

# Recruitment information pack



**PUSH THE BOUNDARIES**

ENJOY FLEXIBLE WORKING

EXPERIENCE THE LONDON LIFESTYLE



**IMPACT ON PATIENT OUTCOMES**

DIFFERENT ENVIRONMENTS

FLEXIBLE WORKING



## WHO WE ARE

Join Imperial College Healthcare and become part of a community of 12,000 staff working with a wide range of partners to offer 'better health, for life'.

Formed in 2007, we are one of the largest NHS trusts in the country – providing acute and specialist care to over a million patients each year in central and north London and beyond.

With a global reputation for ground-breaking research and innovation as well as excellence in education, we offer huge expertise across a wide range of clinical specialities.

Alongside our five hospitals – Charing Cross, Hammersmith, Queen Charlotte's & Chelsea, St Mary's and the Western Eye – we have a growing number of community and digital services, reflecting our commitment to developing more integrated care with our partners. We also provide private healthcare at all of our hospitals (in dedicated facilities).

Together with Imperial College London and two other NHS trusts, we form one of six academic health science centres in the UK – focussed on translating research into better patient care. We also host one of 20 National Institute for Health Research biomedical research centres in partnership with Imperial College London.

Our mission is to be a key partner in our local health system and to drive health and healthcare innovation, delivering outstanding care, education and research with local, national and worldwide impact.

## OUR VALUES AND BEHAVIOURS

With our staff and partners, we have developed a clear and ambitious vision as well as a set of core values that shape everything we do. Together they guide our organisational strategy and our behaviours framework:

- **Kind:** we are considerate and thoughtful so everyone feels valued, respected and included
- **Collaborative:** We actively seek others' views and ideas so we can achieve more together
- **Expert:** We draw on diverse skills, knowledge and experience so we provide the best possible care
- **Aspirational:** We are receptive and responsive to new thinking, so we never stop learning, discovering and improving

## OUR HOSPITALS

### Our hospitals and services

We have five hospitals on four sites, as well as a growing number of community and digital services across central and west London:

#### **Charing Cross Hospital, Hammersmith.**

Charing Cross Hospital offers outstanding day surgery and cancer care, award-winning dementia services and medicine for the elderly, and is a renowned tertiary centre for

**Reach your potential in hospitals that make history**

Charing Cross | Hammersmith | St Mary's |  
Queen Charlotte's & Chelsea | Western Eye

neurosurgery with a hyper-acute stroke unit. It is also a hub for integrated care in partnership with local GPs and community providers.

### **Hammersmith Hospital, Acton**

Hammersmith Hospital is a specialist hospital renowned for its strong research connections, and haematology service. It is home to a dedicated heart attack centre and Europe's largest renal transplant centre.

### **Queen Charlotte's & Chelsea Hospital, Acton**

Queen Charlotte's & Chelsea Hospital is a maternity, women's and neonatal care hospital. It is a tertiary referral centre and looks after women with high-risk, complicated pregnancies, as providing a midwife-led birth centre.

### **St Mary's Hospital, Paddington**

St Mary's Hospital is a large, acute hospital and hosts one of the four major trauma centres in London, alongside a 24-hour A&E department. With one of the most renowned paediatric services in the country, St Mary's is also home to Imperial Private Healthcare's Lindo Wing.

### **Western Eye**

Text to come

## **WHY JOIN US?**

### **Reach your potential through outstanding learning and development opportunities**

Every year we welcome hundreds of doctors, nurses and other healthcare professionals to train with us. We support staff to pursue formal education, conduct research and take part in courses, seminars and training programmes – including giving study leave. Wherever you are in your career, we offer opportunities for continuing professional development (CPD). If you are starting in an entry-level role, we also offer NVQ level two and level three qualifications. We also have a number of leadership development programmes to support you as you progress, alongside cross-specialty and cross-profession clinical education.

### **Experience the rich heritage of hospitals that have made history**

Some of our clinicians' achievements continue to transform healthcare practice and make a lasting impact on the world. In 1928, Alexander Fleming discovered the antibiotic penicillin at St Mary's revolutionising medicine and earning himself a Nobel prize – this is just one in a long line of many discoveries and developments that have put us on the map as at the forefront of innovation.

### **Draw on huge expertise as part of a strong international community**

Get ready to work with colleagues from all over the world with a sense of community, wellbeing and shared endeavour. We look after children, adolescents and adults – caring for tiny babies through to patients who need end of life care. We have a global reputation for our expertise in areas like: cardiology, haematology, renal and transplantation, infectious diseases, neurology and trauma care – to name just a few. We are part of the

### **Reach your potential in hospitals that make history**

Charing Cross | Hammersmith | St Mary's |  
Queen Charlotte's & Chelsea | Western Eye

prestigious [Shelford Group](#) – the top ten NHS multi-specialty academic healthcare organisations dedicated to excellence in research, education and patient care.

### **Feel supported by a positive culture**

You can expect leadership and the chance to do your best in an open, respectful working environment supported by a shared set of values. Our leadership team ensure they are accessible – meeting staff at monthly CEO sessions and on ward walk rounds. Every employee has an annual personal development review to discuss their progress and development needs. We have a number of thriving staff networks at the Trust for you to join including: the leadership network; the women's network, the LGBT+ network and the nursing and midwifery BAME network.

### **Recognition and career progression**

We value our staff and recognise the unique contributions they make to their patients and colleagues with our [Make a Difference](#) recognition scheme and annual awards ceremony. We encourage patients, members of the public, visitors, carers as well as colleagues to nominate our staff when they go the extra mile and celebrate the dedication of long-serving staff. Every year you'll have a personal development review where you'll identify objectives and development needs for the next year. Together you and your manager will establish a plan to help you fast-forward your career and gain the experience and skill you need to progress to the next level.

### **Conduct research here**

Our clinicians work alongside biomedical scientists, chemists, physicists and engineers from Imperial College London to develop new ways of diagnosing, treating and preventing disease. As part of an academic health science centre, we aim to apply research discoveries to healthcare as quickly as possible so we can improve the lives of NHS patients and populations around the world. Our culture is about identifying research opportunities and supporting our staff to pursue them. One of our goals is to encourage many more healthcare professionals outside of medicine to pursue academic careers by providing research skills training sessions, grant-writing support and access to fellowship opportunities. As of 2018/19 we have 600 active research projects.

### **Access brilliant benefits and enjoy a new social life**

Join the NHS pension scheme – one of the most generous schemes in the UK. Have the opportunity to work flexibly. Benefit from on-site accommodation and employee travel. Voluntary benefits include: season ticket loan, on-site nurseries, childcare vouchers, cycle to work scheme, fitness facilities and well-being initiatives including yoga and meditation classes. Join the Trust's choir or orchestra, running club or football club, or become a member of the Charity's Arts Club to receive exclusive access to free exhibitions at the Tate Modern and shows. You can even enter the Royal Albert Hall ballot and win tickets to music events! Experience the best that London can offer on your doorstep – benefit from generous London weighting supplements that will help you make the most of it!

## JOB DESCRIPTION

Job Title	Therapy Support Worker
Band	4
Directorate/ Department	Integrated care / Therapies
Division	Medicine and Integrated Care
Location of work	Trust wide
Hours	37.5
Reports to	Clinical lead Therapist
Accountable to	Head of Adult Occupational Therapy and Physiotherapy

### 1. Job purpose

- The post holder will be part of an Integrated Occupational and Physiotherapy service, meeting the needs of a multi-cultural and diverse population. As a Therapy support worker OR Therapy Assistant OR Rehab Assistant, they will be responsible for providing high quality therapy management to patients within Imperial College Healthcare NHS Trust.

### 2. Key stakeholders

- Line managed by a nominated clinical specialist/team lead from one of the disciplines
- Other working relationships include patients, relatives and carers
- Members of the Multi-disciplinary team
- ICHT therapy team
- Integrated discharge hub team
- Students
- GP's and community services within local/ non-local borough

- Voluntary and third sector services
- Admin and clerical staff

### 3. Key areas of responsibility

- To assist the therapists to deliver patient care and treatments.
- To be responsible for and manage a delegated clinical caseload including review of cases as necessary.
- To assist in the provision of wheelchairs and specialist seating for patients.
- To achieve and maintain competencies through skills and knowledge development.
- To perform non-clinical and administrative duties within the department, as required.

## MAIN TASKS AND RESPONSIBILITIES:

### 1. Clinical Responsibilities - general

1.1 To lead protocol driven exercises/treatments for individual clients once assessed and designed by qualified therapist and progress within protocol.

1.2 To assist the therapists in the planning of activities or programmes.

1.3 To support, participate in, run and provide feedback on group treatment sessions.

1.4 Ability to work with minimal or no immediate supervision of a qualified therapist.

1.5 To use own clinical judgement and knowledge in regards to progressing and/or making minor modifications to treatment programmes within agreed clinical protocols and parameters.

1.6 To report any untoward changes in the patient's health status immediately to the relevant qualified health professional.

1.7 To manage clinical risk within a caseload at all times including observing patients in all situations applicable to therapy, ensuring safety and security at all times.

1.8 To be able to safely use a range of equipment e.g. hoist, standing frame and mobility aids. To carry out demonstrations and practice techniques with patients and carers to ensure safe and effective use of equipment and mobility aids.

1.9 To liaise with patients and carers who are often distressed, to obtain specific information under the direct or indirect supervision of their Therapist.

1.10 To be involved in and be able to support and provide empathy in discussions around end of life and emotionally distressing issues with patients and their carers.

1.11 To work with terminally ill patients, often distressed carers and / or ward staff to help improve the quality of a patients stay in hospital, which may include supervising patients time off the ward.

1.12 To regularly report back to the relevant therapist on patients' clinical management program and progress seeking advice and guidance when necessary.

1.13 To attend and participate in patient related meetings, actively contributing information on the individual patients' performance and progress under the direct / indirect supervision of the relevant Therapist.

1.14 To gain valid informed consent prior to any intervention. To work within a legal framework, under the supervision of a therapist, for those patients who lack capacity to consent to treatment.

1.15 To be responsible for maintaining accurate and comprehensive patient records in line with legal requirements and Trust guidelines.

1.16 To be responsible for the undertaking and documenting of risk assessments of patients under their care.

1.17 To manage and maintain equipment stock levels including wheelchairs, wheelchair cushions and walking aids in the speciality area with support from qualified staff:

1.18 To coordinate and run a therapeutic group programme according to standard operating procedures and provide clinically relevant feedback on group treatment sessions.

1.19 To be able to communicate with the MDT team and the patients and relatives.

1.20 To provide support to patients with behavioural changes by implementing agreed behaviour programs and strategies developed by the qualified staff

## **2.0 Administrative Responsibilities**

2.1 To undertake routine and general light cleaning/tidying tasks within departmental clinical areas.

2.2 To undertake administrative tasks particularly related to record keeping, filing, supplies, errands and message taking in consultation with Therapy staff

2.3 To maintain stocks of walking aids and other equipment, including recycling items in the department and on the wards.

2.4 To order equipment and check its delivery is timely and correct.

2.5 To organise storage of equipment in the appropriate areas once it has been delivered.

2.6 To prepare and clean equipment used in treatment.

2.7 To attend any meetings and seminars/case conferences as deemed appropriate by physiotherapy staff, including staff meetings and assistant meetings.

2.8 To be responsible for non-clinical induction of assistants and students as required.

2.9 To liaise with appropriate community and voluntary agencies as identified by the supervising therapist.

2.10 To prepare communication resources for individual patients as requested by the therapist.

2.11 To assist with audit and research as required.

2.12 To comply with Trust's mandatory training requirements, trust and local policies and procedures

### **3. Communication**

3.1 To communicate, with patients and carers, using a range of verbal and non-verbal skills, in order to obtain specific information and implement therapy programme

3.2 To deal sensitively and constructively with patients and carers who have high levels of anxiety, frustration or aggression caused by a variety of issues, such as pain, poor prognosis or limited mobility.

3.3 Ability to communicate information where there may be barriers to communication and or understanding i.e. patients with cognitive impairment, dysphasia, non-English speaking patients; use of interpreters; excess noise or lack of privacy.

3.4 To maintain communication with staff from the Multi-Disciplinary Team

3.5 To maintain links between the therapy service and other services within the Trust e.g. PALS, Medical Engineering, Manual Handling Advisor as required.

### **4. Service Development and Delivery**

4.1 To give appropriate input into the development of protocols, advice, literature and guidelines regarding service delivery.

4.2 To provide clinical and administrative support to team members performing research projects or service reviews as appropriate.

4.3 To provide services which are sensitive to the needs of the cultural and diversity of patients.

### **5. Planning and Organisational**

5.1 To develop and improve clinical and non-clinical competencies through a work-based development programme, including maintaining an up to date CPD portfolio.

5.2 To contribute to the planning and organisation of in-service training programme as appropriate.

5.3 To organise own delegated work tasks and activities being flexible to the needs of the service as directed by the therapist.

5.4 To provide cover in the absence of Departmental colleagues in order to maintain quality of care.

5.5 To be actively involved in departmental activities e.g. peer group, project meetings, audit and service development activity.

5.6 To participate in regular supervision sessions and the performance review system.

#### *6. Other duties*

6.1 Undertake any other duties requested as appropriate to the banding.

6.2 Future developments in the clinical service may require the post holder to work their 37.5 hours/week over 7 days.

### **4. General Responsibilities**

*This might include, for example, responsibility towards NHS policy development, team leadership, research support or leadership, project management.*

### **5. Scope and Purpose of Job Description**

A job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist the employee in the performance of their job. The Trust is a fast moving organisation and therefore changes in employees' duties may be necessary from time to time. The job description is not intended to be an inflexible or finite list of tasks and may be varied from time to time after consultation/discussion with the post holder.

## PERSON SPECIFICATION

Directorate/ Department	Job Title	Band
Therapies	Therapy Support Worker	4
Criteria Relevant to the Role	Essential	Desirable
Education/ Qualifications	<ul style="list-style-type: none"> <li>General Education to A level or equivalent and/or NVQ level 3 Promoting Independence/Care/AHP support worker or equivalent Health Apprenticeship qualification/Vocational training qualification.</li> </ul>	<p>Evidence of further education/study in health or social sciences / related subject</p> <p>Care certificate</p>
Experience	<ul style="list-style-type: none"> <li>Previous significant experience as a therapy assistant or equivalent in a health care setting.</li> <li>Previous experience of effective multi-disciplinary team working.</li> <li>Demonstrate knowledge of health care delivery.</li> <li>Demonstrate an insight into caring/supportive role.</li> <li>Be able to recognise and be willing to seek advice and assistance from qualified staff as required.</li> <li>Able to work flexibly based on the needs of the service.</li> <li>Knowledge of the role of the therapists.</li> <li>Understanding the Rehabilitation Assistant role and its limitations.</li> <li>Experience of administrative work e.g. data collection and management</li> </ul>	<p>Previous work in an acute hospital environment</p> <p>Knowledge of a variety of therapy approaches in different professions.</p> <p>Experience of working in the National Health Service.</p> <p>Experience working with adults with acquired cognitive/ communication difficulties and/or challenging behaviour</p>

	<ul style="list-style-type: none"> <li>• Able to comprehend and work within the Trust's policies of data protection, equal opportunities and Health and Safety to meet the differing needs of the patients.</li> </ul>	
Skills/Knowledge/Abilities	<ul style="list-style-type: none"> <li>• Good written and verbal communication skills.</li> <li>• Good organisational skills.</li> <li>• Able to work both independently following protocols and within a team.</li> <li>• Demonstrates initiative and self-motivation.</li> <li>• Able to manage time and prioritise workload.</li> <li>• Basic IT skills – data entry (e.g. PAS), Word/Excel/PPT</li> </ul>	<ul style="list-style-type: none"> <li>• Interest in variety of leisure and hobbies and able use these topics/finding connections with patients to build rapport</li> <li>• Knowledge of communication aids / iPad apps to support therapy</li> </ul>
Values and Behaviours	<ul style="list-style-type: none"> <li>• Demonstrable ability to meet Trust values and a positive attitude towards change</li> </ul>	
Other Requirements	<ul style="list-style-type: none"> <li>• Physical qualities: such as to meet the requirements of the role with any reasonable adjustments or adaptations</li> </ul>	

## Additional information

### 1. Health and safety

All staff are required to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law whilst following recognised codes of practice and Trust policies on health and safety.

### 2. Medical Examinations

All appointments are conditional upon prior health clearance. Failure to provide continuing satisfactory evidence if required, e.g. of immunization, will be regarded as a breach of contract.

### **3. Equal Opportunities**

The Trust aims to promote equal opportunities. A copy of our Equality Opportunities Policy is available from the Human Resources department. Members of staff must ensure that they treat other members of staff, patients and visitors with dignity and respect at all times and report any breaches of this to the appropriate manager.

### **4. Safeguarding children and vulnerable adults**

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of specific duties relating to their role.

### **5. Disclosure & Barring Service/Safeguarding Children & Vulnerable Adults**

Applicants for many posts in the NHS are exempt from the Rehabilitation of Offenders Act 1974. Applicants who are offered employment for such posts will be subject to a criminal record check from the Disclosure & Barring Service before appointment is confirmed. This includes details of cautions, reprimands and final warnings, as well as convictions. Further information can be found via: <https://www.gov.uk/government/organisations/disclosure-and-barring-service>. Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of specific duties relating to their role. Staff are obliged to disclose to the Trust during employment any pending criminal convictions, including cautions, and any other information relevant to the safeguarding of children or vulnerable adults.

### **6. Professional Registration**

Staff undertaking work which requires professional registration are responsible for ensuring that they are so registered and that they comply with any Codes of Conduct applicable to that profession. Proof of registration must be produced on appointment and at any time subsequently on request.

### **7. Work Visa/ Permits/Leave to Remain**

If you are a non-resident of the UK or EEA you are required to have a valid work visa and leave to remain in the UK, which is renewed as required. The Trust is unable to employ or continue to employ you if you require but do not have a valid work visa and/or leave to remain in the UK.

### **8. Conflict of Interests**

You may not without the consent of the Trust engage in any outside employment and in particular you are disqualified from an appointment as a chair or Non-Executive Director of another NHS Trust whilst you are employed by this Trust. In accordance with the Trust's Conflict of Interest Policy you must declare to your manager all private interests which could potentially result in personal gain as a consequence of your employment position in the Trust. The NHS Code of Conduct and Standards of Business Conduct for NHS Staff require you to declare all situations where you or a close relative or associate has a controlling interest in a business or in any activity which may compete for any NHS contracts to supply

goods or services to the Trust. You must therefore register such interests with the Trust, either on appointment or subsequently.

## **9. Infection control**

It is the responsibility of all staff, whether clinical or non-clinical, to familiarise themselves with and adhere to current policy in relation to the prevention of the spread of infection and the wearing of uniforms.

**Clinical staff** – on entering and leaving clinical areas, and between contacts with patients, staff should ensure that they apply alcohol gel to their hands and wash their hands frequently with soap and water. In addition, staff should ensure the appropriate use of personal protective clothing and the appropriate administration of antibiotic therapy. Staffs are required to communicate any infection risks to the infection control team and, upon receipt of their advice, report hospital-acquired infections in line with the Trust's Incident Reporting Policy.

**Non clinical staff and sub-contracted staff** – on entering and leaving clinical areas and between contacts with patients all staff should ensure they apply alcohol gel to their hands and be guided by clinical staff as to further preventative measures required. It is also essential for staff to wash their hands frequently with soap and water.

**Flu vaccination** – the Trust's expectation is that all patient-facing staff have an annual flu vaccination, provided free of charge by the Trust. Staffs have a responsibility to encourage adherence with policy amongst colleagues, visitors and patients and should challenge those who do not comply. You are also required to keep up to date with the latest infection control guidance via the documents library section on the intranet.

## **10. No Smoking**

The Trust operates a smoke free policy.

## **11. Professional Association/Trade Union Membership**

The Trust is committed to working in partnership with Trades Unions and actively encourages staff to join any Trade Union of their choice, subject to any rules for membership that the Trade Union may apply.