

JOB DESCRIPTION

(Core Job Description)

JOB DETAILS

Job Title: Senior Occupational Therapy Support Worker / Assistant Practitioner

Pay Band: Band 4

Directorate:

Department:

ORGANISATIONAL ARRANGEMENTS

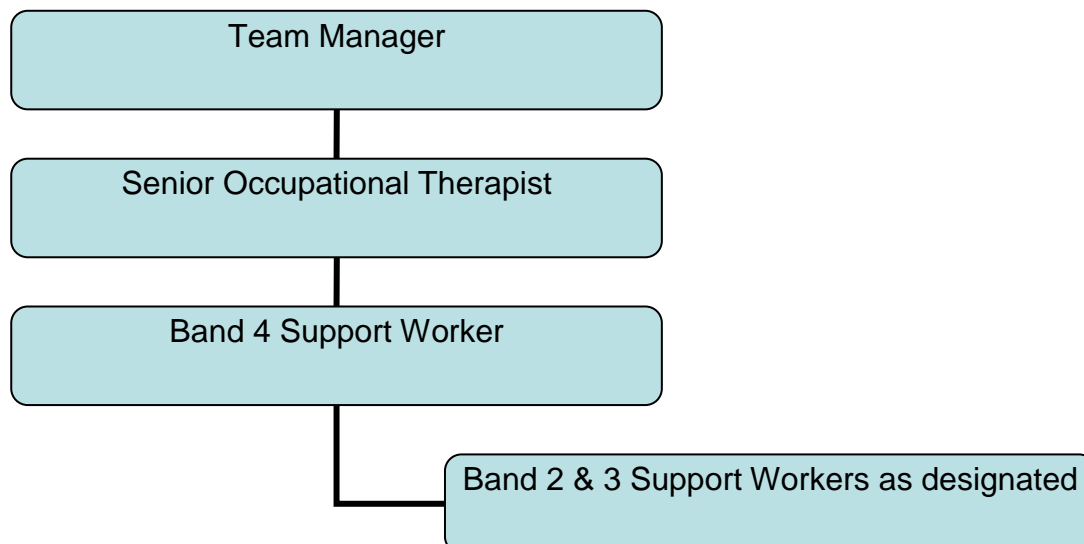
Managerial Accountable to: Designated Team Manager

Reports to: Senior Occupational Therapist

Professionally Responsible to: Head of Occupational Therapy

Responsible For: Other support workers & students as delegated

Organisation chart:



JOB SUMMARY / PURPOSE

Work as part of a designated team to deliver an effective and efficient occupational therapy service, as delegated by occupational therapists, to improve the health & wellbeing of people.

Deliver the service in a manner and setting appropriate to the needs of client group, following agreed guidelines, protocols, policies and care pathways. This may include working with colleagues or alone; with individuals and groups; in people's homes, community settings and hospitals.

Provide a service to a designated client group, based on guidance given by the occupational therapist. This will include working with a delegated caseload, undertaking specific assessments, developing person centred plans and delivering interventions independently as part an overall plan of care.

Work collaboratively with colleagues from Health, Local Authorities and Third Sector Organisations to achieve best outcomes.

Support team operations, dealing appropriately with enquiries and undertake administrative tasks relevant to the role.

The provision of a flexible 7-day service may be expected of this role, based on service need.

MAIN DUTIES AND RESPONSIBILITIES

Clinical Duties

Under the guidance of a registered occupational therapist;

Gather and collates information from a variety of sources to inform assessments, plan and interventions.

Independently undertake detailed observations, assessments and interventions on behalf of the occupational therapist, demonstrating a sound knowledge of the impact of the individual's conditions and circumstances on their function.

Plan and undertake treatment plans, interventions, and discharge with individuals following agreed guidance, protocols and pathways.

Review and modify the agreed plan, within service guidelines, informing the responsible occupational therapist.

Using knowledge of occupational therapy and the functional impact of health conditions adapt interventions and use initiative appropriately based on client's presentation.

Adhere to risk management plans when working with individuals and report any changes in risk status to the occupational therapist or care coordinator.

Work independently and alongside the Occupational Therapist and other members of the team, to deliver assessed therapeutic interventions across a variety of settings to include hospitals, person's home, educational establishments and community & leisure facilities.

Deliver a variety of specialist interventions, requiring specific skills, including the use of equipment or therapeutic tools.

Plan, organise and deliver treatment activities with individuals and groups.

Advise/educate and demonstrate specific techniques/strategies to the individual and their families/carers to support the ongoing management of the individual's recovery.

Evaluate the outcome of interventions, alerting the occupational therapist to any deviation from the projected plan/programme including identifying any potential reasons for any unmet or over-met goals

Clearly report & communicate outcomes of relevant observations, assessments and interventions to occupational therapist and relevant others.

Plan day to day work using initiative to prioritise workload/amend work planning to meet service requirements.

Adapt and modify own working practices to facilitate efficient, seamless, person-centred pathways.

Resolve problems within own scope, ask for advice appropriately and report difficulties, including changes in the person's condition to appropriate team member.

Identify and appropriately manage any unpredicted health or social crisis when lone working in the community; alerting and contacting the most appropriate person/service according to agreed guidelines, protocols, policies and care pathways.

Support individuals and their carers/parents to make informed decisions about choices available within the parameters of their plan of care, to facilitate full engagement in the therapeutic process and its outcomes.

Work in partnership with other agencies, including social care, housing, education, private agencies and 3rd sector services, signposting and triggering support for person appropriately.

Identify and actively involve other agencies and professionals to meet the needs of the individual, making appropriate referrals and liaising as appropriate.

Develop and tailor information and resources that can be utilised as part of care and therapy plans.

Manage work effectively to ensure work is completed within agreed timescales.

To delegate tasks to others within the service including other Support Workers and students as appropriate.

Service Management

Adhere to relevant policies and service plan.

Work in line with National and Local policies, departmental standards and requirements, and encourage others to emulate such practice.

Work within competency levels and informs Occupational Therapist if there are any concerns in terms of training needs to perform delegated tasks.

Undertake manual and electronic administrative tasks relating to the referral, treatment and discharge of each patient e.g. note writing, booking appointments, keeping statistics and reporting activity.

Gather and collate service activity data promptly, accurately and regularly as required by the service.

Undertake general housekeeping and administrative duties, such as photocopying, printing, filing, tidying, mail management, monitoring of stock and ordering.

To be responsible for the cleanliness and condition of areas used by occupational therapy, reporting any equipment faults/hazards/ hygiene problems encountered in order to ensure a safe working environment.

Service Improvement

Support continuous quality improvement and clinical governance within the service delivery through actively participating in relevant meetings, training, workshops, audits and groups.

Actively supports the continuous quality service improvement by utilising innovative ideas, feedback from users, reflections, observations and examples of good practice

Participate in policy review and development, including proposing changes to policies within the area.

Contribute to research, audit and development activities, with the supervision and guidance of relevant staff.

Contribute to changes in practice and service development, utilising evidence based information.

Modify practice or work processes in response to structured service improvement decisions.

Willing to work flexibly across services within the Health Board when activity and demand levels result in necessary change.

Communications

Demonstrates effective written and verbal communication skills with multidisciplinary and multiagency teams, staff, patients, families and carers to ensure co-ordinated service delivery.

Deals with enquiries to the service in an appropriate and professional manner and in line with service protocols.

Demonstrate good verbal and written communication skills when explaining therapy activities and strategies to others, optimising understanding and participation during therapeutic interventions.

Work with people who have communication difficulties for a variety of reasons. Utilise appropriate communication strategies to overcome and manage barriers to effective communication.

Provide feedback on assessments/interventions at agreed intervals in a clear and concise manner.

Communicate sensitive condition related information appropriately with patient, carers and colleagues.

Support negotiation with patient, carers and family to achieve the agreed outcome, including changes to lifestyle and environment.

Resolves issues or delays which act as barriers to achieving agreed outcomes, escalating to appropriate professional staff where unresolved.

Works collaboratively with members of the MDT and other agencies to deliver person-centred care plans.

Establishes and maintains appropriate relationships with patients, families and carers, putting them at ease, motivating and encouraging participation in their plan.

Identifies hostile, antagonistic or highly emotive situations, and adopts strategies to diffuse.

Regularly check and respond appropriately to relevant communications, including using telephone and email.

Provide a high standard of communication skills to sensitively manage initial complaints, avoiding escalation where possible, and reporting any matters arising with the MDT

Contribute and effectively represent in any service meetings attended.

Abide by data protection regulations and maintain confidentiality in relation to the keeping and sharing of client's records and related information.

Finance and Resources

Cares for and maintains equipment, ensuring standards of infection control and safety are maintained, including equipment loaned to clients

Responsible for monitoring and re-ordering of stock.

Use of petty cash.

Personal and People Development and People Management

Develop and maintain up to date knowledge and skills relevant to this post, adhering to the Code of Ethics and Professional Conduct at all times.

Identify own learning needs/personal/professional development evidenced by personal development plan/personal portfolio developed within an appraisal framework.

Take responsibility for own learning and performance improvement through active participation in supervision and performance reviews

Actively seek opportunities for own Continuous Personal/Professional Development

Participate in learning activities including in-service training, mandatory training, peer-based learning and completion of diploma level qualification where relevant.

Maintain a portfolio of your achievements, accomplishments, skills and reflections necessary for your role

Support occupational therapist in the education of others, including planning, preparation and delivery of training.

Support education and skills acquisition of carers and clients through formal and informal education.

Contribute to the development of other staff through the provision of information, support, guidance and mentorship.

Actively participate in the induction of new staff and students within the service

Information Processing

Records work undertaken in patient records and on electronic systems, adhering to organisational and professional policy, guidance and standards.

Updates and retrieves patient records.

Inputs activity data for self and the team when required.

Health, Safety and Security

Act within legislation, policies and procedures relating to Health & Safety and Information Governance.

Maintain statutory/ mandatory training.

Balance professional issues i.e. confidentiality and duty of care in a multidisciplinary setting in order to work effectively, seeking advice appropriately from registered occupational therapist.

Report any equipment faults/hazards/ hygiene problems encountered to therapist/manager in order to ensure a safe working environment.

Adhere to policy and standards in relation to equipment use and provision.

Carry out risk assessments related to role including safeguarding and lone working.

Report incidents using the Datix system in line with policies.

Quality

Works as an effective member of the team to provide a high quality service, highlighting quality issues to supervisor.

Equality and Diversity

Recognises the importance of people's rights and acts in accordance with legislation, policies and procedures.

Promotes and supports the rights, responsibilities and diversity of patients and their families/carers and relates with kindness and empathy to all concerned.

Respects the privacy, dignity, needs, beliefs, choices and preferences of patients and carers.

Effort and Environmental

Depending on setting and role duties involve;

Regularly works alone in the community, driving to visit people at home, with exposure to all weather conditions

Occasionally deals with unpredictable health/social crises when lone working in community.

Occasional exposure to unpleasant environmental conditions on home visits, e.g. dirt, dust, fleas, excrement, rotten food

Occasional exposure to bodily fluids and unpleasant odours during personal care, treatments or patients unwell during treatment – urine, faeces, wounds, blood

Regularly moves, carries and fits equipment, manipulating small and large objects

Regularly works in small spaces, e.g. in domestic bathrooms & WC's, bending, reaching and kneeling to fit equipment.

Supports people with personal care activities, often in cramped conditions at the bedside or in home environment

Regularly pushes patients in wheelchairs and/or uses hoists, including occasional negotiation of steps with a wheelchair

Uses equipment for moving & handling and treatments

Treatment techniques require employee to maintain standing or fixed position for a prolonged period

Regularly deals with patients and carers in difficult situations, experiencing distress and occasionally with those who have challenging behaviour

Occasionally supports & reinforces the delivery to clients of unwelcome news

Infrequent, but potential exposure to aggression, with little or no immediate support

Delivers treatment in group settings, where unpredictable events and group dynamics are occasional occurrences.

Advice and support available on daily basis, but often “arm’s length”/by telephone

Supervision available for monitoring and checking of work

Attends meetings, produces figures using simple calculations

Writes and types records & reports and inputs patient activity data

Regular concentration for detailed and important information gathering / taking calls from relatives / carers / other professionals and for observations and assessments

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and Knowledge	<p>Evidence of Level 3 qualification relevant to workplace OR other equivalent training, qualifications or experience</p> <p>Level 4 experience with a willingness to complete relevant Level 4 qualification within a specified timescale after successful appointment</p> <p>I.T skills with good knowledge and application of Microsoft Office applications</p> <p>Numeracy and literacy to at least level 2 (GCSE level grade C or above)</p> <p>Good knowledge of Occupational Therapy though acquired experience and/or training</p> <p>Working knowledge of therapeutic equipment</p> <p>Knowledge of the roles of other staff groups in health and social care.</p>	<p>Evidence of role related CPD activities</p> <p>Trusted Assessor training in equipment and adaptations</p> <p>Knowledge of Clinical Governance, including research and audit</p> <p>Knowledge of relevant outcome measures to demonstrate effectiveness of interventions</p> <p>Knowledge of Health Board and priorities and practices</p> <p>Knowledge of a range of rehabilitation interventions across all therapies</p>	<p>Application form and Interview</p>
Experience	<p>Broad range of experience of working within a therapy service or other relevant field. This may include voluntary as well as paid experience.</p> <p>Working with a variety of people with differing needs.</p> <p>Working as part of a team.</p> <p>Working independently.</p> <p>Managing own time and</p>	<p>Experience of working with groups</p> <p>Experience of working in a community setting</p> <p>Supervision of staff</p> <p>Experience of using Motivational interviewing or solutions focused interventions</p>	<p>Application form and interview.</p>

	<p>prioritising activities.</p> <p>Contributing to improving services</p> <p>Self-development and learning</p> <p>Use of adapted techniques for improving patient independence</p>	<p>Experience of coping independently with distressing or emotional situations in challenging work environments</p> <p>Experience of using virtual communication platforms, i.e. Skype, Teams, Zoom</p>	
Language Skills		<p>Welsh Speaker (Level 1)</p> <p><i>Full details around the expectations associated with level 1 may be found at the bottom of this page</i></p>	Application form and interview
Aptitude and Abilities	<p>Ability to embrace the following personal values and behaviours on a daily basis -</p> <ul style="list-style-type: none"> • Dignity, Respect and Fairness • Integrity, Openness and Honesty • Caring, Kindness and Compassion <p>Ability to demonstrate a commitment to our organisational values -</p> <ul style="list-style-type: none"> • Working together to be the best we can be • Striving to develop and deliver excellent services • Putting people at the heart of everything we do <p>Good verbal & written communication & interpersonal skills</p> <p>Work independantly and as part of a team</p> <p>Able to solve problems and transfer learning across situations</p>	Ability to present / teach	Interview Test

	<p>Recognise own limitations and using initiative appropriately</p> <p>Listening and observation skills</p> <p>Able to organise and prioritise own time</p> <p>Able to reassure and motivate people.</p> <p>Able to work flexibly and with resilience in unpredictable situations.</p> <p>Able to work well under pressure and adapt to new demands</p> <p>Able to balance risk to inform decision making.</p> <p>Able to undertake duties as specified in the job description.</p> <p>Professional and committed attitude to work.</p>		
Other	<p>Able to travel to deliver service, including between sites in a timely manner</p> <p>Flexible approach to needs of the service</p>		Application form and interview

Level 1 Welsh

(Please note that for this particular post level 1 in spoken Welsh is desirable but not essential)

Listening/Speaking: Pronounce Welsh words, place names, department names, etc. Greet and understand a greeting. Use basic every day words and phrases, e.g. thank you, please, excuse me, etc. Understand / pass on simple verbal requests of a routine / familiar / predictable kind using simple language, e.g. 'May I speak to...'. State simple requests and follow up with extra questions / requests in a limited way.

Reading/Understanding: Understand simple key words and sentences on familiar / predictable matters relating to own job area, e.g. on signs, in letters.

Writing: Fill in simple forms, note down simple information, e.g. date and venue of a meeting, Welsh address, etc.

GENERIC STATEMENTS

NHS CODE OF CONDUCT FOR MANAGERS

**** For Managers only:**

The post holder will be expected to adhere to the standards laid down in the NHS Code of Conduct for Managers and at all times act in a manner that reflects and promotes the values of the HB. The post holder must ensure all activity and service objectives are effectively met in compliance with HBs standing orders and SFIs, scheme of delegated authority and employment legislation.

REGISTERED HEALTH PROFESSIONAL

**** For Registered Health Professionals only:**

All staff who are members of a regulatory body must comply with standards of professional practice/conduct. It is the postholders responsibility to ensure they are both familiar with and adhere to these requirements.

HEALTHCARE SUPPORT WORKERS

**** For Healthcare Support Workers only:**

All healthcare support workers should be familiar with and must comply with the Code of Conduct for Healthcare Support Workers in Wales.

COMPETENCE

The post holder is required to participate in the Hywel Dda PDR process and work towards meeting identified development needs. The postholder is required to demonstrate on-going continuous professional development. At no time should the postholder work outside their defined level of competence. If the postholder has concerns regarding this they should immediately discuss this with their Manager/Supervisor/Consultant. The postholder has the responsibility to inform those supervising their duties if they are not competent to perform a duty.

OUR VALUES

Hywel Dda University Health Board is a values driven organisation. The post holder is expected to uphold our values of dignity, respect, fairness, integrity, honesty, openness and caring, kindness & compassion underpin a behaviour framework which are supported by our organisational values of

- Putting people at the heart of everything we do
- Working together to be the best we can be
- Striving to deliver & develop excellent services

TEAM BRIEF

The post holder is required to actively participate in Hywel Dda Team Briefing in order to aid communication within the Health Board. Managers and supervisors will regularly deliver the Team Brief verbally to their own staff teams by means of a Core Brief and additional departmental information.

RISK MANAGEMENT/HEALTH & SAFETY

The postholder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the Hywel Dda. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice. The postholder

has the responsibility for monitoring the progress on action plans in relation to risk, health and safety. The postholder has the responsibility for the development of risk profiles and a risk register within their area of responsibility. The postholder has the responsibility for developing systems to monitor performance against agreed performance indicators.

HARRASSMENT & BULLYING

The HB condemns all forms of harassment and bullying and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. All staff is requested to report any form of harassment and bullying to their line manager or to any Director of the HB.

RECORDS MANAGEMENT

The postholder has the responsibility for timely and accurate record keeping and where appropriate in accordance with professional guidelines. The postholder has the responsibility for the creation and maintenance of records in accordance with Hywel Dda policy and the data protection act.

FLEXIBILITY STATEMENT

The developing and rapidly changing nature of the organisation will require considerable flexibility from the post holder. This job description indicates the main functions and responsibilities for the post and is not intended to be a fully inclusive list and the duties and responsibilities specified in this job description are subject to change as the needs of the HB evolve. On agreement with the post holder, this job description will be amended, as necessary, in the event of future organisational and professional changes and/or personal development.

CONFIDENTIALITY

All staff may have access to confidential information about patients, staff or health service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and /or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.

EQUAL OPPORTUNITIES

Hywel Dda University Health Board is committed to ensuring that, as far as is reasonably practicable, the way we provide services to the public and the way we treat our staff, patients and others reflects their individual needs and that individuals or groups will not face discrimination, harassment or victimisation, or be treated less favourably on the basis of sex, pregnancy and maternity, gender reassignment, disability, race, age, sexual orientation, religion and belief, family circumstances including marriage and civil partnership. To this end, the UHB has an Equality and Diversity Policy and Equality Impact Assessment Policy and Procedure and it is for each employee to contribute to enacting these policies.

OUTSIDE EMPLOYMENT/OUTSIDE INTERESTS

Any other work or outside interests must not conflict with the duties and responsibilities of your attendance for work as an employee of the HB.

ENVIRONMENTAL

The Hywel Dda Health Board is committed to its environmental responsibilities. The Board recognizes that its activities, including energy consumption, waste generation,

transportation emissions, water use and resource consumption, have a significant impact on the environment. As an integral part of its commitment to ensure high quality patient care, all staff have a responsibility to adhere to environmental policy and procedure at both an organisational level and within their own area of work to ensure legal compliance. Staff will do their utmost to minimize the environmental impacts of Health Board activities and services, and seek to continually improve operations to minimize their environmental effects. Staff should take note of relevant communications and attend mandatory training when required.

SMOKE FREE POLICY

All Health Board sites and premises and grounds are designated as smoke free areas. This policy applies to all staff, contractors/service providers, patients*, visitors and the public.

***Those patients staying in residential mental health units will be exempt under the Smoke-Free Premises (etc) Wales Regulations 2007.**

SAFEGUARDING ADULTS AND CHILDREN

Every employee of the Health Board, whatever their job, role, profession, status or place of work, paid or voluntary, has a responsibility for Safeguarding both adults and children. Staff must:

- Understand the nature of abuse and how children and adults might be at risk of harm and neglect.
- Understand their own safeguarding responsibilities and what actions they may need to take.
- Know where they can access local policies and procedures in relation to Safeguarding Children and Safeguarding Adults.
- Report allegations or suspicions of abuse to their line manager, including suspicions about a colleague or manager, irrespective of their status, profession or authority. This includes whistle-blowing
- Know how to make a Safeguarding referral to Social Services and/or the Police for both adults and children to report allegations or if they have concerns.
- Know what services, advice and support are available locally to vulnerable children and adults and how to access help needed.

INFECTION CONTROL

"The document Commitment to Purpose: Eliminating Preventable Healthcare Associated Infection: A Framework of actions for healthcare organisations in Wales stipulates that all staff must understand their responsibility and accountability for Infection Prevention & Control and the Health Board must be assured of this on an ongoing basis". IP&C is the personal and individual responsibility of all Health Board staff. All staff have a responsibility to protect and safeguard patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing, Health Board Infection Prevention & Control Policies and procedures; and best practice guidance in order to maintain high standards of Infection Prevention & control.

GENERAL

The postholder needs to ensure they are familiar with their terms and conditions of service.