

## Job Description

**Post Title:** Therapy Higher Support Worker

**Hours of work:** 22.5 hours across seven days when required as appropriate to the role

**Grade:** Band 3

**Base:** The Princess Royal Hospital, Telford

**Department:** Therapy Centre. Neurology Outpatients

**Manager responsible to:** Therapy Manager

**Line Managed by:** Team Coordinator

### 1. Post Purpose:

- To support the qualified therapist (Physiotherapist, Occupational Therapist, Dietitian and Speech & Language Therapist) in providing a high standard of Therapy intervention following protocols agreed by professional colleagues.
- To work as a positive and proactive member of the multidisciplinary team.
- To perform screening assessments and treatment programmes as per agreed protocols with delegated patients.
- To hold responsibility for own delegated caseload following discussion with the therapist.
- To work within a competency framework to ensure safe practice.
- 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.

### 2. Organisational position:

See attached chart on page 6

### 3. Competency / Framework:

- This job description should be read in conjunction with the competency framework for the post

### 4. Main duties & responsibilities:

- To carry out identified assessments with specific patients referred to therapy.
- To carry out the therapy treatment programme with the patient, monitor progress and develop treatment regimens under the guidance of the therapist and within agreed protocols.
- To assess the patient understanding of treatment proposals, gain consent and feedback to the therapist information regarding the patients who lack capacity to consent to treatment.
- To progress the patient treatment programme in accordance with plans developed by the therapist within agreed protocols.

- To liaise with relatives / carers to gain their views / needs as part of the overall assessment, treatment, and discharge planning process.
- To support the therapist as required during visits across a variety of community settings.
- To provide accurate feedback to the therapist regarding the patient's condition and the progression of treatment.
- To make referrals to external agencies as requested by the therapist.
- To liaise with the other members of the multidisciplinary team, attending board rounds and meetings, as appropriate, referring patients on and actively contribute to the discharge planning process.
- To be aware of clinic risk within own patient caseload escalating issues to senior staff and act in accordance with Trust policy.
- To comply with legislation regarding patient confidentiality.
- To comply with the Trust and Therapy Centre policies, procedures and guidelines.
- To be responsible for maintain accurate and comprehensive treatment records in line with the Trust and Therapy Centre standards of practice.
- To be responsible for the collection of statistical data.
- To be aware of the need to continually maintain own competency in accordance with the Therapy competency framework and to maintain a portfolio of evidence.
- To participate in annual appraisal and personal development opportunities, including regular clinical supervision.
- To be an active member of the in-service training programme by attendance at, and participation in, CPD and in-service programmes, tutorials, individual training sessions, external courses, and peer review.
- To attend all Trust 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 Health & Safety at Work Act.

#### **Organisational:**

- To support the therapist for the team, in organising and planning own caseload to meet service and patient priorities, readjusting plans as situations change / arise.
- To provide training to other staff member regarding role as required.
- To provide training programmes as required to patients or carers in individual or group settings.

#### **Systems & Equipment:**

- To be responsible for the safe use of any equipment needed for the assessment of patients.
- To use appropriate equipment within the remit of the post ensuring all items are appropriately decontaminated and cleaned.
- To maintain competence in the delivery, fitting, demonstrating / training to ensure safe use of standard equipment including patient homes.

#### **Decisions, Judgements and Freedom to Act:**

- To accept referral and organise own caseload, working within agreed protocols and reporting back to the therapist.
- Work is supervised and reviewed on a regular basis.
- To be responsible for organising own time on a day-to-day basis.
- To respond positively to service change and development, and together with the team member identify areas for future development.

## **Communication & Relationships:**

- Use a range of verbal and non-verbal communication skills to communicate effectively with patients. This will include patients who may have difficulties in understanding or communicating.
- To develop and maintain the skills required to provide and receive sensitive or contentious information, from patients and carers. The skills required include those of persuasion, motivation, negotiation, training, empathy, and reassurance.
- To demonstrate effective listening skills.
- To use information gained to communicate with members of the multidisciplinary team regarding patient issues, respecting the confidentiality of patient information disclosed.
- To be aware of referral mechanisms to outside agencies both verbal and written and to carry out these tasks when required. The focus will include patient information to continue seamless patient care.

## **Physical, Mental and Emotional demands of the job:**

- 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 restraints.
- 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 encounter frequently unpleasant working conditions.
- Frequent periods of concentration are required to record patient information always ensuring accuracy.

## **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**

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; 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 staff; 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**

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 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; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates; and
- 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 Trusts 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 Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower staff at all levels to have the confidence, capability, passion and knowledge, to test changes and make improvements at the Trust and the communities we serve. Following a successful five-year partnership with the Virginia Mason Institute in the USA, the Trust 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 to make improvements, whilst also providing training at various stages of your time at the organisation, as part of your continuing professional development.

This job description represents a summary of the main responsibilities of the post and is not an exhaustive list of duties to be undertaken. The duties may be redefined following discussion with the Line Manager.

Manager	Post holder
Signature	Signature
Date	Date

**Organisational position:**

