- Foster strong teamwork and take care to understand what matters to patients, service users, residents and staff.

- To be optimistic and ambitious and are not afraid to step out of our comfort zone when working with others.
- To be consistent in the way we communicate our views, being respectful and honest to all who we are talking to.

5. Clinical / operational responsibilities

- To undertake a standard assessment, following therapy guidelines, of selected routine, orthopaedic and other post-operative patients according to protocols
- To carry out treatment and assist with the ongoing assessment of individuals, according to protocols and guidelines without the direct supervision or presence of a therapist
- To provide a support role and assist the therapists in community visits, when required
- To prepare the patient for treatment by self or as directed by a therapist e.g. ensuring patient suitably dressed. This may involve moving and handling and personal care
- To ensure the patients comfort needs are met after treatment e.g. drinks available as appropriate. Seek assistance from an appropriate source as required
- To prepare and restore the environment for and after treatment by self or as directed by the therapist e.g. clearing the treatment area or ensuring the area is appropriately set up for treatment
- To assess for, prepare, and provide the equipment required for treatment by self or as directed by the therapist e.g. walking aids
- To assess and monitor allocated patients for equipment in the home e.g. walking aids. Issue appropriate equipment and teach safe usage, following agreed protocols
- To use a range of verbal and non-verbal communication tools to negotiate and engage with patients across a diverse multicultural and intellectual spectrum. This will include patients who may have difficulties with understanding or communicating. E.g. blind, deaf, dysphasic, cognitively impaired or who do not have English as a first language
- To obtain patient consent, following departmental guidelines, and be able to work within a legal framework with those patients who are unable to give informed consent
- To have an understanding of potential physical and psychological risk factors that could lead to patient deterioration before, during and after treatment, and report this information to the appropriate person

- To have a sound knowledge of normal physiological values e.g. blood pressure and temperature in order to be able to identify deviations from the norm and the implications for treatment
- To have a sound knowledge of common post-operative complications with specific knowledge relating to orthopaedic and other elective surgery, and recognise when to escalate and seek advice before proceeding with therapy treatment
- To provide therapy input to patients and other members of the MDT within the scope of ones own practice. This may include individuals or groups in an inpatient, outpatient, virtual or off site setting.
- To communicate the rehabilitation needs of the patient to the Multidisciplinary Team (MDT), patient and carers within the boundaries of your experience/knowledge, to ensure continuity of care
- To represent Therapists and the allocated patient at MDT meetings, or contact other agencies to discuss any changes in patient status or any technical requirements the patient may have
- To be able to take and make telephone calls at the request of the team and take accurate messages ensuring they are followed up
- To be able to provide cover to reception areas as required. This will involve, amongst other things, speaking to public and other Health Professionals both via the telephone and face to face, making and altering appointments and issuing and accepting return of loaned equipment
- To be responsible for organising, monitoring and participating in the Assistants rota, for maintenance and cleaning of equipment in line with Trust guidelines e.g. walking frames, hoists, TENS and plinths. Reporting any losses and damage to the appropriate person as indicated by Trust policy
- To assist in the maintenance of stationery and equipment stock levels in the department, re-ordering as required following departmental procedure
- To maintain and monitor the general cleanliness of the department including dealing with spillages as they occur and linen changes as required
- To maintain and circulate registers and statistical records as required. This will involve basic numerical skills

6. Policy, service, organisational and professional responsibilities

- To be responsible for maintaining accurate records of treatment and progress, and any additional patient contact, in line with Chartered Society of Physiotherapy (CSP) and Departmental standards of practice. This may include typing reports and letters at the request of the qualified staff

- To collect, in association with senior staff, relevant data for use in service audit and research purposes
- To be able to effectively plan and manage own time and case load in order to achieve tasks allocated, and supervise more junior staff to do likewise
- To participate in the departmental staff development and 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 provide supervision, support and mentoring to less experienced assistant staff to ensure service and developmental needs are met
- To be responsible for maintaining own competency to practice, through Continuous Professional Development (CPD) activities, following Therapy Department guidelines, and maintaining an accurate portfolio reflecting personal development
- To be an active member of the Trust's in-service training programme by attending, and participating in, MDT training sessions, individual training sessions and tutorials as required. To attend, participate and deliver in-service presentations
- To actively participate in the training of newly appointed Staff in basic elements of patient care, safety and departmental induction in association with qualified staff
- To attend, and participate in, all mandatory training relating to Trust and departmental policies, procedures and guidelines
- To adhere to all Trust and departmental policies, procedures and guidelines
- 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 eg. Neurosurgery, or supporting other therapy teams outside of elective surgery as directed by weekend co-ordinator to ensure priority caseload is seen.
- To participate in the provision of an extended hours (twilight) therapy service as required.

7. 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 treatments of patients with a variety of conditions, as directed by the Rehabilitation Team, with frequent episodes of moderate to intense physical effort on a daily basis. E.g. transferring patients, therapeutic and handling technique positions
- 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 the patients' home environment. Physical requirements include: repetitive movements, standing/walking for the majority of the working day (intermittently involving, bending, crouching, kneeling, twisting and crawling)
- To deal sensitively with patients who may have high levels of anxiety, fear or aggression due to pain, limited mobility, frustration, terminal illness, dementia or other neurological deficit, on a frequent daily basis. Although not acceptable, these patients, and their carers, may use verbal or physical aggression and subject therapists to varying levels of physical or verbal abuse. All such incidents must be reported to the appropriate person, in line with Trust Policies
- The job involves frequent exposure to unpleasant working conditions on a regular (daily) basis, e.g. lone working, inclement weather, bodily fluids including sputum, faeces, vomit, urine, blood and contagious conditions, fleas and pets
- Undertake Manual Handling in the treatment of patients, to facilitate transfers and to mobilise, and in the movement of equipment e.g. plinths, hoists and wheelchairs
- To use a moderate level of mental effort and concentration frequently during the working period whilst treating patients, and fulfilling the documentation requirements of the job
- To be responsible for carrying a mobile phone to facilitate communication with members of the MDT and patients, this will involve regular interruptions to work and concentration
- To be able to interact appropriately with patients and relatives who may be experiencing depression, difficult family circumstances or poor prognosis, and to facilitate treatment, through empathic and sensitive use of motivational skills

8. 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.

9. Mandatory Trust responsibilities

Amending the job description

As the organisation evolves, there may arise a need to adjust the tasks and /or the responsibilities of the postholder. This will be done in consultation with the post holder with the aim of mutually agreeing 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

Under the Health & Safety at Work etc. Act (1974), it is the responsibility of individual employees at every level to take care of their own health and safety and that of others who may be affected by their acts or omissions at work. This includes co-operating with management in complying with health and safety obligations, commensurate with their role, to maintain a safe environment and particularly by reporting promptly any incidents, defects, risks or potential hazards.

You must co-operate with Management in discharging its responsibilities under the Health and Safety at Work etc Act 1974 and ensure the agreed safety procedures are carried out to maintain a safe environment for patients, employees, others 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.

Behavioural Qualities

- To be inclusive, promote equality and diversity, and challenge discrimination.
- To be kind and treat people with compassion, courtesy and respect.
- Be empowered to make improvements to the way care is delivered and the way services are run.
- Foster strong teamwork and take care to understand what matters to patients, service users, residents and staff.
- To be optimistic and ambitious and are not afraid to step out of our comfort zone when working with others.
- To be consistent in the way we communicate our views, being respectful and honest to all who we are talking to.

Date: 25.3.24

Prepared By: Jenny Smith (Manager)

Person Specification

| Selection Criteria | Essential Criteria | Desirable Criteria | Means of Assessment |
|---------------------------------|--|---|-------------------------|
| Education/Qualifications | <ul style="list-style-type: none"> • Good standard of general education, to G.C.S.E. level or equivalent • Evidence of recent relevant and appropriate training and CPD • Evidence of recent relevant further education to N.V.Q level III standard or equivalent | <ul style="list-style-type: none"> • Willingness to follow a training programme | Application Interview / |
| Skills/Abilities | <ul style="list-style-type: none"> • Evidence of literacy and numeracy skills • Ability to understand and follow instructions accurately and learn new skills quickly • Ability to work on own initiative and manage own caseload • Willing to work in community and hospital settings • Effective spoken communication in English • Ability to communicate information (verbal, non verbal and written) in an accurate, clear and logical manner • Ability to understand and work within the Trust's policies and guidelines | <ul style="list-style-type: none"> • Computer skills to ECDL level or equivalent, or the ability to work towards ECDL • Clerical skills | Application Interview / |

| | | | |
|----------------------------------|---|---|-------------------------|
| | <ul style="list-style-type: none"> • Ability to work at moderate to intense physical effort throughout the day • Ability to cope working in a stressful environment and with emotional or aggressive patients and carers • Car Driver | | |
| Experience/ Knowledge | <ul style="list-style-type: none"> • Experience working as a Therapy Assistant in Health or similar post • Experience of working unsupervised and carrying out initial assessments | <ul style="list-style-type: none"> • To have experience as a Therapy Assistant, preferably within the speciality of orthopaedics • Previous work in the community. • Team worker | Application Interview / |
| Personal Qualities | <ul style="list-style-type: none"> • Able to use initiative • Well motivated to complete tasks • Good communicator • Reliable and responsible • Good time keeper • Team worker • Flexible approach | | Application Interview / |

* Evidence will take place with reference to the following information:

A Application form
I Interview
T Test or Assessment
C Certificate