

# JOB DESCRIPTION TEMPLATE

## 1. JOB IDENTIFICATION

Job Title: **OT Clinical Support Worker Higher Level (Band 3)**

Responsible to (insert job title): Occupational Therapy Team Leader/Manager

Department(s): Therapy Services

Directorate: Hospital & Hosted Services

Operating Division: Edinburgh Integrated Health & Social Care Partnership

Job Reference: **048371**

No of Job Holders: 2

## 2. JOB PURPOSE

As part of a dedicated Therapy team the post holder will be allocated a delegated patient caseload by the qualified AHP and implement and modify existing treatment plans within scope of practise. Deliver this care with supervision available.

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 be involved in the supervision/support of lower grade staff.

## 3. DIMENSIONS

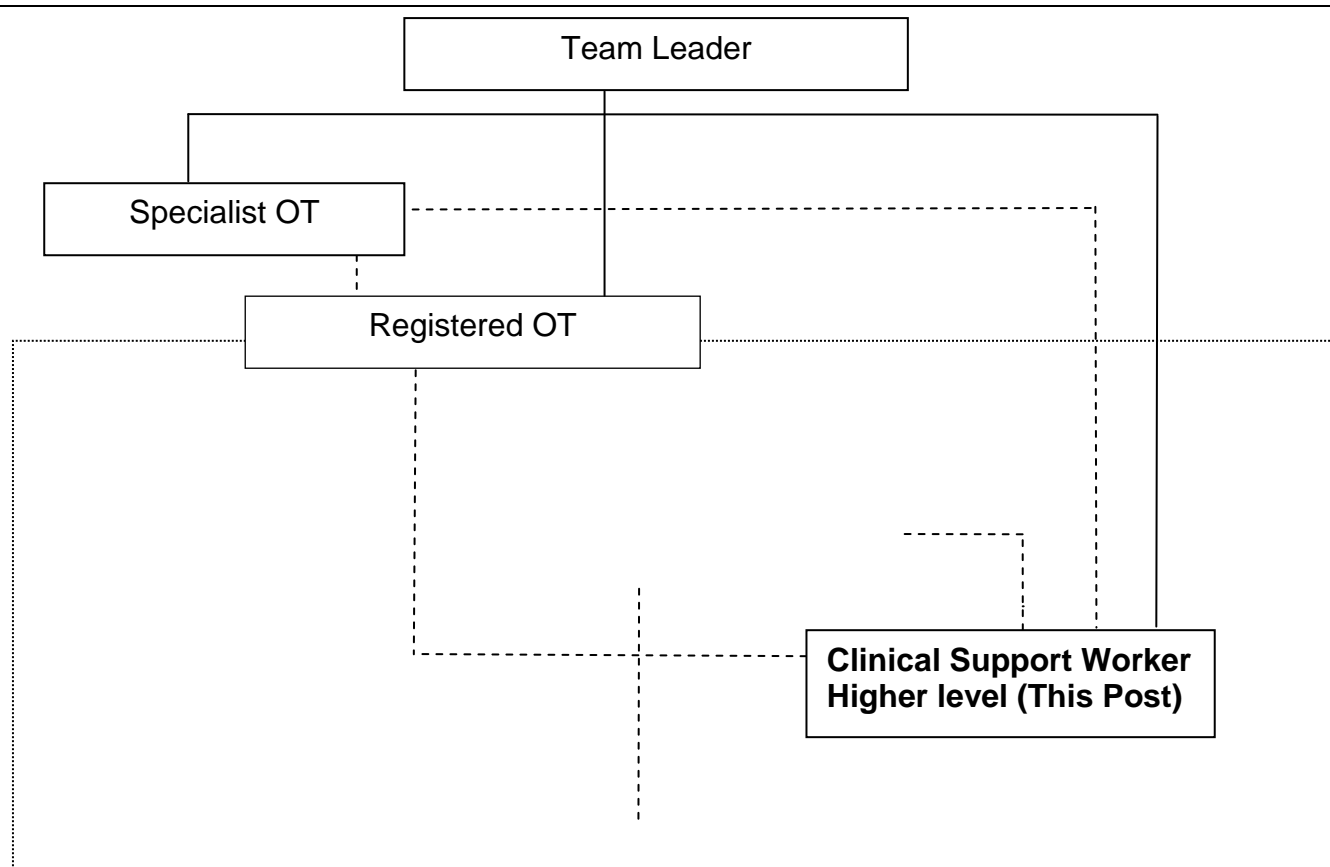
This post is part of the Intermediate Care Team working within Liberton Hospital, providing a service to frail elderly across the City of Edinburgh. The post holder will work as part of the Occupational Therapy team working with patients mainly in the hospital setting and may also include visits to patients homes as part of the discharge process.

Liberton Hospital currently has capacity for 40 Intermediate Care beds for patients who require a period of assessment, treatment and rehabilitation with the aim being to return to their own home or the most suitable alternative accommodation, in a safe and timely manner.

The post holder will work in a supported environment under the guidance of more senior Occupational Therapy staff and will play a vital role in the Occupational Therapy process and patient journey.

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

#### 4. ORGANISATIONAL POSITION



#### 5. ROLE OF DEPARTMENT

The Occupational Therapy Department provides an expert occupational therapy service, currently over five days per week (Monday – Friday). It is provided by means of appropriate and accurate assessment, diagnostic formulation, and treatment interventions to all service users.

The occupational therapy process enables people to function purposefully and as independently as possible in their daily lives and therefore includes assessment of patient’s physical, psychological and social status.

The department is staffed by a mixture of qualified and support staff. Facilities include; assessment kitchens, bathrooms and bedrooms, activity and treatment rooms, and access to vehicles for visits.

Staff work together with other clinical specialties on site and in the community to provide the most effective care to users.

Occupational Therapists are critical to assessment, diagnosis, treatment, rehabilitation and lifestyle management.

## **6. KEY RESULT AREAS**

### **Clinical**

1. To work with minimal supervision to implement agreed programmes of care prescribed by the qualified therapist, including ongoing assessment, evaluation, and management of patients. Identify the need for changes in discussion with the qualified therapist or practitioner.
2. To undertake a range of procedures within level of competency, as described in the care pathway using acquired skills and techniques with individuals and groups.
3. The post holder will plan and organise delivery of therapy for designated clinical caseload and completion of administrative tasks related to the role.
4. To observe the patient and report any changes in the patient's presentation or response to treatment reporting this to the qualified therapist, practitioner or other relevant professional to enable the appropriate care to be given.
5. To communicate effectively with patients and carers to engage them in treatment and motivate them to progress.
6. Under supervision from the qualified therapist, manage an agreed designated caseload of patients effectively and efficiently.
7. To contribute to development and design of resources which may include patient literature, training programmes, handouts and evaluation forms.
8. 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 frameworks, i.e. Adults of Incapacity Act, Child Protection, and Additional Support for Learning Act.

### **Leadership**

9. To provide support and supervision to less experienced staff of routine clinical tasks and delegate appropriately where required.
10. To help the registered practitioner to deliver training and induction programmes in partnership with other members of staff and organisations.
11. To assist in research, or audit to support service development and evidence based practice
12. To participate in the departmental Personal Development and Performance Review (PDP) system to promote personal and service developments including reflecting on own practice to maintain standards, identify learning and development needs and identify areas for potential service improvements.

### **Admin/Maintenance**

13. Undertake responsibility for the dismantling, cleaning and re-assembling of equipment for the use of the therapy staff, following departmental guidelines for maintenance of equipment, to ensure all items are fit for purposes and replacement needs are identified.
14. To undertake some housekeeping duties.
15. To maintain professional standard of record keeping which is accurate and current, in line with professional codes, service standards and organisational requirements.
16. Check and order department stock to ensure supplies are available for staff
17. 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** - Mechanical Hoists, Samhall turner, Sliding boards, Rope Ladders – 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 will be used when undertaking the role.

Maintaining patient records– documenting all patient interventions and non-direct contacts e.g. TRAK, MIM system, Picture Archiving Communication Systems (PACS), PIMs.

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

Use of intranet to access information within NHS Lothian

Daily use of e-mail for communication

Microsoft Office

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 on a regular basis. The range of responsibilities will be specified in clearly defined in care pathways.

The post holder will plan and organise delivery of therapy 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**

Clinical Support Workers Higher Level are responsible for carrying out their own patient interventions in a safe and effective manner. Decisions may include:

Inform the qualified therapist, practitioner or other relevant professional of any changes in the patient's presentation or response to treatment to enable the appropriate care to be given.

Prioritising own delegated caseload.

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 continue treatment e.g. deterioration of patient.

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

The post holder is expected to recognise and escalate clinical concerns to the qualified AHP as appropriate.

When delegation of tasks is appropriate to lower grade Clinical Support Workers.

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**

Managing conflicting priorities on time, including managing the requirements of different clinicians, patients and carers whilst achieving administrative /housekeeping tasks

Utilisation of time management skills to allow effective management of designated caseload and support to other staff.

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 motivational, negotiating and persuasion skills to support behaviour and lifestyle change.

## **11. COMMUNICATIONS AND RELATIONSHIPS**

### **Patients**

Provides routine 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.

Dealing with patients who have communication/language difficulties.

Liaise with the senior clinicians regarding the management of patients, communicating routine information and discussing these as appropriate.

**Relatives / Carers**

Receive information directly relevant to patient care and deliver 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 senior staff.

**Service Management**

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

Disseminate service information as appropriate.

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 routine information to ensure clinically effective care.

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 e.g. 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 in assisting 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 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 e.g. 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**

### **Essential**

SCQF level 7 / SVQ III / HNC in health related subject plus evidence of experience working within health and/or social care.

Evidence of skills to manage a delegated caseload.

Evidence of knowledge of relevant to specific client group and their overall management

Experience of working within relevant clinical area.

Experience of implementing programmes of care as prescribed by qualified practitioner and working within agreed scope of practice.

Multidisciplinary team working.

Basic IT skills.

## **14. JOB DESCRIPTION AGREEMENT**

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Head of Department Signature:

Date:

Date: