

## JOB DESCRIPTION

### 1. JOB IDENTIFICATION

Job Title: Physiotherapy Assistant Practitioner Band 3

Responsible to: Senior Physiotherapists

Accountable to: MSK Physiotherapy Service Manager

Department, Physiotherapy

Mid and South Division

Job Reference: **SMOUNESSAHPSPHYS07**

No of Job Holders: 6

Last Update : 2019

### 2. JOB PURPOSE

Supporting qualified physiotherapy staff undertaking work with minimal direct supervision, evaluating and progressing as per accepted guidelines.

Administrative duties as required to support the team. Clerical work such as booking appointments, sending out routine letters, data entry, filing.

As prescribed by physiotherapists, the application of exercise ultrasound ,. Provision of appropriate aids e.g. walking aids, wrist splints.

Basic analysis and presentation of data on patient outcomes etc.

Meeting with patients and carers where practical information or general advice is required by the patient from the physiotherapy support worker, which demands an understanding of the patients' condition.

Leads and assists in exercise classes and hydrotherapy.

### 3. DIMENSIONS

May carry their own caseload, comprising patients with simple predictable conditions, as defined by the lead physiotherapist for that speciality. Caseload is determined by supervising physiotherapist.

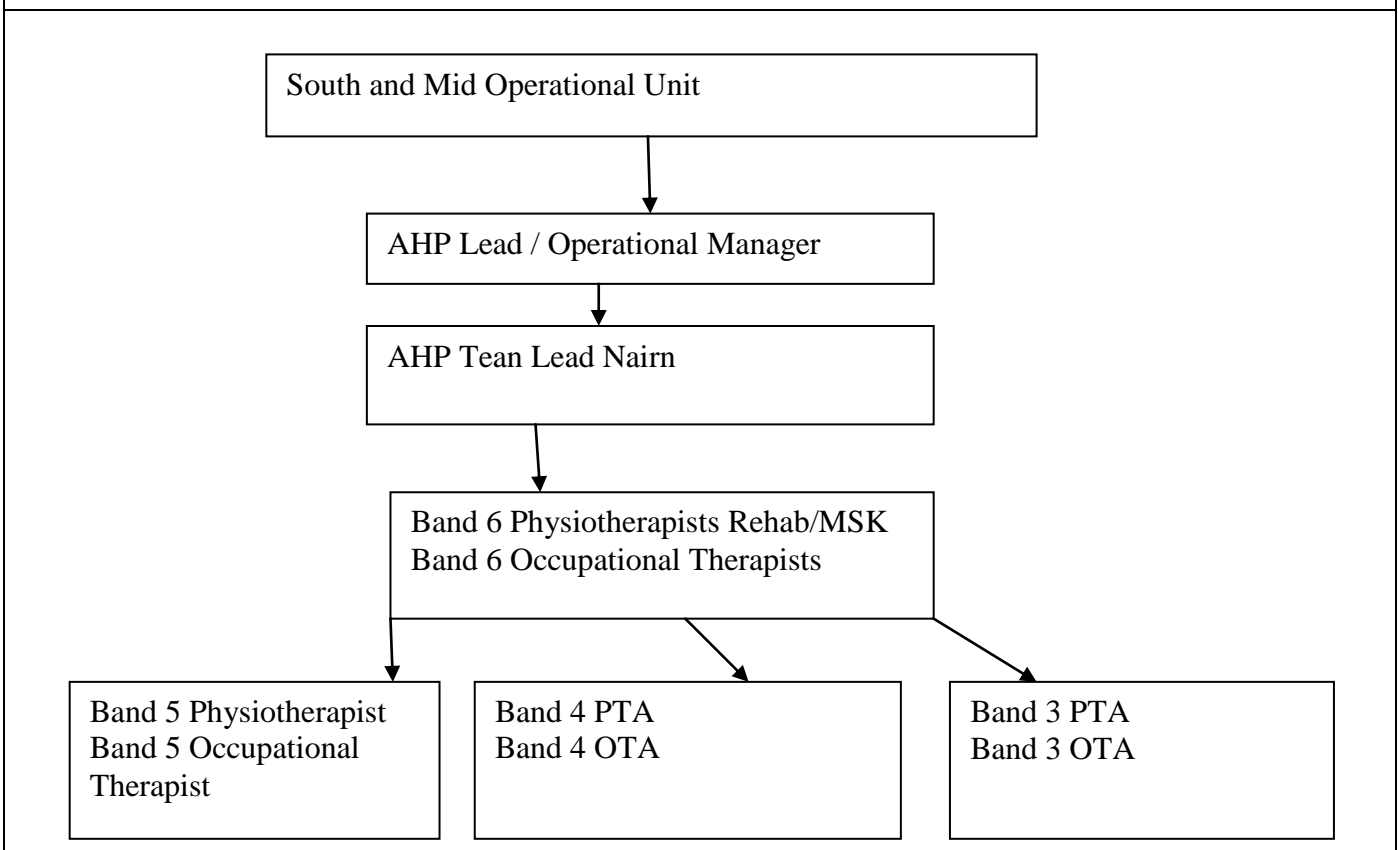
Will have some freedom of action within their scope of practice and the area/duties with which the post holder is expected to work. This will be limited to minor alterations to treatment protocols within agreed parameters.

The post holder works in planning and conducting exercise groups and will practice without being directly supervised e.g. knee classes, shoulder class, falls prevention classes, but would have access to a physiotherapist or other relevant clinicians at all times.

Will have guidance on and review of their caseload from the physiotherapists, with regular communication between the Band 3 assistant practitioner and the supervising physiotherapist of the patients progress. Any changes to treatment protocols and patient progress are notified to the physiotherapist.

Within their scope of practice the Band 3 will be responsible for communicating information to the patient, other professionals, and carers.

### 4. ORGANISATIONAL POSITION





## **5. ROLE OF DEPARTMENT**

The Physiotherapy Service in IMFOU area exists to deliver high quality Physiotherapy to patients and their carers referred to the service.

All staff within the Physiotherapy Service must comply with Trust and Departmental Policies in addition to complying with Chartered Society of Physiotherapy Professional Standards and Rules of Professional Conduct.

Key responsibilities of the service are:-

Provision of physiotherapy care to a diverse range of clinical conditions and patient types in a variety of environments across acute and community settings.

Health promotion.

Service management, planning and development within a defined budget and a multidisciplinary framework.

Development, implementation and management of a Clinical Governance

## **6. MAIN TASKS, DUTIES AND RESPONSIBILITIES**

### **Clinical**

1. With minimal direct supervision, implement programs of care prescribed by a qualified physiotherapist to maximise patients' rehabilitation potential. Some freedom of action within scope of practice is acceptable.
2. To implement treatment programs effectively and efficiently within allocated caseload.
3. Undertake a wide range of procedures, as directed by the Physiotherapist, to support the Physiotherapy Service.
4. Gain valid consent for relevant treatment programs.
5. Inform the Physiotherapist, or other relevant professional; of any changes in the patients' presentation or response to treatment to enable the appropriate care to be given.
6. Communicate effectively with patients and carers to engage them in treatment and motivate them to progress.
7. Work as part of a multi professional team to ensure effective communication and delivery of care
8. Assist the Physiotherapist with treatment methods requiring 2 people
9. Deliver and Lead group exercise programs.
10. Maintain patient documentation, records and accurate mandatory statistical information to reflect care provided and meet professional and local standards.
11. Assess patients for, instruct on their use and supply with walking aids.

### **Clinical Support**

1. Follow departmental guidelines for maintenance of equipment, to ensure all items are fit for purpose and replacement needs are identified.
2. Perform housekeeping duties in designated clinical areas to ensure that the environment is suitable to work effectively in.
3. Liaising with other agencies e.g. Social Work for discharge equipment.

### **Managerial**

1. Consult the relevant Physiotherapist for clarity, advice and/or assistance in any aspect of workload.
2. Participate in, and undertake NHS Highland Personal Development and Performance Review System to promote personal and service developments.

**Educational**

1. Actively participate in Physiotherapy Departmental in-service training program and attend Highland Physiotherapy Support Workers Clinical Interest Group to promote personal development.
2. When required, support in the supervision and training of Physiotherapy Assistants Band 2

**Professional**

1. Comply with standards of physiotherapy practice and rules of professional conduct of the Chartered Society of Physiotherapy.
2. Ensure that all statutory regulations are implemented including the Health and Safety at Work Act, Risk Management and Confidentiality Policies.

**7a. EQUIPMENT AND MACHINERY and Systems**

1. To apply safe use of Physiotherapy equipment including electrotherapy, exercise, orthotics/appliances and walking aids.
2. To apply safe use of additional patient care equipment including specialist beds, hoists, stand aids, sliding sheets and wheelchairs
3. To be competent in the use of current documentation systems
4. To demonstrate a working knowledge of relevant IT systems and software packages e.g. Trak care, Excel, Physiotoools (exercise program package).
5. Maintain monthly patient statistics for audit, service evaluation and development.
6. Where appropriate, maintain diary of patient appointments.
7. Car driver for community patients.

**8. ASSIGNMENT AND REVIEW OF WORK**

1. The physiotherapist will delegate all tasks on a daily/weekly basis. There are no direct referrals to a Band 3 HCSW
2. Qualified Physiotherapy staff determines treatment plans for patients. Patients are then allocated to group or individual sessions under support worker. If referred for walking aids, referral is screened by Physiotherapist then passed to support worker.
3. Support will be available at all times however this may be indirect (i.e. telephone/bleep)

4. Senior Physiotherapist will undertake personal development and performance review on an annual basis.

## **9. DECISIONS AND JUDGEMENTS**

1. Decisions the support worker can take are; increase or reduce treatment within area of competence, organise transport if required, appointment times, stock taking and issuing walking aids.
2. Recognise, assess and evaluate changes in patients' general condition affecting suitability for treatment and feed back findings to Physiotherapist. If appropriate implement treatment if within scope of practice.
3. Follows protocol based programs of care.
4. Undertakes basic risk assessment regarding patient condition and environment to ensure patient and staff safety e.g. correct footwear for patient, slippery floor.
5. To seek advice from more experienced colleagues.

## **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

1. Undertake a physically and mentally demanding job whilst taking care to safeguard own health and safety as well as that of patients and colleagues.
2. Being responsible to several members of staff with competing demands.
3. Dealing with demanding and uncooperative patients and relatives.

## **11. COMMUNICATIONS AND RELATIONSHIPS**

### **Patients and relatives/carers**

1. Communicates clinical information effectively and appropriately with patients and their carers using a range of verbal, non-verbal and written skills. This may involve conveying clinical terminology into lay terms e.g. communication difficulties relating to stroke patients.
2. Provides and receives information regarding assessment, diagnosis, prognosis and treatment to encourage compliance.
3. Identifies and modifies the most appropriate communication method depending on the individual requirements e.g. hearing or visual impairments, learning difficulties, language differences or disinterest.
4. Encourage and motivate patients to maximise outcome recognising those who are in pain, are afraid or reluctant and require reassuring, motivating and persuading to comply with treatment.
5. Utilise appropriate methods and aids e.g. music when working with patients' in-groups for group exercise classes.
6. Has an appropriate manner for dealing with telephone calls from patients or other health care professionals.

### **Physiotherapy Staff (internal/external to Department)**

1. Has effective 2-way communication with qualified staff.
2. Provide appropriate details for transfer of patients for on-going care elsewhere.
3. Attend and actively participate in general staff meetings and staff grade meetings.

### **Multi-professional Team/ Other Agencies e.g. Local Authority, Voluntary sector**

1. Passes on relevant Physiotherapy related information as directed by Physiotherapist e.g. assessment findings, progress with treatment, and discharge information.
2. In keeping with policies and standards, maintains strict confidentiality regarding patient and staff information.

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

1. Manual handling of patients on a daily basis. This may include very immobile, obese, unwilling patients for lengthy periods – often from lying to sitting position, sitting to standing and back in one session.
2. Prolonged spells of crouching and kneeling often involved
3. Assisting patients with walking and stair practice – this may include sudden and unpredictable changes in movement or faints/falls, which require physical support and/or lowering to the floor ensuring patient and staff safety.
4. Occasional use of use of equipment such as hoists, walking aids, which require manipulation and dexterity often manoeuvring within confined spaces.
5. Element of walking, climbing stairs, standing and working within confined and awkward spaces on a daily basis.
6. May adopt static postures for lengthy periods whilst assessing dependent patients (e.g. after stroke or spinal injury) to regain movement patterns.
7. May spend short periods using IT equipment – requires awareness of own postures and positioning of equipment/seating etc.
8. Regular housekeeping tasks such as cleaning or changing laundry as well as thorough cleaning in keeping with infection control policy.

### **MENTAL DEMANDS**

1. Responding to frequent changes in patients' condition.
2. Prioritising workload – daily.
3. Prolonged periods of particular concentration especially with new and complex patients with communication difficulties – frequent.
4. Dealing with abusive patients or carers – infrequent.
5. Responding to group dynamics during exercise classes.

### **EMOTIONAL DEMANDS**

1. Dealing with patients who have long term chronic illness.
2. Dealing with patients who have behavioural problems and mental health problems
3. Undertaking treatment modalities, which may increase pain levels.

### **WORKING CONDITIONS**

1. Occasional exposure to bodily fluids (urine, faeces, vomit), sputum.

2. Occasional exposure to body odours, fleas and lice scabies and MRSA
3. Occasional Handling soiled linen
4. Occasional working in sometimes cramped conditions in patients homes.

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

#### Essential

Experience in therapy assistant post – in health or social care environment or appropriate SVQ level III or equivalent in health sciences.

Record of CPD.

Working knowledge of basic IT – e.g. word processing, use of internet, data base management.

Team worker.

Good communicator.

Ability to work independently.

#### Desirable

Health / Care / Voluntary experience.

### 14. JOB DESCRIPTION AGREEMENT

Job Holder's Signature:

Team Leader Signature

Date:

Date:

Post: Assistant Practitioner Physiotherapy Band 3		Ref No.
Factor	Essential	Desirable
Work Experience (required for the job)	<ul style="list-style-type: none"> <li>• Previous work experience as a support worker</li> <li>• Experience in health care setting.</li> <li>• Ability and experience of working in a team setting.</li> </ul>	Physiotherapy assistant or technical instructor
Qualifications	<ul style="list-style-type: none"> <li>• Good all round basic education.</li> <li>• HNC Physiotherapy support worker or willingness and ability to work towards attaining this qualification.</li> </ul>	SVQ111 in health or social care or equivalent.
Knowledge and skills	<ul style="list-style-type: none"> <li>• Good time management</li> <li>• Excellent communication skills</li> <li>• Good organizational skills</li> <li>• Good interpersonal skills.</li> <li>• IT and administration skills as required by the team.</li> </ul>	Proven competence in IT skills Knowledge of some medical conditions.
Training(in knowledge and skills required for the job)	<ul style="list-style-type: none"> <li>• Completion or willingness and ability to work towards completion of the appropriate sections of the NHS Highland Physiotherapy Assistants Training Manual</li> <li>• Experience of working with people, particularly the elderly.</li> <li>• Ability to recognise limits of own competence.</li> </ul>	Moving and handling skills.  First Aid, Basic life support, Violence and Aggression, Hand Hygiene training.
Disposition	<ul style="list-style-type: none"> <li>• Proven team worker, but with ability to work well on own.</li> <li>• Patience and Understanding.</li> <li>• Ability to work well under pressure within a busy and demanding unit.</li> <li>• Committed, conscientious, reliable and keen to develop personally and professionally.</li> </ul>	

<p>Others e.g.</p> <p>Physical Health</p>	<ul style="list-style-type: none"><li>• Ability to carry out physically demanding work, with an elderly, frail and/or demented patients.</li><li>• Competent swimmer (in the event of undertaking hydrotherapy duties).</li></ul>	
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