

Therapies Service Job description

Job title: Occupational Therapists in the Emergency Department, AMU, SSU Team Leader

Department: Therapies

Pay Band: 7

Hours: 37.5 – 12 hour shifts

Location: Royal Berkshire NHS Foundation Trust

Accountable to: Professional lead of Therapies

ORGANISATIONAL RELATIONSHIPS

Internal include: Professional lead of therapies, Therapies Team Leaders, Occupational Therapists and assistants within the Trust; referring clinicians, other disciplines and services including medical staff, nursing staff, admin team, and others.

External include: GPs and Primary Care staff, Private sector collaboration, Volunteers, Higher Education Institutes, Volunteer sector, Clinical Specialists in other Trusts, other referring and receiving Trusts, patients, relatives and carers.

JOB PURPOSE:

- To provide clinical leadership and be responsible for the operational management of Occupational Therapists working in the Emergency Department, Acute Medical Unit, Short Stay Unit and covering the Falls & Frailty Services (a joint project with SCAS responding to 999 calls relating to falls and frailty with a specialist paramedic) at the Royal Berkshire NHS Foundation Trust.
- To provide highly specialised Occupational Therapy knowledge and skills. Be responsible for the assessment and management of your own complex clinical caseload working as an autonomous practitioner.
- To ensure a high quality, effective and efficient Occupational Therapy service, contributing to planning and policy development in the Occupational Therapy service.
- To support the Professional lead of Therapies in the development of the service through clinical initiatives, modernisation projects and quality initiatives.
- To act as the lead clinical representative on agreed clinical and service development groups and boards.
- To ensure the service is covered adequately from 8am – 8pm by ensuring a rota is published in a timely manner.
- To provide expert training, advice and clinical education to service providers, service users and service commissioners.

- To act as clinical lead for relevant speciality within the Therapies service at the Royal Berkshire NHS Foundation Trust.
- To deputise for the Professional Lead of Therapies as required.

KEY DUTIES AND RESPONSIBILITIES

CLINICAL AND PROFESSIONAL

- To be professionally and legally responsible and accountable for all aspects of your clinical and professional activities.
- To apply expert professional clinical knowledge and leadership skills to ensure that service users receive care/services based on their needs and that all providers deliver these services to the best of their abilities.
- To develop and maintain close working relationships and communication with users, consultants, commissioners and other existing and potential referrers in order to maximise the effectiveness of the Emergency Department service whilst ensuring high levels of patient care.
- To provide a highly specialist standard of Elderly Care assessment, treatment and management for patients from all referral sources, in order to maximise patients rehabilitation outcomes.
- To formulate, evaluate and reassess individualised management and/or treatment plans, using a high level of clinical reasoning skills and utilising a wide range of treatment skills and options to formulate and carry out a specialised programme of care.
- To provide advice and clinical leadership to the Professional Lead of Therapies on specialised care and treatment for patients, based on best available clinical practice and evidence.
- To practice independently at a highly specialist level, whilst effectively assessing risk.
- To contribute to all relevant clinical governance areas that impact on the service as required.
- To ensure effective discharge planning within the team, liaising with other members of the MDT as appropriate, including referrers and onward service providers.

LEADERSHIP, MANAGEMENT AND ADMINISTRATION

Physical Resources

- To adhere to departmental equipment and financial policies.
- To comply with all Trust health, safety and security policies and procedures, including adherence to infection control measures, and ensure that staff within the team are aware of their responsibilities.
- To attend mandatory and statutory training and be familiar with local procedures within speciality areas of work, and ensure that staff within the team are aware of their responsibilities.

- To ensure that the treatment and working areas are kept safe and tidy, and to ensure that any faulty or unsafe equipment is taken out of service and reported for repair.
- To be aware of the cost/benefit implications in the selection of appropriate equipment to be provided to the patient for long term use, both individually and within the team.
- To maintain an equipment inventory for own area, and advise the Professional Lead of Therapies regarding recommendations for new equipment.

Human Resources

- To be responsible for the standard of therapies carried out by occupational therapists in your team, including students and assistants.
- To act as a panel member in relevant staff recruitment.
- To support the training and development of staff across the Elderly Care service and wider Therapies department.
- To lead, attend and be an active participant in departmental staff and peer group meetings.
- To be responsible for own personal and professional development and to keep abreast of new developments within Elderly Care and the NHS.
- To participate in the Royal Berkshire Hospitals Employee Performance Assessment Programme as an appraiser and appraisee, and fulfil its requirements.
- To deputise for the Professional Lead of Therapies in her/his absence.
- To train, supervise and performance manage a designated team of occupational therapists, assistants and students.
- To have an active role in effective team working in the Therapies department, leading, assisting and supporting other team members.
- To supervise and assist other band 7 Occupational Therapists and more junior Occupational Therapists and assistants in maintaining an appropriate casemix and workload.
- To assist other members of the team to make appropriate priorities, particularly at times of annual, study and sick leave.
- To provide emotional support for team members in potentially stressful work situations, such as verbal or physical aggression, or managing adverse incidents.
- To manage and council as appropriate team members in times of absence in line with trust policies.

Information resources

- To maintain comprehensive, accurate and timely patient notes and records in accordance with department policy, and to ensure safekeeping and confidentiality of those records.

- To keep comprehensive records of activity in accordance with local and national requirements, using departmental IT software systems as required.
- To prioritise referrals received within the Elderly Care service, using highly specialist knowledge to underpin decisions.
- To book appointments for patients in the absence of reception support.
- To write reports in line with local, trust and national guidelines e.g. legal reports, case conferences, therapy discharge reports, etc.
- To use computer skills to support role, including EPR, CERNER, Optimize, Word, Excel, Powerpoint, e-mail.
- To provide the Professional Lead of Therapies with pertinent information to enable appropriate response to complaints and fulfil clinical governance requirements.

Planning and Organisation

- To ensure that the agreed quality standards of service, based on professional guidelines and standards service frameworks are achieved and maintained.
- To guide the planning and organisation of clinical teaching for the Elderly Care service using evidence informed practice, clinical audit and clinical outcomes measures.
- To work in an advisory capacity, as agreed with the Professional Lead of Therapies, to different directorates across the organisation.

COMMUNICATION

- To communicate effectively with all healthcare providers and agencies to ensure effective and efficient clinical care.
- To communicate effectively with patients, their carers and relevant service users, to promote collaborative care, whilst respecting the right to self-determination and confidentiality.
- To initiate and maintain contacts with local and national clinical interest groups appropriate to the clinical field, and to disseminate and share information as appropriate.
- To clearly convey highly complex knowledge of treatment techniques, biomechanics, anatomy and physiology to patients and staff.
- To demonstrate the ability to communicate complex and sensitive information in an understandable form to patients, carers and other staff, including imparting often unwelcome news.
- To be able to manage potentially distressing, stressful or emotional situations in an empathetic manner.
- To resolve verbal complaints and be competent in conflict management.
- To ensure that referrals and discharge information is communicated to referrers in a timely and appropriate manner, both as an individual, and from within the team.

- To ensure effective communication within own team e.g. ensuring open lines of communication within the team.
- To be responsible for local management of informal conflicts, disagreements and complaints.
- To develop best practice through liaison with other regional specialists and other relevant groups. To effectively liaise and network with colleagues in other Trusts for the benefit of patients and the service.
- To attend groups such as working parties, meetings and events to represent the department and the profession, both internally and externally to the Trust.

SERVICE DEVELOPMENT

- To develop and lead specified clinical training programmes for service users and Therapists.
- To develop and maintain knowledge and skills required to practise at an advanced level.
- To develop and maintain personal, clinical and leadership skills through supervision and a personal development plan.
- To maintain an up to date knowledge of current developments within the NHS and specialist area of occupational therapy.
- To contribute to, and take ownership of, service and business developments, as required by the Professional Lead of Therapies.
- To demonstrate a sound knowledge of Clinical Governance and have an active role in clinical effectiveness and audit programmes in order to develop and improve services, taking the lead role as required e.g. development or introduction of Clinical Guidelines.
- To recommend patient-centred policy changes that will improve the treatment and rehabilitation pathways offered by the Royal Berkshire NHS Foundation Trust.
- To continually horizon-scan for innovative solutions to addressing the challenges faced by the service, in order to meet the needs of the patients, commissioners and staff of the Therapies service.
- In liaison with the Professional lead of Therapies and Therapies Team Leaders, evaluate current practices in own work and that of the team, based on evidence based projects, audits and the use of recognised outcome measures, and to make recommendations for change, including initiating and implementing change.
- To contribute to the formulation of department policies and procedures, and participate in agreed developments in the Therapies service or its organisation.
- To work with the Professional Lead of Therapies to ensure that the capacity in Elderly Care is used to its best effect in line with best practice.

TRAINING, EDUCATION AND RESEARCH

- To design and implement relevant research and audit programmes.

- To actively lead and participate in clinical governance projects as required.
- To advise, guide and teach clinical peers, less experienced Occupational Therapists, assistants and students in the assessment and management of patients and other aspects of clinical care, including record keeping.
- To undertake in-service and post graduate education in order to develop self professionally and improve patient care.
- To keep abreast of new developments generally within Occupational Therapy, and particularly within the area of Elderly Care conditions. To incorporate into current practice and disseminate to other members of staff following discussion with the Professional Lead of Therapies.
- To contribute to the in-service training programme for staff and students, facilitating learning and providing teaching sessions for seniors, juniors, assistants and students.
- To act as a Clinical Educator, providing training and development for students on clinical placement, including written reports, and providing teaching sessions as appropriate.
- To provide education programmes for visitors and members of other disciplines.
- To be responsible for maintaining own competency to practice through CPD activities, and maintain a portfolio that reflects personal development.
- To monitor and assess competency of team members in clinical techniques related to Elderly Care such as manual therapy techniques and formulation of exercise programmes. To incorporate into team training programmes as required.
- Be involved in audit, research and practice evaluation as the opportunity arises, including taking a lead role.
- To support and facilitate evidence based projects carried out by more junior staff.
- To facilitate learning opportunities through the arrangement of courses for the benefit of staff development.

EFFORT

- To carry out assessments and treatments of patients requiring rehabilitation in gym and ward based settings, with moderate to maximal physical effort involved, over several periods of the day, working independently in the clinical setting and supporting consultants.
- To work in an environment where there are frequent disruptions to work patterns due to demands from patients, carers and other clinical staff or students, including responding to phone calls.
- To sensitively deal with distressing or emotional circumstances regarding patient care.
- To support other team members in the management of challenging patients.
- To support the Professional lead of Therapies in the management of staff disciplinary matters and performing disciplinary investigations when required.

WORKING CONDITIONS

Criteria	Description
Physical	Bending, kneeling, crouching and stretching positions, repetitive movements and may include cramped conditions (e.g. between plinths/beds). To carry out assessment and treatment of patients with moderate to max physical effort (e.g. manoeuvring patients with and without mechanical aids). To carry out mobility assessments and treatments for patients at high risk of falls.
Emotional	To deal sensitively with patients/relatives/carers, who may also have a language barrier, high levels of anxiety/aggression or have difficulty coming to terms with the prognosis/diagnosis. To communicate unwelcome news to staff, patients, relatives and carers, e.g. limited expectations for rehabilitation. Manage complex patients with cognitive and complex behavioural issues.
Working Conditions	The post holder will use display screen equipment during their work to assess clinical data participate in CPD activities and during educational presentations. The job involves potential to be exposed to highly unpleasant working conditions on a daily basis e.g. dealing with bodily fluids, foul linen and barrier nursed patients, also exposure to sharps.
Mental	To concentrate throughout the day on assessing and treating patients, completing patient records/reports, teaching clinical/manual skills and supervising staff. To deal with frequent interruptions throughout the day from staff, patients and relatives with queries/problems/seeking advice, some of which will require immediate attention. To deal sensitively with patients who may be depressed, have a language barrier, mental health problems, high levels of anxiety/agitation/aggression, communication difficulties, behavioural issues, social problems, be in pain or have difficulty coming to terms with their diagnosis/prognosis. To be constantly aware of and alert to the rapidly changing conditions of patients during treatment and to respond quickly.

GENERAL

General responsibilities

- To have responsibility for the health, safety and welfare of self and others and to comply at all times with the requirements of health and safety regulations
- To ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity in accordance with Trust policies.
- To report immediately any clinical incident and complete a clinical incident monitoring form.
- To comply with the Trusts policies including equal opportunities.
- To comply with the requirements of the Data protection Act 1994.
- To carry out such duties as may be required by the Professional Lead of Therapies consistent with the responsibilities of the grade.
- To attend any mandatory training and induction courses as designated by the Trust.
- To abide by CSP/COT rules of professional conduct and local professional and quality standards.

- To comply with professional guidelines regarding the role and duties of a Therapist.
- To adhere to all Trust policies and guidelines at all times, including procedures on infection prevention and control in order to minimise patient risk and ensure high quality patient care.

The job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post holder. The post holder might be required to work across the Trust at any time throughout the duration of his/her contract, which may entail travel and working at different sites.

Policies and Procedures

The post is subject to the policies, practices, procedures and conditions of service determined by the Trust.

Confidentiality

Your attention is drawn to the confidential aspects of this post. Any matters of a confidential nature, including information relating to the diagnosis and treatment of patients, individual staff records and details of contract prices and terms must under no circumstances be divulged to any unauthorised person or persons. Breaches of confidence will result in disciplinary action which may result in dismissal.

You should also be aware that regardless of any disciplinary action taken, a breach of confidence could also result in a civil action for damage.

Equality of Opportunity and Diversity

The Royal Berkshire NHS Foundation Trust operates an Equality of Opportunity and Diversity policy. The policy aims to ensure that no job applicant, employee or former employee suffers direct unlawful or unfair discrimination, or is disadvantaged by any conditions or requirements which cannot be justified.

Fire

You are required to comply with the agreed fire procedures, taking the appropriate action if the fire alarm sounds, and to attend relevant training programmes as required.

Health and Safety at Work Act

You are required to take reasonable care for the health and safety of yourself and other persons who may be affected by your acts or omissions at work and to co-operate with the Trust to ensure that statutory and departmental safety regulations are followed.

Safeguarding adults and children

Employees must be aware of the responsibilities placed on them to maintain the wellbeing and protection of vulnerable children and adults. If employees have reason for concern that a patient is 'at risk' they should escalate this to an appropriate person i.e. line manager, safeguarding children's lead, matron, ward sister/change nurse, site manager, consultants

Medical Questionnaire

The appointment is subject to the completion of a satisfactory medical questionnaire which may involve a medical examination. You may also be required to undergo medical examinations in the future and/or at intervals stipulated by the employing Trust.

Smoking Policy

The Royal Berkshire NHS Foundation Trust has a *Smoke Free* policy. Smoking is not permitted in any of the Trust's properties or in Trust grounds.

Infection Control

The Trust has designated the prevention and control of infection and the full implementation of the Health Act (2006) as a core component in the organisation's clinical governance, managing risk and patient safety programmes. In consequence, all employees are expected to:-

- i) Follow consistently high standards of infection control practice, especially with reference to hand decontamination, adherence to dress/ uniform code, and for clinical staff, aseptic technique
- ii) Be aware of and follow all Trust infection control guidelines and procedures relevant to their work.

Person Specification

Domain	Essential Criteria	Desirable Criteria
Experience	<ul style="list-style-type: none"> • Extensive post graduate clinical experience • Clinical Leadership experience at a senior level • Demonstrable experience of delivering a service based on the needs of the patient • Service development and clinical leadership within a multi-faceted organisation • Experience of working in a busy and dynamic environment • Experience of working in an inter-disciplinary manner • Comprehensive understanding of the pillars of clinical governance • Experience of using research and other evidence to inform and drive 	<ul style="list-style-type: none"> • A comprehensive understanding of the needs of the service commissioners • Change management experience • Experience of mentoring and training clinical staff and students, across multidisciplinary teams • Experience of leading clinical governance initiatives

	practice	
Skills	<ul style="list-style-type: none"> • Ability to take a senior clinical leadership role within an MDT • Excellent problem solving skills • Excellent time management skills • Competent IT skills • Ability to effectively promote Therapies services and the role of Therapists to internal and external colleagues and agencies 	<ul style="list-style-type: none"> • Proven experience of leading an MDT • Previous experience of incorporating electronic medical records into clinical practice
Knowledge & Qualifications	<ul style="list-style-type: none"> • Degree or diploma in Occupational Therapy BSc / MSc or equivalent experience • HCPC Registration • Extensive Post Graduate training. • Comprehensive evidence of evidenced based approach to the management of conditions 	<ul style="list-style-type: none"> • Clinical Leadership Training or equivalent
Personal and people development	<ul style="list-style-type: none"> • Maintains current awareness of professional practice issues and NHS Developments • Maintains HCPC registration 	
Communication	<ul style="list-style-type: none"> • Excellent communication skills • Experience of motivating and leading clinical staff of all levels 	<ul style="list-style-type: none"> • Experience of proactively engaging with service users and commissioners