

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title:	OT Assistant Practitioner
Responsible to:	Clinical Assessment Team Lead
Department:	SMART Services
Directorate:	Rehabilitation Service
Operating Division:	Edinburgh Health & Social Care Partnership (EHSCP)
Job Reference:	L-EHSCP-RS-SMART-OTPCA
No of Job Holders:	1

2. JOB PURPOSE

As part of a dedicated AHP Clinical Assessment Team the post holder will be allocated a delegated caseload as determined by a screening process and/or by a qualified AHP. The post holder be expected to work independently, assessing the patient's care and equipment needs and providing advice and support without supervision. This includes carrying out non-complex assessment, requesting and/or signposting to equipment provision and providing advice and demonstration on using equipment within the scope of practice.

Support qualified AHP staff, by taking an active clinical role within the specialist clinical area as guided by evidence based protocols produced by the registered practitioner.

To support efficient service delivery, the practitioner will delegate tasks to others in the team and maximise the use of technology (e.g. telehealth) and adopt new ways of working.

3. DIMENSIONS

There are 11 clinical services within SMART serving local, regional and national patient-groups including Wheelchair and Seating, Specialist Prosthetics, Prosthetics and Orthotics with approximately 100 staff members and over 25,000 appointments per annum. The post holder will provide support to the Clinical Assessment Therapists which primarily includes Blue Badge Assessment and Disabled Living Centre however they may be required to support other services in SMART.

Under the guidance of the Clinical Assessment Team Lead, to take an active role in the provision and development of the Disabled Living Centre involving all stakeholders across the EHSCP, NHS Lothian and beyond.

Financial Responsibilities: To place orders from Clinical Assessment budget (as delegated by the Head of SMART) according to operational priorities with authorisation up to £1000.

The post is employed within NHS Lothian and there may be a requirement to work flexibly across Lothian to meet service demands.

4. ORGANISATIONAL POSITION

See attached organisational chart on back page

5. ROLE OF DEPARTMENT

The Southeast Mobility and Rehabilitation Technology (SMART) Centre is one of 5 centres in Scotland (Edinburgh, Aberdeen, Dundee, Glasgow and Inverness) providing Rehabilitation Technology Services. The SMART Centre services are based in the Astley Ainslie Hospital and cover Lothian, Fife and the Borders (approx. 25% of Scotland's population). It is part of the Rehabilitation Service which is managed in Edinburgh Health and Social Care Partnership.

The SMART Centre provides services for adults and children who have a permanent disability affecting their mobility. These include mobility and postural services (wheelchairs and special seating), prosthetics, orthotics and bioengineering services, electronic assistive technologies, blue badge independent mobility assessment (Edinburgh only), special needs design service, a disabled living centre and gait analysis service. The SMART Centre is also one of two centres in Scotland providing a national Specialist Prosthetics Service.

In addition the SMART Centre provides the National Scottish Driving Assessment Service as well as hosting various other clinical services such as, podiatry, spinal injuries clinic, spasticity management clinic and other outpatient clinics.

The SMART Centre operates clinics on a daily basis and as an outpatient facility sees approximately 20,000 patients per year. In addition SMART clinicians and technicians attend satellite clinics throughout Lothian, Fife and Borders and also provide home visits for their patients.

The department has its own specialist workshops and stores on site. SMART workshops provide in-house manufacturing and (outsourced) modified medical devices across the range of activities mentioned above.

There are around 100 members of staff across a range of professions within the SMART Centre and in addition there are other specialist consultants/doctors who support clinical activity in the SMART Services.

The role of the DLC is to assess patients and provide the necessary advice in relation to equipment (aids to daily living, powered wheelchairs and scooters) for private purchase and/or statutory provision.

6. KEY RESULT AREAS

Clinical

1. To work without direct supervision, to carry out non-complex care and equipment assessments, request and/or sign-post to suitable equipment and provide advice and demonstration for using the equipment. Alongside a qualified AHP, carry out more complex-assessments for care and equipment provision.
2. To undertake a range of procedures, as described in the care pathway using acquired skills and techniques with individuals and groups.
3. To develop a rapport with patients and use behaviour change techniques to support, encourage and motivate to make the necessary lifestyle changes/support self management/achieve goals within treatment plan
4. To have a thorough knowledge of assessment protocols and criteria for equipment provision and be able to communicate this to patients, health care staff, other agencies and the public and offer guidance and advice as necessary.
5. Ability to effectively organise and prioritise their own delegated caseload even when lone working
6. To maintain professional standard of record keeping, which is accurate and current, in line with professional codes, service standards and organisational requirements
7. To attend and participate in relevant meetings and multi-disciplinary team (MDT) meetings that will include contributing to service-user discussions including the advice and support provided and the potential impact on their care
8. To contribute to development and design of resources which may include patient literature, training programmes, handouts and evaluation forms
9. To work within all local policies, procedures and protocols and in compliance with NHS Scotland Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers (2010). Patients may include vulnerable adults and young people under the age of 18 therefore must have an understanding and work within the legal framework of the adults of incapacity act and child protection.

Leadership

1. Delegates tasks to other members of the team based on the clinical/administrative need
2. To provide support and supervision to team members of routine clinical tasks and delegate appropriately where required
3. With support from a qualified AHP, organise and deliver a variety of training programmes in partnership with other members of staff and organisations.
4. To engage, and on occasion, lead on Quality Improvement activity across the service

5. To assist in research, or audit to support service development and evidence based practice
6. To participate in the departmental Personal Development and Performance Review (PDP) system including reflecting on own practice to maintain standards, identify learning and development needs and to identify areas for potential service improvements

Admin

1. To manage a telephone advice-service and provide a main point of contact, ensuring that service-users and stakeholders are responded to in a timely manner enlisting the assistance and advice of a qualified AHP as required.
2. To collate data and produce reports on key outcome areas as instructed by AHP staff/Service Lead.
3. To undertake some housekeeping duties.
4. To support NHS Lothian's values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviours and attitudes.

7a. EQUIPMENT AND MACHINERY

Be competent in the use of a wide range of equipment. Ensure that equipment in use is clean and safe, and regularly monitored for safety as per professional and organisational standards of practice. Must ensure that all equipment issued by them is safe to use and be responsible for the safe and competent use of equipment they issue to patients.

The following are examples of equipment which may be used when undertaking the role:

IT Equipment –Personal Computer, phones, mobile phone, telehealth units, teleconference, videoconference.

Manual Handling equipment – Wide variety of domestic and care equipment including Mechanical Hoists, Samhall turner, Sliding boards, Glide Sheets– to facilitate patient transfers.

Detail of equipment will be held locally and will depend on the work area.

Note: New equipment may be introduced as the organisation and technology develops, however training will be provided.

7b. SYSTEMS

The following are examples of systems which may be used when undertaking the role:

Maintaining patient records– documenting all service-user direct and in-direct interventions e.g. TRAK, ReTIS, Q-Pulse

Internet based clinical information sources e.g. E-Library

Update department shared drive/intranet site
Use of intranet to access information within NHS Lothian
Daily use of e-mail for communication
Microsoft Office - Formatting and populating spreadsheets and databases to produce statistics and reports as required
Health & Safety, Datix and COSHH Systems

Note: New systems may be introduced as the organisation and technology develops, however training will be provided

8. ASSIGNMENT AND REVIEW OF WORK

The clinical caseload is generated by the specific service needs of the clinical area. Further tasks may be delegated on a daily/weekly basis. Access to advice and support from the Service Lead / senior staff will be available as required, and may be indirect. Range of responsibilities will be clearly defined in the care pathway.

The post holder may work independently on a day-to-day basis, being accountable for own actions and working within the relevant AHP related codes of practice and professional guidelines with input/supervision as required. The range of responsibilities will be specified in clearly defined in care pathways.

The post holder will plan and organise delivery of intervention for designated clinical caseload and completion of administrative tasks related to the role.

Formal and/or informal meetings/support with senior staff for purposes of clinical discussion will be regularly available and form part of routine practice.

Local induction and annual eKSF PDPR to be facilitated via team lead with individual responsibility for continuing professional development

9. DECISIONS AND JUDGEMENTS

Assistant Practitioners are responsible for carrying out their own patient consultations / interventions in a safe and effective manner. Decisions may include:

Identifying patients that require input from qualified staff in line with standard protocols
Prioritising own caseload.

The post holder is expected to recognise and escalate clinical concerns to the qualified AHP as appropriate when care deviates from protocols.

Judgements regarding the current condition and status of patients receiving treatment and adapting treatment within the scope of the post holders' skills and training including whether it is appropriate for a patient to use a type of equipment e.g. deterioration of patient.

When to seek support or guidance from a qualified member of staff.

When delegation of tasks is appropriate to other members of the team.

What/when to feedback to other staff.

Participate in service/team discussion to inform and advise on decision-making processes e.g. use of resources, service developments, and patient pathways.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Utilisation of time management skills to provide a service incorporating management of personal caseload, support to other staff, administrative tasks including producing service reports, audit and development activity.

Ongoing patient monitoring and evaluation of outcomes to ensure appropriate caseload management, maintain patient safety and working within scope of practice

Dealing with emotional and/or distressing situations including patients with co-morbidities that require the utilisation of motivational, negotiating and persuasion skills to support behaviour and lifestyle change.

Supporting self-management strategies to embed and sustain behaviour change and effectively manage their condition.

11. COMMUNICATIONS AND RELATIONSHIPS

Patients

Provides advice, education and encouragement in an individual and/or group setting.

Apply knowledge of clinical conditions to facilitate effective communications with patients and others involved in their care.

Utilises developed motivational and behavioural skills to facilitate behaviour change in an individual or group session, including patients with complex psychosocial problems.

Liaise with the senior clinicians regarding the management of complex cases, communicating and discussing these as appropriate.

Relatives / Carers

Receive information directly relevant to patient care and encourage/advise on a range of patient management strategies

Deal with verbal complaints and challenging behaviour, including aggression either in person or via telephone and refer up to line manager

Service Management

Regular meetings, email and telephone conversations ensuring a two-way flow of information.

Disseminate service information as appropriate

Advise and negotiate with senior staff/Service Lead regarding service review and development for their areas of responsibility

Promote and share ideas

Multidisciplinary team

Liaise with other members of the team, other AHP's and medical staff for purposes of receiving guidance and advice for the exchange of information to ensure clinically effective care.

Applying knowledge of clinical conditions to contribute to multidisciplinary case conferences.

Feedback patient information regarding treatment, progress, presentation and response to intervention.

Share practice skills with other staff, students and contribute to clinical education as possible within area of expertise and as required.

Utilise team support for emotional and challenging patients/situations.

Other Agencies

Liaise with a number of local and Lothian wide agencies including Local Authority

Engage with the general public and service users in consultation as required

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical skills

Accurate IT skills – daily use of computer eg communicate with other colleagues, complete data input.

Knowledge of how to use specialist equipment – required for day-to-day use with specific patients e.g. communication aids, special seating, standing frames etc.

Physical effort

Direct manual handling of patients with due regard for own safety, including lifting, carrying, pushing wheelchairs, arranging seating and feeding required on a daily basis.

Lifting, carrying and transferring a range of equipment to and from locations.

Skills required to assist with therapeutic handling dependent on clinical area.

Mental demands

Reacting flexibly to constantly changing situations and prioritising the workload as possible within existing resources.

Concentration required when undertaking the treatment of patients.

Constant need to be flexible to the demands of the environment including unpredictable work patterns, deadlines and frequent interruptions.

Emotional demands

Communicating frequently with distressed/anxious/worried and emotionally demanding patients/relatives. On a daily basis, dealing with patients who have communication/ Language difficulties.

Assisting in the treatment of patients who have deteriorating conditions or may be terminally ill.

Providing emotional support to peers.

Working Conditions

Working within infection control and Health and Safety guidelines in order to deal appropriately with unpleasant conditions related to client contact as they arise; including exposure to body fluids, odours and head lice.

Potential exposure to unsafe situations eg aggressive behaviour and verbal abuse from patients and relatives, lone working.

Requirement to travel between locations and across Lothian in course of duties.

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

HND in health related subject /SCQF Level 8 or SVQ III/HNC plus evidence of experience working within health and/or social care and managing a delegated caseload.

Demonstrate competencies in Skills for Health Core Standards for Assistant Practitioners (2009) for example:

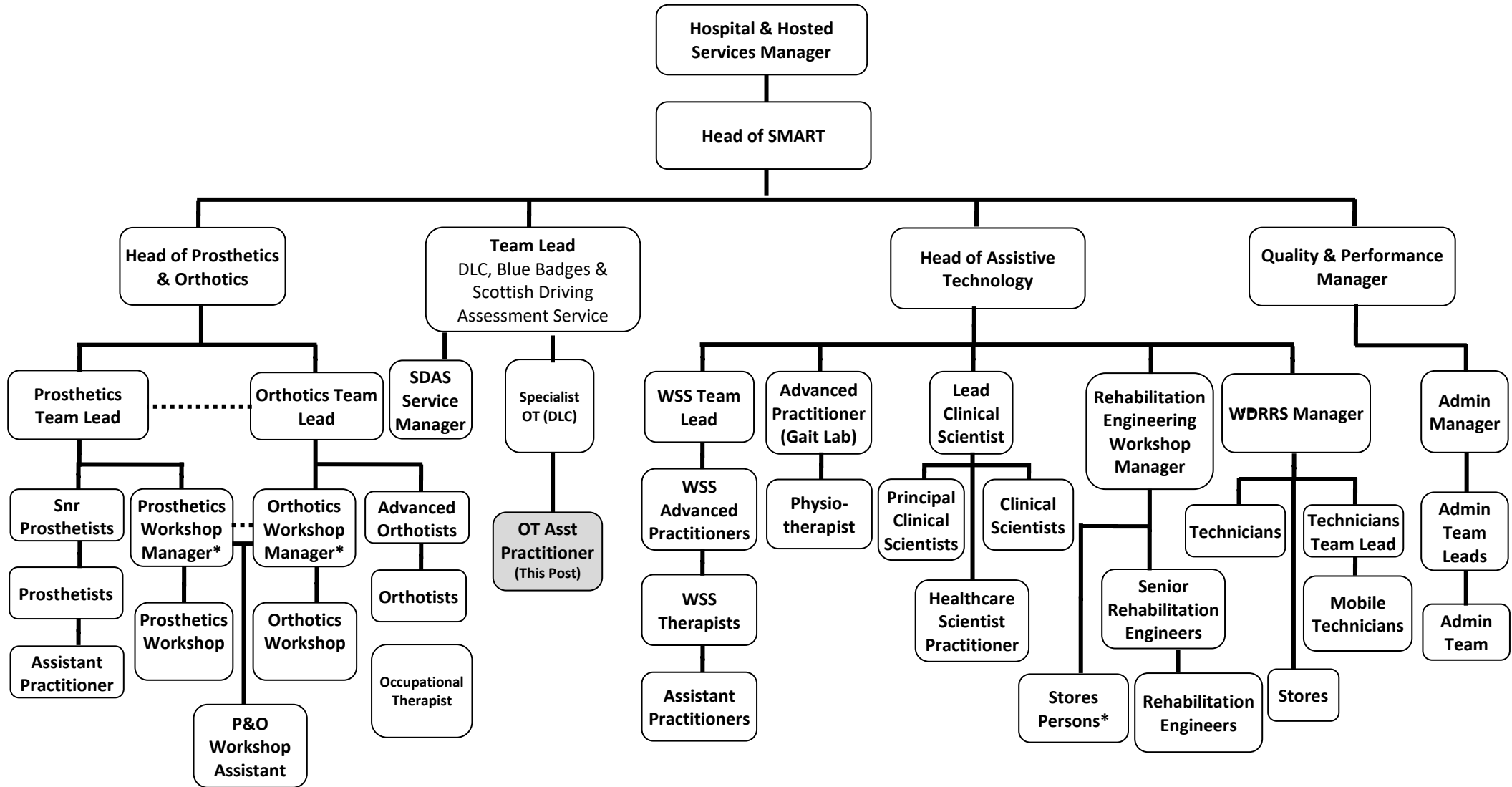
Reflect on and evaluate your own values, priorities, interests and effectiveness
 Synthesis new knowledge into the development of your own practice
 Communicate effectively with individuals
 Audit your own work practice
 Act within the limits of your competence and authority

Knowledge of clinical area/patient group pathology
 Experience of implementing programmes of care as prescribed by qualified practitioner and working within agreed scope of practice
 Experience of audit
 Multidisciplinary team working

14. JOB DESCRIPTION AGREEMENT

<p>A separate job description will need to be signed off by each jobholder to whom the job description applies.</p>	
<p>Job Holder's Signature:</p>	<p>Date:</p>
<p>Head of Department Signature:</p>	<p>Date:</p>

Organisational Chart



— Direct report structure
 - - - - - Cover Arrangements
 JE/Generic Job Description

* Rotational Stores post will be operationally managed by Rehabilitation Engineering Workshop Manager and Prosthetics and Orthotics Workshop Managers