



# THERAPY SUPPORT WORKER

## INFORMATION FOR CANDIDATES

## ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



# OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

## Our Vision:

“To provide excellent care for the communities we serve”

## Our Values:



## OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

## OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

# COLLEAGUE BENEFITS

## GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

## FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

## HEALTH AND WELLBEING

### PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

### PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

### HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

## LEARNING AND DEVELOPMENT

### COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

### LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

### ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

### APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



## JOB DESCRIPTION

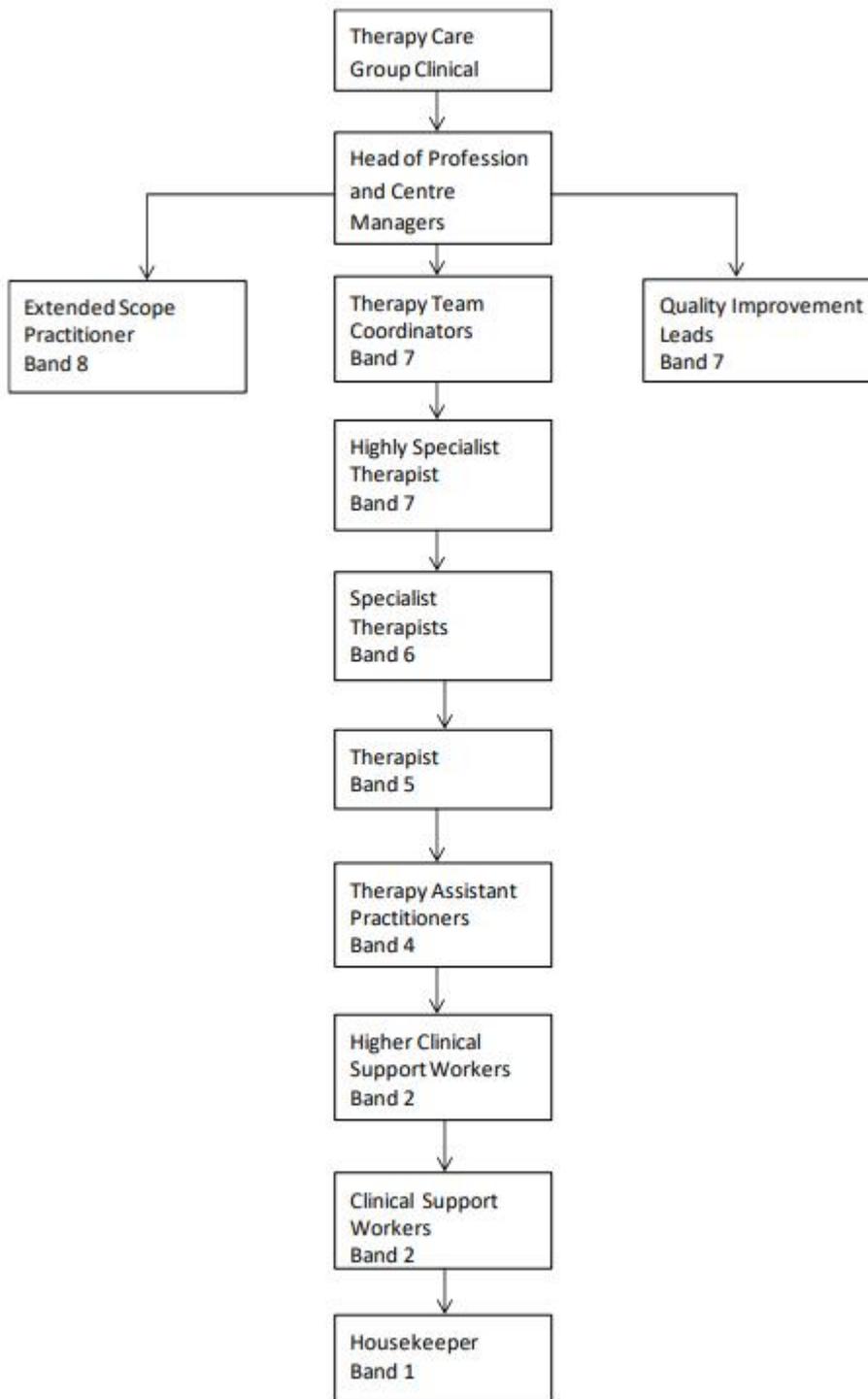
<b>Job Title</b>	<b>Therapy Support Worker</b>
<b>Band</b>	<b>2</b>
<b>Directorate</b>	<b>Clinical Support Services</b>
<b>Accountable to</b>	<b>Therapy Centre Manager</b>
<b>DBS Required?</b>	<b>Yes</b>

## JOB OVERVIEW

- Within outpatients and hydrotherapy to assist and supervise patients through an assessment and treatment programme, working with or under the direction of the qualified therapist always referring back.
- The post holder will provide support worker cover to other Therapy Centres in the event of the absence of other assistant team members, according to agreed cover arrangements across teams and site.
- Work is routinely evaluated.
- The post holder may be required to work flexibly, as part of the cover arrangements within their competence across all centres / locations within Therapy Care Group as required. Notification of flexible working may be communicated at short notice.

- To always use the Trust values as a framework for own behaviour and encourage others to do likewise, ensuring the values underpin all that is done by the Therapy teams

## ORGANISATION CHART



## **MAIN DUTIES AND RESPONSIBILITIES**

- Working under the direction of the Qualified Therapist assisting in screening assessments and treatment of patients.
- To carry out appropriate standardised assessments with patients as requested by the Therapist.
- To provide accurate feedback to the Therapist to enable effective progression of treatment programmes.
- To be aware of clinical risk within own patient case load.
- To be aware and comply with the legislation regarding patient confidentiality.
- To carry out administrative tasks as needed to promote overall support of the team. E.g., photocopying as required.
- To keep the treatment areas, tidy within Health & Safety regulations paying particular attention to Infection Control guidelines.
- To work to Trust and departmental policies, procedures, and guidelines.
- To be responsible for maintaining accurate and comprehensive treatment records in line with Trust requirements, Therapy Centre Group standards of practice.
- To be responsible for the collection of statistical data for use in service audit.
- To be aware of the need to continually maintain own competency in accordance with Therapy Care Group competency framework, enabling the post holder to work within the remit of the post.
- To participate in Annual Appraisal and Personal Development Opportunities.
- To be an active member of the in-service training programme by attendance at, and participation in, CPD and in-service training programme, tutorials, individual training sessions, relevant work related courses, and peer review.
- To attend statutory and mandatory training as required.
- To be always aware of the safety of patients and staff and to carry out duties in line with the Health and Safety at Work Act

## **ORGANISATIONAL DUTIES**

- To assist the Therapist in organising and planning own caseload to meet service and patient priorities, readjusting plans as situations change / arise following liaison with the qualified therapist

## **SYSTEMS AND EQUIPMENT**

- To use appropriate equipment within the remit of the post including IT equipment.
- To be responsible for the safe and competent use of appropriate patient appliances, aids and equipment within the remit of the post.

## **WORKING CONDITONS & PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE POST**

- To develop and maintain an ability to cope with and prioritise unexpected work demands and deadlines.
- To develop competencies required frequently to deal with distressed and unpredictable behaviour from patients and carers.
- Concentration is required to enable the post holder to provide and receive information.
- The post may include frequent exposure to unpleasant environments and working conditions.

## **DECISIONS, JUDGEMENTS AND FREEDOM TO ACT**

- To follow instructions regarding Therapy interventions in line with best practice.
- To have limited scope and responsibility for organising own delegated work on a day-to-day basis.

- To receive supervision on a day-to-day basis and participate in formal supervision sessions as per the Therapy Care Group Policy.
- To respond positively to service change and development and with the team members identify areas for future development.

#### **COMMUNICATION AND RELATIONSHIP**

- To use a range of verbal and non-verbal communication skills to communicate effectively with patients to progress rehabilitation and treatment programme. This will include patients who may have difficulties in understanding and communicating.
- To develop and maintain the skills required to exchange information with patients requiring tact and re-assurance of persuasive skills. This may be because agreement or cooperation is required or because there are barriers to understanding.
- To use information gained to communicate with members of the multi-disciplinary team regarding patient issues, respecting the confidentiality of the patient information disclosed.
- To be aware of referral mechanisms to outside agencies, both verbal and written, to carry out these tasks when required. The focus will include patient information to continue seamless patient care.



## PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

# QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"><li>• GCSE or equivalent in English and Maths grade 9-4</li></ul>	<ul style="list-style-type: none"><li>• NVQ 2/3 in a health related subject</li></ul>

# EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"><li>• General understanding of the role and healthcare</li><li>• Desire to work in a health care environment</li></ul>	

# SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Good interpersonal skills</li> <li>• Good communication skills both verbal and written</li> <li>• Able to swim/confident in the water</li> <li>• Teamwork</li> <li>• Flexible in working practice</li> <li>• Ability to follow instructions</li> <li>• Able to make accurate and legible entries into therapy documentation</li> <li>• Able to use own initiative using common sense</li> <li>• Ability to learn through experience and feedback from others</li> <li>• Ability to work with people with a range of conditions, ages, and outcomes</li> <li>• Empathy with patients and carers</li> <li>• Organisational skills</li> <li>• Commitment to the Trust values as described in the job description</li> <li>• Keen to personally develop and receive training</li> </ul>	<ul style="list-style-type: none"> <li>• Able to multitask</li> </ul>

## GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

# HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

# INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

# INFORMATION GOVERNANCE AND CYBER SECURITY

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times,

both on and off site.

- Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.
- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

## PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

## SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trust's Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

# SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

# CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

# EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

# NO SMOKING POLICY

The Trust is a no smoking/e-cigarette/vaping organisation except for designated external areas, in accordance with Trust Policy.

# MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





## The Royal Shrewsbury Hospital

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Minicom: 01743 261213

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The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

[Getting to The Royal Shrewsbury Hospital](#)

## The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

[Getting to The Princess Royal Hospital](#)