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Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

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CAJE REFERENCE **HD2021/0107**

DATE APPROVED **11/06/2021**

Reviewed: 02/09/2021

JOB DESCRIPTION

(Core Job Description)

JOB DETAILS

Job Title: Experienced Occupational Therapist

Pay Band: Band 6

Directorate: Therapies

Department: Occupational Therapy

ORGANISATIONAL ARRANGEMENTS

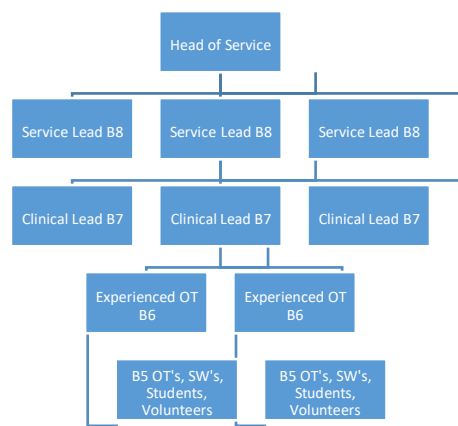
Managerial Accountable to: Lead Occupational Therapist/Designated Team Manager

Reports to: Lead Occupational Therapist/ Designated Team Manager

Professionally Responsible to: Head of Occupational Therapy via
Occupational Therapy Service Lead

Responsible For: Delegation to, and supervision of Occupational
Therapists, Support Workers, Students, Volunteers

Organisation chart:



JOB SUMMARY / PURPOSE

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

Deliver the service in a manner and setting appropriate to the needs of client group, following professional codes of conduct and ethics and national and/or locally 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.

Autonomously manage an occupational therapy caseload of a designated client group, which includes those with complex presentations. This will involve selecting and undertaking assessments, developing person centred plans, delivering interventions, evaluating outcomes and adapting plan of care based on outcomes.

Work effectively as part of a multidisciplinary team to provide rehabilitation/recovery/reablement focussed on the needs of the individual.

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

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

Support the induction, education and development of others.

Support quality improvement, taking responsibility for defined projects.

Appropriately delegate work to, and supervise the work of, Occupational Therapists, Support Workers, Students and Volunteers as required.

In line with service requirements, provide occupational therapy at the time required to meet people's needs. This may involve participating in service provision across 24 hours/7 days a week.

MAIN DUTIES AND RESPONSIBILITIES

Clinical Duties

Operates as an autonomous practitioner, with a varied and often complex caseload, using specialist knowledge of occupational therapy and the functional impact of health conditions to appropriately select, plan, modify, carry out and evaluate assessments and interventions, adapting practice based on client's circumstances and presentation.

Works as part of a team, which may be multi professional and/or multi-agency, to deliver a prudent, coordinated and person-focussed service.

Gathers, collates and synthesises information from a variety of sources to inform assessments, plans and interventions.

Selects, plans, modifies and undertakes appropriate assessments, including observation, interview and individual discussion as well as standardised and non-standardised assessments.

Formulates clinical decisions and recommendations, and develops person centred plans, based on evidence from assessment process, specialist knowledge of occupational therapy and relevant evidence based clinical guidance and pathways.

Works independently or alongside other members of the team, where relevant, to plan, organise and deliver therapeutic interventions with individuals or groups, across a variety of settings to include hospitals, person's home, educational establishments and community & leisure facilities.

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

Advises/educates and demonstrates specific techniques/strategies to the individual and their families/carers, if relevant, to support the ongoing management of the individual's recovery.

Evaluates the outcome of interventions with the individual, adapting plan as appropriate and agreeing plans for discharge from occupational therapy.

Clearly reports & communicates outcomes of relevant observations, assessments and interventions to relevant others to inform the overall person focussed plan.

Uses clinical judgement to discharge individuals from occupational therapy appropriately.

Manages own workload effectively and considers team workload prioritising and amending work plans across the team based on clinical need and to meet service requirements.

Supports team referral pathways, undertaking clinical triage and allocation of work to the team, following service protocols.

Identifies and advises line manager on issues of service delivery, i.e. unmet need, service pressures.

Adapts and modifies own working practices to facilitate effective and efficient, personcentred pathways and supports team to do the same.

Resolves problems within own work and supports others in team to resolve problems , asking for advice appropriately and reporting difficulties, including identifying and reporting changes in the person's condition to appropriate team members.

Identifies and appropriately manages 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.

To act as a care co-ordinator for cases that require mainly occupational therapy involvement, where appropriate.

Develops and adheres to risk management plans when working with individuals and reports any changes in risk status to other relevant professionals' i.e care coordinator.

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

Balances risks and professional issues i.e.confidentiality and duty of care, in a multidisciplinary setting in order to work effectively, seeking advice appropriately from senior/lead occupational therapist.

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

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

Develops and tailors information and resources that can be utilised as part of care and therapy plans.

Delegates clinical work to others within the team i.e. Support Workers and students, following relevant policies/guidelines.

Service Management

Adheres to relevant policies and service plan.

Works in line with National and Local policies, departmental standards and requirements, and encourages others to do so.

Works within competency levels and informs professional lead of any concerns in terms of training needed to perform role.

Undertakes 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.

Inputs, gathers and collates activity data promptly, accurately and regularly as required by the service.

Undertakes general housekeeping and administrative duties to support team operations.

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

Service Improvement

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

Actively seeks, recognises and utilises innovative ideas, feedback from users, reflections, observations and examples of good practice to inform contribution to continuous quality improvement.

Contributes to research, audit and service improvement, leading elements of these activities independently.

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

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

Contributes to service/policy review and development at departmental level, including proposing changes to policies within the area

Takes an active role within local service and clinical networks, attending and contributing to meetings.

Communications

Demonstrates highly effective written, digital and verbal communication skills with multidisciplinary and multiagency teams, staff, patients, families and carers to ensure coordinated service delivery.

Uses a variety of communication methods, including written, verbal and digital, adapting method to audience and situation.

Communicates effectively to engage and motivate individual and family/carers where relevant to optimise understanding and participation in therapeutic interventions, overcoming barriers to communication and/or understanding.

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

Communicates complex, sensitive condition-related information to patients, carers and families.

Demonstrates empathy with patients, carers and families, actively listening and adapting approach to ensure effective communication.

Identifies breakdown of communication/conflict situations, adopts strategies to resolve which may include verbal and non-verbal de-escalation techniques when appropriate. Seeks advice and support appropriately.

Regularly checks and responds appropriately to relevant communications, including using telephone and email.

Provides a high standard of communication skills to sensitively resolve complaints received at the earliest opportunity where possible and appropriate as well as reporting to relevant manager.

Actively contributes to service meetings attended, leading meetings on occasions

Presents information to groups, both in person and virtually i.e. education sessions

Abides by data protection regulations and maintain confidentiality in relation to the keeping and sharing of client's records and related information in line with organisational policies, professional standards and legislation.

Finance and Resources

Monitors stock levels and orders new equipment as appropriate

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

Uses own and others' time effectively and prudently

Makes informed and prudent recommendations for resources, i.e. care, equipment, adaptations, ensuring any financial implications for individuals are clearly communicated.

Personal and People Development and People Management

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

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

Takes responsibility for own learning and performance improvement through active participation in supervision and performance reviews (PADR) and seeks opportunities for own Continuous Personal/Professional Development

Participates in learning activities including in-service training, clinical reflection, mandatory training, peer-based learning and completion of accredited education where relevant.

Contributes to the development of other staff and students through the provision of information, support, guidance, supervision and mentorship.

Undertakes regular supervision and PADRs with other occupational therapy staff

Actively supports education of students within the team, including taking responsibility as a Practice Educator for occupational therapy students on a regular basis.

Supports the education of others in the team and wider MDT, including planning, preparation and delivery of training within own speciality/scope.

Undertakes the assessment of accredited learning of support workers and students, using guidelines and within scope of own occupational competence.

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

Takes responsibility for the induction of new staff and students within the team, as delegated, adhering to policy and service guidelines.

Delegates work to Support Workers, Students, Volunteers and supervises their practice.

Information Processing

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

Inputs activity data accurately and promptly, in line with service and organisational policy/guidelines.

Provides information and data requested to meet service requirements.

As part of quality improvement/clinical audit activity, collects, analyses, interprets and presents information/data, with support as required.

Health, Safety and Security

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

Maintains statutory/mandatory training.

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

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

Carries out risk assessments related to role including environmental and lone working.

Reports incidents using the Datix system in line with policy.

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, relating 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, duties involve;

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

Occasionally dealing 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 moving, carrying and fitting equipment, manipulating small and large objects

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

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

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

Using equipment for moving & handling and treatments

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

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

Occasionally supporting & reinforcing the delivery to clients of unwelcome news

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

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

Advice and support available on daily basis, but often “arms 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

Regular use of PC/VDU for virtual consultations as well as recording of information and data.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
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Qualifications and Knowledge	<p>Degree in Occupational Therapy</p> <p>Current HCPC registration</p> <p>Knowledge of relevant current health and social care legislation applicable to role.</p> <p>Knowledge and application of Microsoft Office software.</p> <p>Understanding of the roles of other staff groups in health and social care.</p> <p>Knowledge of a range of rehabilitation interventions across all therapies. Understanding and application of clinical governance, including research and audit methodology.</p> <p>Understanding and application of relevant outcome measures to demonstrate effectiveness.</p>	<p>Knowledge of other services that link across primary/secondary/intermediate care.</p> <p>Working knowledge of therapeutic equipment.</p> <p>Knowledge of Health Board and priorities.</p> <p>Accredited Practice Educator</p> <p>Accredited Agored Assessor</p>	Application form
Experience	<p>Significant post graduate experience of working as an occupational therapist across a range of settings and variety of conditions</p> <p>Managing a complex and varied caseload</p> <p>Working independently with indirect or arms length supervision.</p> <p>Delegation and Supervision of staff</p>	<p>Experience of working with groups</p> <p>Experience of working in a community setting</p> <p>Experience of using virtual communication platforms for delivering service.</p> <p>Experience in same clinical area as post being applied for</p>	Application form and interview.

	<p>Experience of coping independently with distressing or emotional situations in challenging work environments</p> <p>Working as part of a team.</p> <p>Experience of contributing to service development and implementing service changes</p> <p>Direct involvement with carers and families</p> <p>Self-development and application of learning</p> <p>Use of adapted techniques for improving patient outcomes</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 Interview
Aptitudes 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 		Interview

	<p>□ Putting people at the heart of everything we do</p> <p>To use techniques to incrementally improve client capacity to be independent, i.e. adapted manual handling.</p> <p>Able to work flexibly and with resilience in unpredictable situations.</p> <p>Highly developed listening and observational skills, with ability to identify a client's cognitive, perceptual, neurological and musculo skeletal deficits through observation of every day tasks.</p> <p>Ability to work independently and as part of a team</p> <p>Ability to work constructively and confidently with a wide range of professionals.</p> <p>Ability to present / teach others</p> <p>Able to solve problems and transfer learning across situations</p> <p>Well developed verbal & written communication & interpersonal skills</p> <p>Able to organise and prioritise own time</p> <p>Able to reassure and motivate people.</p> <p>Able to work well under pressure and adapt to new demands</p>		
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	<p>Able to balance risk to inform decision making.</p> <p>Professional and committed attitude to work.</p> <p>Able to undertake duties as specified in the job description.</p>		
Other	<p>Ability to travel between sites in a timely manner</p> <p>Flexible approach to needs of the service</p>		

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.