

JOB DESCRIPTION

JOB DETAILS:

Job Title:	Rapid Response Service -Therapist
Band:	Band 6
Directorate:	Community Services
Department:	Rapid response
Base:	Various
Responsible for:	Band 4 Senior Rehab Assistant- Band 3 Senior Healthcare Support Worker
Responsible to:	Senior Registered Professional

Job Purpose:

The post holder will:

- either be an Occupational Therapist or Physiotherapist with a broad general experience as a qualified professional but working in unplanned care services would be advantageous.
- provide un-planned short term intervention to prevent Hospital admission and support rapid turnaround discharge from Hospital, working as part of the new Somerset Intermediate Care Service.
- need to work in a pro-active effective manner as part of a Multi-disciplinary team, and will always act within the limits of their competence, knowing who to ask for help and support as required. The Band 6 will operate within agreed ways of working, following the relevant standards, policies and protocols used in their workplace including Professional standards of practice and behaviour.
- will be required to work their hours over 7 days it is anticipated hours of service will be 8 am to 8 pm , including out of hours where needed , weekends and bank holidays, to meet the needs of the service.

The Band 6 Therapist will have the knowledge, skills and behaviors of a Therapist as outlined in Appendix One. All band 6 therapist will have the following responsibilities:

- Will be responsible for the effective management of the clinical workload/caseload ensuring care is prioritised appropriately
- Will be responsible for the quality of patient assessment and care planning
- Will be responsible for the day to day management of therapy aspect appropriate for the clinical area

- Will be required to assist in leadership and development of staff in the team and to act as a positive role model for more junior members of staff and students
- Will be responsible for the implementation of service development and transformation
- Will ensure that all staff in the team act in accordance with Trust HR and other relevant policies, along with the appropriate professional code of conduct
- Will be required to deputise for the line manager in their absence

Must be a car driver with a valid driving licence or have access to transport with appropriate business insurance in order to travel throughout the Trust, to meet the needs of the service

Date of Job Description: August 2020

Duties and Responsibilities

Communication and Key Working Relationships

- Maintains good communication, liaison and working arrangements with other Trust teams, Trusts and external agencies
- To use communication tools (verbal and non verbal) to gain valid informed consent with patients where there will often be barriers to effective communication e.g. loss of hearing, altered perception, expressive and receptive dysphasia, pain, fear. To have the capacity to work within a legal framework with patients who lack capacity to consent to treatment e.g. those with cognitive or speech difficulties.
- To communicate effectively with patients and carers to maximise rehabilitation potential and to ensure understanding of their condition. Communication skills of persuasion, motivation, explanation to encourage patients to undertake their treatment programme
- To organise, chair and conduct meetings which have a clear purpose and outcome, as appropriate

Key Working relationships

- Patients, relatives, carers and the public
- Community and Mental Health Teams
- Managers
- Professional Leads
- Team colleagues
- Social Services
- Primary Care colleagues
- Medical colleagues
- Care Agencies
- Voluntary Sector
- External relationships with other agencies and Acute NHS Trusts.
- Other team members of the Somerset Intermediate Care Service

Planning and Organisation

- To work as an autonomous practitioner having mainly self- directed support and learning, and formal agreed supervision according to Trust policy.
- To be professionally and legally responsible and accountable for all aspects of your own work including the management of patients in your care, (including care delegated to students and assistant staff).
- To use communication tools (verbal and non verbal) to gain valid informed consent with patients where there will often be barriers to effective communication e.g. loss of hearing, altered perception, expressive and receptive dysphasia, pain, fear. To have the capacity to work within a legal framework with patients who lack capacity to consent to treatment e.g. those with cognitive or speech difficulties.
- To manage clinical risk within own patient caseload and take action to effectively manage identified risks
- To prioritise and respond to unpredictable demands and needs of patients, carers and the team using the team skills, knowledge and competencies
- To be responsible for the delegated patient case load and treatment plans to rehabilitation assistants
- Escalates concerns or incidents to an appropriate level

Analytics

- To maintain accurate record of patients' attendances and treatments using the relevant IT system.
- Responsible for ensuring accurate statistics are recorded so activity data comparison can be completed.
- Be aware of the service data/ static requirements and time frames relating to key performance indicators

Responsibility for Patient / Client Care, Treatment & Therapy

- To use specialised skills to provide assessment and treatment of patients who may have diverse presentations and complex physical and psychological conditions
- Ensures that all patients under the team's care have an assessment of need and a personalised care plan
- To provide a high standard Therapy service to all, patients referred to the service
- To develop and deliver an individualised treatment programme
- To agree patient centered goals in partnership with patients, carers, and other members of the healthcare team.
- To provide specialist advice, teaching and training regarding rehabilitation management of patients on caseload.

Policy, Service, Research & Development Responsibility

- Supports the line manager in processes of continuous quality improvement, formally evaluating standards of care through audit and assisting in the implementation of changes in the light of such findings
- Supports the team in proactively working to deliver all Trust and team objectives and local targets, collecting and collating performance data as instructed by the line manager
- To be involved with consultations with patients and the public on service design and delivery
- To recommend and contribute to relevant projects as required/appropriate and participate in and contribute to, professionally related working groups, which are involved in developing and agreeing local policies, protocols and standard setting

Responsibility for Finance, Equipment & Other Resources

- Contributes positively towards the delivery of a cost effective service, reallocating staff and skill mix to meet caseload demands and assisting the line manager to keep within agreed budget with appropriate authorisation
- To be responsible for the safe and competent use of Therapeutic equipment and medical devices. This will include assessment, prescription and instruction in safe use of equipment from the joint equipment service, taking into account patient need, Joint equipment service criteria and financial resources.

Responsibility for Supervision, Leadership & Management

- To work as a autonomous practitioner without the supervision of Therapy colleagues. Supervision is largely self-driven through attendance at clinical supervision sessions or through seeking the advice of peers
- Ensures all team members regularly participate in clinical supervision in accordance with Trust policy
- Has an integral part in the support of the educational requirements for pre and post registration students
- Supporting the line manager with the recruitment and retention of staff, reviewing team skill mix to meet the needs of the service
- Support the management of sickness/absence and as per policy, perform back to work interviews, and phased returns
- Commit to professional development in therapist as appropriate
- To maintain own clinical professional development (CPD) by keeping abreast of any new trends and developments, actively participating in training sessions, peer review and external courses. To use reflective practice to evaluate your own work and incorporate changes as necessary. To maintain a portfolio that reflects personal/ professional development and complies with the requirements for Health Professions Council (HPC) registration.
- To be an active member of the in-service training programme by the attendance and delivering of presentations, actively participating in training sessions at staff meetings, peer review and by attending external courses and using reflective practice to evaluate your own work.

Information Resources & Administrative Duties

- Supports service developments affecting the team and positively influence others to adapt to change by acting as a role model and motivator encouraging positive working relationships both within and outside the team
- Provides an environment to ensure the team culture and ethos strives to continuously improve care

Any Other Specific Tasks Required

- Willingness to be flexible in working locations
- Must be a car driver with a valid to transport with appropriate business insurance in order to travel throughout the Trust, to meet the needs of the service.

Review of this Job Description

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of changing service needs. This job description is to be reviewed in conjunction with the post holder on an annual basis.

General Information

At all times promote and maintain the safety of children by working according to the Trust's Child Protection Policy and supporting guidance. Being pro-active and responsive to child protection concerns by early reporting, recording and referral of issues according to Trust arrangements. Attending child protection training that is appropriate to your role.

Confidentiality

The post holder will maintain appropriate confidentiality of information relating to commercially sensitive matters in regard to Trust business, and also to personal information relating to members of staff and patients. The post holder will be expected to comply with all aspects of the Data Protection Act (1998), the Staff Code of Confidentiality and the IT Security and Acceptable Use Policy.

Equality & Diversity

Somerset NHS Foundation Trust is committed to achieving equality of opportunity for all staff and for those who access services. You must work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the Trust.

Safeguarding

All employees have a duty for safeguarding and promoting the welfare of children and vulnerable adults. Staff must be aware of the Trust's procedure for raising concerns about the welfare of anyone with whom they have contact.

Risk Management / Health and Safety

Employees must be aware of the responsibilities placed on them under the Health & Safety at Work Act 1974, ensure that agreed safety procedures are carried out and maintain a safe environment for employees, patients and visitors.

Records Management

The post holder has responsibility for the timely and accurate creation, maintenance and storage of records in accordance with Trust policy, including email documents and with regard to the Data Protection Act, The Freedom of Information Act and any other relevant statutory requirements.

Clinical Governance

The post holder will be expected to participate in clinical governance activities to assist the Trust to provide high quality services.

Prevention and Control of Healthcare Associated Infection

The post holder is expected to comply with Trust Infection Control Policies and conduct themselves at all times in such a manner as to minimise the risk of healthcare associated infection.

Smoking

The Trust operates a 'non-smoking' policy. Employees are not permitted to smoke anywhere within the premises of the Trust or when outside on official business.

Policies & Procedures

Trust employees are expected to follow Trust policies, procedures and guidance as well as professional standards and guidelines. Copies of Trust policies can be accessed via the staff intranet or external website or via your manager.

Sustainability Clause

Somerset NHS Foundation Trust is committed to creating a sustainable business. Staff employed by the Trust, are required to think about their actions in the course of their work and make positive steps to reducing, reusing and recycling wherever and whenever possible.

Person Specification

This is a specification of the Qualifications, Skills, Experience, Knowledge, Personal Attributes and Other Requirements which are required to effectively carry out the duties and responsibilities of the post (as outlined in the Job Description).

Requirement	Essential / Desirable	How Assessed
<p><u>BEHAVIOURS ALIGNED WITH TRUST VALUES</u></p> <ul style="list-style-type: none"> • Outstanding care • Listening and leading • Working together 	<p>E E E</p>	<p>Interview & Application form</p>
<p><u>QUALIFICATIONS & TRAINING</u> <u>Evidence of Qualifications required</u></p> <ul style="list-style-type: none"> • Diploma / degree in Occupational Therapy or Physiotherapy . • HPC Registration • Membership of COT • Evidence of CPD maintained in a portfolio including attendance at recent postgraduate courses • HPC Registration • Post graduate accredited course in Care of the Elderly or frailty • Membership of relevant COT special interest group 	<p>E E E E E D D</p>	<p>Application checks at interview. HCPC check</p> <p>Interview and application form</p>
<p><u>KNOWLEDGE</u></p> <ul style="list-style-type: none"> • Proven post graduate experience with extensive clinical experience relevant to the post • Experience of a wide range of clinical rehabilitation areas of practice to include elderly patients with complex multipathology, neurological, orthopaedics etc 	<p>E E</p>	<p>Interview and application form</p>
<p><u>EXPERIENCE</u></p> <ul style="list-style-type: none"> • Specialist knowledge and application of current best practice in rehabilitation 	<p>E</p>	<p>Interview and application form</p>

<ul style="list-style-type: none"> • Excellent interpersonal skills • Able to demonstrate clinical reasoning and decision making skills Planning, decision making and problem solving skills • Ability to reflect on and critically appraise own performance • Manual handling skills • Understanding of the legal responsibilities of the profession at all times • Able to develop a therapeutic rapport with patients • Ability to summarise treatment session (written and oral) • To have competent IT skills 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	
<p><u>SKILLS & ABILITIES</u></p> <ul style="list-style-type: none"> • Able to work collaboratively within the multidisciplinary team • Flexible and adaptable • Committed to personal and team development • Able to work well with others and pass on skills and knowledge • Desire to work with older people within a rehabilitation setting in Somerset • Ability to cope with distressing situations such as imparting unwelcome news regarding rehabilitation potential • Adaptable to sudden changes in workload with fast turnaround of patients • Professional manner and behaviour 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Interview and application form</p>

<p>COMMUNICATION SKILLS</p> <ul style="list-style-type: none"> • Evidence of a good standard of Literacy / English language skills • Excellent communication and interpersonal skills both written and verbal 	<p>E</p> <p>E</p>	<p>Interview and application form</p>
<p>PLANNING & ORGANISING SKILLS</p> <ul style="list-style-type: none"> • Good time management and organisational skills • Experience of working as part of a multidisciplinary team • Experience in a Community setting • Experience of lone working • Knowledge of clinical governance • Experience of service development and review 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>	<p>Interview and application form</p>
<p>PHYSICAL SKILLS</p> <ul style="list-style-type: none"> • Manual Handling of loads including patient 	<p>E</p>	<p>Interview and application form</p>
<p>OTHER</p> <ul style="list-style-type: none"> • Willingness to use technology to improve standards of care and support to our patients • Willingness to be flexible in working locations. • Must be a car driver with a valid to transport with appropriate business insurance in order to travel throughout the Trust, to meet the needs of the service. 	<p>E</p> <p>E</p> <p>E</p>	<p>Interview and application form</p>
<p>BEHAVIOURS</p> <p>To carry out this role successfully the post holder needs to be fully aware of and adhere to Trust values/standards and reflect these as their behaviours:</p> <p><u>Trust Standard: Put Patients First</u></p> <ul style="list-style-type: none"> • view own actions from the perspective of the patient in everything you do • put patient care at the centre of all you do 		

- do all you can to make each patient's experience better

Trust Standard: Our Staff Make the Difference

- be clear about your own and your team's responsibilities
- be willing and supportive of own and colleagues staff development
- recognise that everyone is different and treat them with dignity and respect
- recognise that everyone can make a difference
- look to learn and improve, not blame

Trust Standard: Lead and Listen

- ensure clear leadership exists for self and others
- ensure that there is clinical involvement in decision making
- encourage openness, honesty and feedback in self and others

Trust Standard: One Team

- recognise that best patient care comes from excellence becoming the standard
- work as part of a team to make for better care for patients and a better working environment
- work closely with colleagues, patients, healthcare partners and the community to deliver the best patient care

Trust Standard: Strive for the Best

- recognise that the best patient care depends on great teamwork with all the team members fully playing their part
- have the want to continuously improve
- be creative in flexibility and ideas for innovation
- add value and make the best use of resources

Help make the Care the Trust offers be the very Best

SUPPLIMENTARY INFORMATION

Physical Effort	Yes	No	If yes – Specify details here - including duration and frequency
Working in uncomfortable / unpleasant physical conditions	Y		Rarely but some homes may present these conditions-
Working in physically cramped conditions	Y		Patient Homes may lack space at times
Lifting weights, equipment or patients with mechanical aids	Y		Manual handling of loads such as physically supporting patient or moving equipment
Lifting or weights / equipment without mechanical aids	Y		As above
Moving patients without mechanical aids	Y		In emergency situations
Making repetitive movements	N		
Climbing or crawling	N		
Manipulating objects	Y		home situation
Manual digging	N		
Running	N		
Standing / sitting with limited scope for movements for long periods of time	N		
Kneeling, crouching, twisting, bending or stretching	Y		For therapeutic or care intervention
Standing / walking for substantial periods of time			
Heavy duty cleaning	N		
Pushing / pulling trolleys or similar	Y		May need to move hospital beds, wheelchairs
Working at heights	N		
Restraint ie: jobs requiring training / certification in physical interventions	N		
Mental Effort	Yes	No	If yes - Specify details here - including duration and frequency
Interruptions and the requirement to change from one task to another (give examples)	Y		Nature of service may require candidate switching attention to other things quickly
Carry out formal student / trainee assessments	Y		Competnacies of Band 3/ 4 and students into service
Carry out clinical / social care interventions	Y		

Analyse statistics	N		
Operate equipment / machinery	Y		Manual handling equipment
Give evidence in a court / tribunal / formal hearings	N		
Attend meetings (describe role)	Y		To support or promote service
Carry out screening tests / microscope work	N		
Prepare detailed reports	Y		Referrals, report for other professionals
Check documents	N		
Drive a vehicle	Y		Community post
Carry out calculations	N		
Carry out clinical diagnosis	N		
Carry out non-clinical fault finding	N		
Emotional Effort	Yes	No	If yes - Specify details here - including duration and frequency
Processing (eg: typing / transmitting) news of highly distressing events	Y		Possible during nature of visits this might occur
Giving unwelcome news to patients / clients / carers / staff	Y		As above
Caring for the terminally ill	Y		As above
Dealing with difficult situations / circumstances	Y		As above
Designated to provide emotional support to front line staff	Y		As above
Communicating life changing events	Y		As above
Dealing with people with challenging behaviour	Y		As above
Arriving at the scene of a serious incident	Y		As above
Working conditions – does this post involve working in any of the following:	Yes	No	If yes - Specify details here - including duration and frequency
Inclement weather	Y		Use of cars
Excessive temperatures	Y		
Unpleasant smells or odours	Y		Possible during nature of visits this might occur
Noxious fumes	Y		As above
Excessive noise &/or vibration	Y		As above
Use of VDU more or less continuously	N		

Unpleasant substances / non household waste	Y		As above
Infectious Material / Foul linen	Y		As above
Body fluids, faeces, vomit	Y		As above
Dust / Dirt	Y		As above
Humidity	Y		As above
Contaminated equipment or work areas	Y		As above
Driving / being driven in Normal situations	Y		As above
Driving / being driven in Emergency situations	N		
Fleas or Lice	Y		As above
Exposure to dangerous chemicals / substances in / not in containers	Y		As above
Exposure to Aggressive Verbal behaviour	Y		As above
Exposure to Aggressive Physical behaviour	Y		As above

Department Organisational Chart

Department Core Purpose

The Knowledge and Skills Framework (KSF) outline for this post which demonstrates the skills and competencies required once in post should be considered in conjunction with this document.

Job Profile Agreement

Agreed and Signed:	(Manager)	Date:	
Agreed and Signed:	(Post Holder)	Date:	
Date Role Description is Effective From:			