

THERAPY SUPPORT WORKER

Candidate Pack



Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.

- The role supports qualified therapists by helping with patient assessments, treatments and day-to-day tasks.
- It involves working as part of a wider team and following guidance from therapists at all times.
- The post holder keeps accurate records, follows safety and confidentiality rules, and helps keep treatment areas clean and safe.
- They use basic equipment safely, report any risks or concerns, and support the smooth running of the service.
- They take part in training, supervision and ongoing learning to build skills and work safely within their role.

Job Description

Job title:	Therapy Support Worker
Grade:	2
Site:	The Princess Royal Hospital
Accountable to:	Therapy Operational Manager
DBS required:	Enhanced

JOB OVERVIEW

- To assist the qualified Therapists (qualified Physiotherapist or Occupational Therapist) with the therapy intervention to deliver a service.
- To work as a positive and proactive member of the multidisciplinary team.
- To accept a delegated caseload following discussion with the therapist and to report back at all times.
- To work within a competency-based framework to ensure safe practice.
- To use the Trust values at all times as a framework for own behaviour and encourage others to do likewise, ensuring the values underpin all that is done by the Therapy teams.

ORGANISATIONAL POSITION



MAIN DUTIES AND RESPONSIBILITIES

- Working under the direction of the Therapist assisting in the assessment and treatment of patients.
- To carry out appropriate standardised assessments with patients as requested by the Therapist and appropriate to the role e.g., Occupational Therapy - Hospital Anxiety and Depression Scale (H.A.D.S)
- To assess the patient understanding of the treatment proposal, gaining consent and feeding back to the Therapist any patients that lack the capacity to consent to treatment.
- To provide accurate feedback to the Therapist.
- To assist in tasks as requested within the remit of the post.

- To be aware of the clinical risk within the patient case load escalating issues to senior staff and act in accordance with Trust policy.
- To comply with the legislation regarding patient confidentiality.
- To carry out some administrative tasks as needed to promote overall support of the team e.g. photocopying as required.
- To keep the treatment areas, tidy within health and safety regulations paying particular attention to infection control guidelines.
- To comply with Trust and Therapy Centre policies, procedures and guidelines.
- To be responsible for maintaining accurate and comprehensive treatment records in line with Trust requirements, Therapy Centre standards of practice and Professional standards.
- 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 Centre competency framework, enabling the post holder to work within the remit of the post.
- To participate in Annual Appraisal and Personal Development Opportunities including regular clinical supervision.
- Be an active member of the in-service training programme by attendance at and participation in, CPD and in-service training programmes, tutorials, individual training sessions, external courses and peer review.
- To attend statutory and mandatory training as required.
- To be aware of the safety of patients and staff at all times and to carry out duties in line with the Health and Safety at Work Act.

ORGANISATIONAL

- To assist the Therapists in organising and planning patient caseload to meet service need and patient priorities, readjusting plans as situations change / arise.

SYSTEMS AND EQUIPMENT

- To use appropriate equipment within the remit of the post including I.T. equipment.
- To be responsible for the safe and competent use of appropriate patient appliances, aids and equipment within the remit of the post, including the decontamination and cleaning of standard equipment.
- To maintain competence in the delivery, fitting and use of standard equipment including patients' homes.

DECISIONS, JUDGEMENT AND FREEDOM TO ACT

- To follow instruction regarding Therapy intervention.

- Work is delegated, supervised, and reviewed on a daily basis.
- To participate in formal supervision sessions as per the Therapy Centre Policy
- To respond positively to service change and development and together with team members identify areas for future development.

COMMUNICATION AND RELATIONSHIPS

- To use a range of verbal and non- verbal communication skills to communicate effectively. This will include patients who may have difficulties in understanding or communicating.
- To develop and maintain the skills required to exchange information with patients requiring tact and re-assurance and persuasive skills.
- To demonstrate effective listening skills.
- To develop and maintain communication skills with members of the multi-disciplinary team regarding patient issues.
- To communicate effectively with external agencies as requested ensuring the exchange of timely and accurate information, promoting seamless patient care.

PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE POST

- To perform tasks involving the handling of patients or loads on a frequent and Repetitive basis.
- The workload is frequently complex and challenging, and is delivered under significant time constraint.
- To develop and maintain the ability to cope with and prioritise delegated caseload
- To continually develop own competencies within the competency framework for the role.
- The post holder will frequently encounter unpleasant working conditions
- Frequent periods of concentration are required to record patient information ensuring accuracy at all times.

SaTH TRUST VALUES

Our Values are:

Partnering - working effectively together with patients, families, colleagues, the local health and care system, universities, and other stakeholders and through our improvement alliance.

Ambitious - setting and achieving high standards for ourselves personally and for the care we deliver, both today and in the future. Embracing innovation to continuously improve the quality and sustainability of our services.

Caring - showing compassion, respect and empathy for our patients, families and each other, caring about the difference we make for our community.

Trusted - open, transparent, and reliable, continuously learning, doing our best to consistently deliver excellent care for our communities.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> GCSEs Maths and English grades 9-4/A-C Evidence of knowledge and skills sufficient to demonstrate the ability and willingness to study and work at a level equivalent to NVQ level 2 Training will be provided. 	
Experience	<ul style="list-style-type: none"> Experience working within healthcare and evidence of interaction with a wide range of people. Interest in the delivery of healthcare Knowledge of the role of a therapy assistant and ability to work within the boundaries of the role 	
Knowledge and skills	<ul style="list-style-type: none"> Good interpersonal skills Evidence of good communication skills verbal and written Evidence of teamwork Ability to organise and prioritise own work Flexible in working practice. Ability to follow instructions and to multitask Ability to respond positively to changes in demand and prioritise workload. Able to make accurate and legible entries into therapy notes. 	

	<ul style="list-style-type: none"> • To understand rehabilitation • To display empathy with clients and carers • To demonstrate good listening skills • To demonstrate organisational skills • Commitment to undertaking routine tasks. • To display coping strategies for dealing with individuals who have barriers to understanding or exhibit challenging behaviour. • Ongoing commitment to personal development and training 	
Other	<ul style="list-style-type: none"> • Able to meet the travel requirements of the post <ul style="list-style-type: none"> - Able to work at all trust sites Flexible working across 7 days when required by profession 	

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;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. 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;
- 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 staff;
- 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;
- 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

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. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive 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** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. 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. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face 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 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;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- 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.

NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity

and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

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 aims 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.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and

dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

