

Aneurin Bevan University Health Board
Physiotherapy Service
Job Description



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board

Post:	Senior Physiotherapy Technician
Band:	Band 4
Reporting to & Managerially Accountable to:	Operational Manager via nominated Senior Staff
Professionally Responsible to:	Head of Physiotherapy Service
Post Summary:	<p>The Senior Physiotherapy Technician participates as a member of the physiotherapy team assisting with specific duties and taking responsibility for a delegated workload. The post holder will demonstrate independent patient management and treatment progression within a broad framework, which is laid down and supervised by a Health & Care Professions Council registered physiotherapist.</p> <p>The post holder will have either completed or be working towards the Level 3 Agored Cymru competency framework to enable them to fulfil this role.</p>

SENIOR PHYSIOTHERAPY TECHNICIAN SITE

POST OUTLINE

Base and expected outreach
<ul style="list-style-type: none"> The post is based at NHH outpatient department The postholder may be required to provide support to wider inpatient teams in response to the clinical demands of the service
Role within team
To support the Physiotherapy Service with both clinical and administrative tasks
Clinical
<ul style="list-style-type: none"> To accept responsibility for a delegated outpatient caseload with support from the physiotherapists To complete assessments and treatments in an outpatient setting for protocol driven pathways with support of registered physiotherapists To support the physiotherapy team with complex patients, which may include musculoskeletal or neurology outpatients. Assessment and treatments may be delivered through a combination of remote and face to face appointments, in a combination of formats 1:1 or group sessions and in a number of environments within the department, including; general treatment area, gym and hydro pool. The post holder will have either completed or will be working towards completion of the Agored Level 3 Diploma in Physiotherapy Support The post holder will be expected to undertake the Agored Cymru Level 4 competency framework applicable to their role. The postholder may be required to provide support to the inpatient physiotherapy team
Non-Clinical
<p>Basic patient related administrative tasks including:</p> <ul style="list-style-type: none"> Responsibility for maintaining stock levels and ordering of supplies and equipment using Oracle, pharmacy and GWICES systems Supporting clinicians with audits, including coordinating and conducting core documentation audits for the outpatient team <p>Housekeeping duties</p> <p>Maintaining health and safety standards of the department including:</p> <ul style="list-style-type: none"> Resus and drugs trolley checks Monitoring of COSHH Supporting with local environmental audits
Key Working Relationships
<ul style="list-style-type: none"> Outpatient and Physiotherapy Administration teams Wider NHH teams, including inpatient physiotherapy team

PRINCIPAL RESPONSIBILITIES AND DUTIES

Patient Related Duties

- Following an initial assessment/triage by a physiotherapist, accept responsibility for a delegated patient caseload and to organise this effectively and efficiently with regard to clinical priorities and use of time. Support will be available from a physiotherapist
- Act as initial point of contact for a designated group of patients and plan and deliver treatment programmes following established protocols
- Undertake delegated physical treatment techniques
- Monitor variations in patients' progress/condition and report as necessary
- Devise, implement and progress therapeutic treatment programmes from a broad framework directed and supervised by a physiotherapist
- Undertake and progress therapeutic treatment programmes away from the departmental base, with telephone support from a physiotherapist if required
- Issue and adjust patient equipment
- Instruct patients and carers in the use of appliances and therapeutic equipment
- Plan, deliver and progress group activities
- Prepare the clinical environment prior to and following physiotherapy treatments
- Assist patients with their moving and handling needs
- Assist patients with personal care as required
- Maintain accurate, comprehensive and up to date clinical records in accordance with Health Board guidance and the Agored Cymru competency framework

All senior physiotherapy technicians are responsible and accountable for their own clinical competence and should limit their actions to those for which they are deemed competent in line with the Agored Cymru competency framework.

Housekeeping

If required:

- To maintain the cleanliness and safety of the physiotherapy environment
- To monitor and maintain linen provided for patient use
- To maintain adequate stock levels as requested
- To test equipment as delegated and report results appropriately
- To sterilise and clean therapeutic equipment
- To be responsible for the transportation and security of physiotherapy equipment on and between hospital sites and community locations

Administrative and Clerical

If required, to assist with administrative and clerical duties which may include:

- The reception of patients/relatives/carers who report to the department
- Answering telephones, dealing with queries and taking/relaying messages
- Filing, photocopying and collecting patient notes
- Assisting in the generation and maintenance of treatment files
- Recording of statistics
- Booking of patient appointments and hospital transport when appropriate
- Registration of patients on paper-based and electronic systems

- The maintenance of patient equipment loan systems, inventories and electronic ordering
- The undertaking of specific tasks as designated by senior staff and the operational manager(s)

Communication

- To identify and employ suitable verbal and non-verbal communication skills with patients who may have difficulties in understanding or communicating for example, hearing loss, altered perception, expressive and receptive dysphasia, pain, fear or the inability to accept diagnosis
- To communicate with patients/relatives/carers/healthcare professionals/public in line with Health Board/physiotherapy communication directives
- To provide guidance and instruction, and relay information regarding the aims of physiotherapy intervention to patients/relatives/carers
- To employ appropriate skills to facilitate motivation and gain co-operation in the continuation of an agreed treatment programme
- To communicate and receive complex and sensitive patient related information effectively to ensure collaborative working within the physiotherapy service and with other professionals across health and other agencies to ensure the delivery of a co-ordinated multidisciplinary service
- To acknowledge and support patients/clients/carers rights by promoting individual choice respecting their beliefs, privacy and dignity at all times
- To strive at all times to provide an environment where the diversity of patients/clients/carers and colleagues is respected
- To provide a high quality service acting at all times in a professional manner

Managerial

- To participate in agreed departmental and where appropriate, patient related meetings

- To lead/assist with physiotherapy audits
- To participate in the provision of non-clinical induction for physiotherapy staff
- To assist physiotherapists in the supervision of assistants and technicians
- To adhere to the policies and procedures of the Health Board and physiotherapy service
- To contribute to physiotherapy service development

Education and Training

- To take personal responsibility for life long learning through reflective practice, participation in the Agored Cymru competency framework, attendance of relevant training courses and local/Health Board in-service training as identified within a personal development plan
- To participate in the Health Board's review process as outlined within the NHS Knowledge and Skills Framework (KSF)
- To participate in mandatory/statutory training as required by the Health Board/physiotherapy service
- To demonstrate to students the role of a senior physiotherapy technician within the physiotherapy team where appropriate

Safeguarding Vulnerable People

Every employee of the Health Board, whatever their job, role, profession, status or place of work, paid or voluntary, has a responsibility under the *Wales Adult Protection Policy and Procedures*, and *All Wales Child Protection Procedures* to:

1. Understand the nature of abuse, how people might be at risk of harm and work to prevent it.
2. Know about the *Wales Adult Protection Policy and Procedures* and what their own service's local operational arrangements to protect vulnerable adults, require of them.
3. Know about the *All Wales Child Protection Procedures* and what their own service's local operational arrangements to protect vulnerable children, require of them.

4. Know how to make a referral if they have concerns about abuse of an adult or child.
5. Know how to access training in relation to adult and child protection which is commensurate with their role within the organisation.
6. Report allegations or suspicions of adult or child abuse to their line manager, Social Services, Health or the Police. This includes suspicions about a colleague or manager, irrespective of their status, profession or authority. This includes raising concerns.
7. Know what services, advice and support are available locally to vulnerable adults and children, and how to access help needed.

NHS Wales Code of Conduct for Healthcare Support Workers

The Code of Conduct provides an assurance framework for public protection. The Code of Practice states the Health Board's responsibilities in relation to supporting Healthcare Support Workers to comply with the Code of Conduct.

In order to comply with the Code of Conduct all Healthcare Support Workers must:

1. Be accountable by making sure you can always answer for your actions or omissions.
2. Promote and uphold the privacy, dignity, rights and wellbeing of service users and their carers at all times.
3. Work in collaboration with your colleagues as part of a team to ensure the delivery of high quality safe care to service users and their families.
4. Communicate in an open, transparent and effective way to promote the wellbeing of service users and carers.
5. Respect a person's right to confidentiality, protecting and upholding their privacy.

6. Improve the quality of care to service users by updating your knowledge, skills and experience through personal and professional development.
7. To promote equality all service users, colleagues and members of the public are entitled to be treated fairly and without bias.

Health and Safety

Individuals employed within the Health Board must take reasonable care for the health and safety of themselves and other persons who may be affected by their acts or omissions whilst at work.

Data Protection

Individuals employed within the Health Board are responsible for any records they create, use or handle. This responsibility is established at, and defined, by law.

All employees working for or within the NHS who record, handle, store or otherwise come across information, have a personal common-law duty of confidence. The Data Protection Act 1998 now places statutory restrictions on the use of personal information, including health information. All staff need to acknowledge the importance of health records and their personal responsibilities.

Its security is of prime importance and serious consequences can result should a record go missing. Any disclosure of such information without permission is a disciplinary offence and may result in dismissal.

Flexibility Statement

This job description is a guide to the duties you will be expected to perform immediately on your appointment. It will be periodically reviewed in the light of developing work requirements and, in consultation with the post holder may well be changed from time to time to meet changes in the Health Board's requirements.

The post holder may be required to provide cover for other clinical areas during periods of staff shortages, leave or sickness.

Name of Post Holder.....

Signature of Post Holder.....

Name of Manager.....

Signature of Manager.....

Date Agreed.....

Aneurin Bevan University Health Board
Physiotherapy Service Employee
Specification



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Post: Senior Physiotherapy Technician	
Band:4	
The candidates should be able to demonstrate the following either through specific examples identified when making the application or at interview	
Education/Qualifications/Training	
Essential	Desirable
If applying as an external candidate the relevant training will be provided to enable you to fulfil this criteria*	
<ul style="list-style-type: none"> ▪ Good command of english language and basic maths ▪ NVQ 3 or other equivalent level of education/knowledge in health and social care ▪ Completion of/ working towards Agored Cymru Level 3 Diploma in Physiotherapy support * 	<ul style="list-style-type: none"> ▪ GCSE or equivalent in maths and english ▪ First Aid Certificate ▪ Appropriate courses ▪ Completion of Agored Cymru Level 3 Diploma in Physiotherapy support
Experience	
Essential	Desirable
<ul style="list-style-type: none"> <input type="checkbox"/> Previous experience in a health and/or social care environment or hold an appropriate qualification <input type="checkbox"/> Specific experience as a physiotherapy technician or other relevant support worker role <input type="checkbox"/> Experience of audit <input type="checkbox"/> Experience of reflective practice in patient care 	<ul style="list-style-type: none"> <input type="checkbox"/> Experience of working with groups of patients
Skills & Knowledge	
Essential	Desirable
<p>Good communication skills both verbal and written when interacting with members of the team, other professionals, patients and their families</p> <ul style="list-style-type: none"> <input type="checkbox"/> The ability to work unsupervised and demonstrate independent case management and treatment progression, for a delegated workload 	<ul style="list-style-type: none"> <input type="checkbox"/> The ability to organise and lead local in-service training sessions <input type="checkbox"/> I T Literate <input type="checkbox"/> The ability to speak Welsh or willingness to learn

Post: Senior Physiotherapy Technician	
Band:4	
Skills & Knowledge Continued	
Essential	Desirable
<input type="checkbox"/> Working knowledge of specialised equipment appropriate to working area The ability to supervise assistants/technicians <input type="checkbox"/> Problem solver <input type="checkbox"/> Good organisational skills <input type="checkbox"/> The ability to work effectively in a team environment <input type="checkbox"/> Evidence of initiative	
Other Requirements	
Essential	Desirable
<input type="checkbox"/> The physical ability to perform and cope with all aspects of manual handling as demanded by the job role <input type="checkbox"/> Professional appearance <input type="checkbox"/> The ability to adapt to changes in work routine <input type="checkbox"/> Commitment to participating in and completing the Agored Cymru competency framework <input type="checkbox"/> Commitment to life long learning and portfolio keeping <input type="checkbox"/> The ability to travel between sites within the Health Board or patients' residences in a timely manner to meet the requirements of the post	