



**THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST
THERAPY SERVICES
JOB DESCRIPTION**

Post Title: Therapy Support Worker

Hours of work: Part time, 22.5 hours

Grade: Band 2

Base: The Princess Royal Hospital with a requirement to work at Shrewsbury if the service requires

Department: Therapy Centre

Responsible to: In patient Therapy Manager: Amanda Taylor

Line managed by: Team Coordinator

1. Post Purpose:

1.1 To assist the qualified Therapists (qualified Physiotherapists, Speech and Language Therapists and Occupational Therapists) with the therapy intervention to deliver a service.

1.2 To work as a positive and proactive member of the multidisciplinary team.

1.3 To accept a delegated caseload following discussion with the therapist and to report back at all times.

1.4 To work within a competency based framework to ensure safe practise

1.5 To use the Trust values at all times as a framework for own behaviour and encourage others to do likewise, ensuring the values underpin all that is done by the Therapy teams.

2. Organisational position:

See attached chart

3. Competency Framework:

3.1 This job description should be read in conjunction with the competency framework for the post

4. Main duties and responsibilities:

- 4.1** Working under the direction of the Therapist assisting in the assessment and treatment of patients.
- 4.2** To carry out appropriate standardised assessments with patients as requested by the Therapist and appropriate to the role e.g. Occupational Therapy - Hospital Anxiety and Depression Scale (H.A.D.S)
- 4.3** To assess the patient understanding of the treatment proposal, gaining consent and feeding back to the Therapist any patients that lack the capacity to consent to treatment
- 4.4** To provide accurate feedback to the Therapist.
- 4.5** To assist in tasks as requested within the remit of the post.
- 4.6** To be aware of the clinical risk within the patient case load escalating issues to senior staff and act in accordance with Trust policy.
- 4.7** To comply with the legislation regarding patient confidentiality.
- 4.8** To carry out some administrative tasks as needed to promote overall support of the team e.g. photocopying as required.
- 4.9** To keep the treatment areas tidy within health and safety regulations paying particular attention to infection control guidelines.
- 4.10** To comply with Trust and Therapy Centre policies, procedures and guidelines.
- 4.11** To be responsible for maintaining accurate and comprehensive treatment records in line with Trust requirements, Therapy Centre standards of practice and Professional standards.
- 4.12** To be responsible for the collection of statistical data for use in service audit.
- 4.13** To be aware of the need to continually maintain own competency in accordance with Therapy Centre competency framework, enabling the post holder to work within the remit of the post.
- 4.14** To participate in Annual Appraisal and Personal Development Opportunities including regular clinical supervision.
- 4.15** Be an active member of the in-service training programme by attendance at and participation in, CPD and in-service training programmes, tutorials, individual training sessions, external courses and peer review.
- 4.16** To attend statutory and mandatory training as required.
- 4.17** To be aware of the safety of patients and staff at all times and to carry out duties in line with the Health and Safety at Work Act.

5. Organisational:

5.1 To assist the Therapists in organising and planning patient caseload to meet service need and patient priorities, readjusting plans as situations change / arise.

6. Systems and Equipment:-

6.1 To use appropriate equipment within the remit of the post including I.T. equipment.

6.2 To be responsible for the safe and competent use of appropriate patient appliances, aids and equipment within the remit of the post, including the decontamination and cleaning of standard equipment.

6.3 To maintain competence in the delivery, fitting and use of standard equipment including patients homes.

7. Decisions, judgements and freedom to act:

7.1 To follow instruction regarding Therapy intervention.

7.2 Work is delegated, supervised and reviewed on a daily basis.

7.3 To participate in formal supervision sessions as per the Therapy Centre Policy

7.4 To respond positively to service change and development and together with team members identify areas for future development.

8. Communication and relationships:

8.1 To use a range of verbal and non- verbal communication skills to communicate effectively. This will include patients who may have difficulties in understanding or communicating.

8.2 To develop and maintain the skills required to exchange information with patients requiring tact and re-assurance and persuasive skills.

8.3 To demonstrate effective listening skills.

8.4 To develop and maintain communication skills with members of the multi-disciplinary team regarding patient issues.

8.5 To communicate effectively with external agencies as requested ensuring the exchange of timely and accurate information, promoting seamless patient care.

9. Physical, Mental and Emotional demands of the post

9.1 To perform tasks involving the handling of patients or loads on a frequent and repetitive basis.

9.2 The workload is frequently complex and challenging, and is delivered under significant time constraint.

9.3 To develop and maintain the ability to cope with and prioritise delegated caseload

9.4 To continually develop own competencies within the competency framework for the role.

9.5 The post holder will frequently encounter unpleasant working conditions

9.6 Frequent periods of concentration are required to record patient information ensuring accuracy at all times.

Health and Safety

As an employee of the Trust you have a responsibility to:

- Take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- Co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- Not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. The post holder is required to ensure, as an employee, that his/her work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or themselves:

- All staff must be aware of infection prevention and control policies, practices and guidelines appropriate for their duties and must follow these at all times to maintain a safe environment for patients, visitors and staff;
- All staff must maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;
- Any breach of infection control policies is a serious matter which may result in disciplinary action;
- All staff have a responsibility to challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to

respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.

- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates; and
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

- We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.
- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.

- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous improvement

The Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower staff at all levels to have the confidence, capability, passion and knowledge, to test changes and make improvements at the Trust and the communities we serve. Following a successful five-year partnership with the Virginia Mason Institute in the USA, the Trust continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you to make improvements, whilst also providing training at various stages of your time at the organisation, as part of your continuing professional development.

This job description is an outline of the main duties and competencies required for this role. The post holder may be required to perform any other duties on an occasional basis, which is commensurate with the grade and agreed by the post holder and the line manager.

Manager	Postholder
Name:.....	Name:.....
Signature:.....	Signature:.....
Date:.....	Date:.....

Supplementary Information - Organisational position



