**JOB DESCRIPTION – & Person Spec**

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| **1. JOB DETAILS** |  |
| **Job Title:** | **Generic Therapy Health Care Support Worker (HCSW)** |
| **Responsible to:** | **Physiotherapy Clinical Lead, OT Team Lead****or Dietetic lead** |
| **Department & Base:** | **Occupational Therapy Service****AHP Hub, Borders General Hospital** |
| **Number of posts:** | **0.69 WTE** |
| **Date this JD written/updated:** | **November 2015, modified July 2022** |
| **2. JOB PURPOSE** * Undertake specific health care support work to assist the physiotherapy, occupational therapy and dietetic staff in the provision of a high quality service by carrying out delegated clinical and non-clinical duties.
* To assist in the administration, clerical and house keeping duties of the department to ensure efficient running of the service.
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| AHP Associate Director**3. ORGANISATIONAL POSITION**Professional Leads for Physiotherapy, Occupational Therapy and DieteticsPhysioClinical/Team LeadsPhysiotherapy, Occupational Therapy and DieteticsBand 6 Physio, OT & DTA&C Band 5 Physio, OT & DTGeneric Therapy HCSWsPhysiotherapy HCSWsOccupational Therapy TIs |
| **4. SCOPE AND RANGE**Generic Therapy Health Care Support Workers can work in a variety of settings across NHS Borders, covering Borders General Hospital (BGH) and four Community Hospitals with their associated Health Centres in:* Hawick
* Peebles (Hay Lodge)
* Kelso
* Duns (Knoll)

Role includes contributing to assessments and implementing treatment programmes for specific groups of patients within scope of practicePost holder will be under the direction of a physiotherapist, occupational therapist and/or DietitianTo assist in the administration, clerical and housekeeping duties to ensure efficient running of the service.The post holder will take part in Orthopaedic and/or RAD weekend rotas The post holder is employed within NHS Borders and there may be a requirement to work flexibly to meet service demands, following relevant Human Resource policies.The Post holder demonstrates NHS Borders Values: Dignity and Respect, Quality and Teamwork, Openness Honesty and Responsibility, Care and Compassion |

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| **5. MAIN DUTIES/RESPONSIBILITIES*** To support the provision and evaluation of patient centred care, under the direction of a Physiotherapist, Occupational Therapist and/or Dietitian
* To implement appropriate exercise programmes for individual patients as directed by the Physiotherapist.
* To complete functional assessments and/or re-assessment/review using problem solving

approach as specified by OT.* To gather medical, personal and anthropometric measurements and contribute to to the nutritional assessment, management and review of patients.
* Liaise with Physiotherapist, Occupational Therapist, Dietitian, the patient and carers as appropriate with regards to patient care & progress.
* Assist in the preparation of patients and the environment before and after treatments e.g. within assessment suite or gym.
* To appropriately progress patient treatments as per protocol e.g. total hip replacement, or under instruction from supervising Physiotherapist.
* House-keeping duties as required e.g. in line with HEI standards & processes.
* To ensure that up-to-date written and electronic records and statistical data are maintained in accordance with professional and NHS Borders standards.
* To initiate and participate in effective communication, education and health promotion with carers and patients on a daily basis e.g. encourage patients and their carers in an active approach to regaining and maintaining personal independence.
* To order patient equipment through NHS Borders Store and Community Equipment Store e.g. walking aids in response to stock levels or request.
* To work to standards set by competency framework for Therapy Assistant Practitioners which are endorsed by Chartered Society of Physiotherapy (CSP), Royal College of Occupational Therapy Association (RCOT) , British Dietetic Association (BDA), NES, national standards, and NHS Borders
* To act in accordance with all organisational policies and procedures e.g. Moving and Handling, Infection Control, Health & Safety, Risk Management.
* To assist the Physiotherapists, Occupational Therapists and Dietitians with audit or research projects to promote the use of evidence based practice e.g. organise data collection on computer or hard copy.
* To complete all Statutory & Mandatory training and actively participate in other in-house, short course or e-learning e.g. via NHS Education Scotland (NES) or Chest Heart & Stroke Scotland.
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| **6. SYSTEMS AND EQUIPMENT** * To be actively involved in the collection of appropriate data and statistics for use in

 service audit and research and development programmes.* To understand and apply the safe use of patient care equipment including specialist beds, bath and toileting aids, moving and handling equipment, wheelchairs
* Safe usage of rehabilitation equipment e.g. walking aids, toilet frames
* Safe use of nutritional assessment equipment e.g. scales, stadiometer
* To demonstrate a working knowledge of appropriate software packages, patient recording systems e.g. EMIS and Trakcare and ordering equipment systems through Central Equipment Store
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| 1. **DECISIONS AND JUDGEMENTS**
* To work under the guidance and supervision of the Physiotherapist, Occupational Therapist, and/or Dietitian working within professional codes of practice and occupational standards,

policies and procedures.* To prioritise a delegated workload on a daily basis
* To recognise when to seek guidance from supervising therapist.
* To judge the patients ability to carry out prescribed activities.
* Awareness of consent and duty of care issues, whilst balancing clients’ rights verses choices.
* Adherence to all appropriate policies and guidelines e.g. maintaining rotas for cleaning duties.
* Continual risk assessment relating to clinical and environmental situations whilst

ensuring best practice.* Formal objectives will be reviewed regular throughout the year through

Appraisal process will be consistent with the strategic direction of NHS Borders |
| **8. COMMUNICATIONS AND RELATIONSHIPS**Communication is by a variety of means – verbal, written and electronic, in accordance with local and national guidelines e.g. local policy on patient confidentiality, Chartered Society of Physiotherapy, Royal College of Occupational Therapy & British Dietetic Association standards of record keeping.**Patients and carers (daily, frequently)*** To form professional relationships with clients, carers and colleagues and communicate with them in a way that respects their views, autonomy and culture.
* To use motivational skills to encourage patients to participate in treatment programmes.
* Will have to regularly overcome barriers to understanding e.g. patients with learning, social, cognitive and sensory impairment/difficulties when providing routine information.
* Post requires skills in tact & persuasion, to have the ability to communicate effectively with carers and family.
* Provision of health promotion and education, sometimes in group setting.

**Multidisciplinary (daily)*** Liaise effectively with MDT to ensure an appropriate plan of care is delivered.
* Represent the therapy team at MDT meetings as directed by the therapist e.g. report back from board round.

Internal (daily)* To effectively report clinical observations and outcomes, either verbally and/or in writing, to therapist following all treatment sessions.
* Laundry – maintenance of department linen.
* To order supplies from NHS Borders.
* To check and maintain stock levels of nutritional products and literature.
* To report any accidents/incidents as per Departmental Policy and enter on Datix.
* Estates – with regard to pool maintenance.

**External (daily)*** Effective communication to confirm patient transport e.g. Scottish Ambulance Service, Voluntary Car Service.
* Community Equipment Store – ordering of patient equipment e.g. walking aids.
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| **9. PHYSICAL DEMANDS OF THE JOB****Physical Effort*** Manual treatments/interventions requiring dexterity, precision and good sensory co-ordination and strength to perform techniques frequently throughout the day often with sustained effort e.g. mobilisation, dressing practice
* Transport patients and patient equipment throughout the hospital (several times per day.)
* Frequent mobilising patients with / without walking aids to promote rehabilitation to independence.
* Daily frequent physical effort with and without mechanical aids in the treatment of patients e.g. elderly and stroke rehabilitation.
* Working in conditions which may expose post holder to aggression, requiring use of techniques learned in PMAV training.
* Standing and walking for the majority of the working day (60 – 70%), in addition to

 crouching, kneeling and bending during treatment sessions on a daily basis.* Frequent manual handling of clients, equipment, wheelchairs and hoists often in confined spaces in varying locations which can be environmentally challenging

Mental Effort* Speed and accuracy of computer skills.
* Frequent concentration for implementation of care programmes and treatment of patients with complex conditions, often with challenging behaviour, and where the work pattern is unpredictable.

Emotional Effort* Responding to patients varying and individual needs and expectations.
* Occasional exposure to distressing circumstances e.g. terminally ill, stressed or distressed patients:
* Requirement at times to respond to service needs at short notice.

**Environmental*** Working in inappropriate/inadequate areas e.g. within patient’s own home unsuited to healthcare needs.
* Working in patient’s own home where temperature control and ventilation may be inadequate, and where the staff may be exposed to cigarette smoke, animals, alcohol & drugs.
* Working in adverse weather conditions including driving in snow and ice.
* Working in a busy and noisy office environment (dealing with e-mails, data entry, e-Learning, e-KSF, telephone calls)
* Dealing with bodily fluids: urine, sputum, vomit, faeces

**WORKING CONDITIONS***(****Little*** *= 1-2month,* ***Occasional*** *=x3,* ***Frequent*** *= every shift)** Undertakes lone working within Lone Worker Policy and Guidelines - ***Occasional***
* Exposure to bodily fluids (urine, faeces, blood) - ***Occasional***
* Exposure to body odours, fleas and lice – ***Occasional***
* Exposure to infectious diseases – ***Occasional***
* Exposure to hazardous environments e.g. cigarette smoke, alcohol, drugs, animals – ***Occasional***
* Dealing with abusive patients or carers – this may be physical or verbal – ***Occasional***
* Driving on a daily basis in unpredictable conditions - ***Occasional***
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| **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB*** Undertaking a mentally and physically demanding job whilst at the same time taking care to safeguard own health & safety, as well as that of patients and colleagues.
* Evaluating patient condition to ensure patient safety e.g. review of pain control before mobilising patient
* Prioritisation of caseload which may have been delegated by more than one member of team.
* Recognising when to seek support from qualified member of staff
* Develop knowledge and skills in a wide variety of conditions and patient groups.
* Occasionally dealing with emotional and / or disturbing situations.
* Dealing with patients with low motivation which will require the utilisation of motivations, negotiating and persuasion skills to support behaviour and lifestyle change
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| **11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB*** Good general education (to GCSE or equivalent) including Maths and English
* Experience of having worked in a health/social care setting.
* Ability to work on own initiative and to manage own caseload
* Adherence to government, professional and work relates policies e.g. Infection Control
* Good communication and interpersonal skills
* Good organisation skills
* Enthusiastic and committed to supporting individualised patient centred goals/outcomes
* A team worker
* Committed approach to ongoing education and personal development
* Relevant experience or SVQ Level 3 in Diagnostic & Therapeutic Support or equivalent (desirable)
* Car driver and current UK driving licence. Access to a car is essential for community posts and desirable for non-community posts.
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| **12. 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:** |

This job description is not definitive and may be subject to

future amendments following negotiation and consultation.

**PERSON SPECIFICATION**

For the post of **Generic Therapy Health Care Support Worker – Adults**

Below are the essential & desirable knowledge, training (including qualifications) and experience required to do this job

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| **Essential*** Good general education (to GCSE or equivalent) including Maths and English
* Experience of having worked in health/social care setting
* Ability to work on own initiative and to manage own caseload
* Adherence to government, professional and work related policies e.g. infection control
* Excellent communication skills (both verbal and written)
* Good organisational skills
* A team worker
* Committed approach to ongoing education and personal development
* Required to travel to meet service needs
* Basic IT skills
* Car driver and current UK driving licence. Access to a car is essential for community posts.
* To participate in duties on the weekend rotas

**Desirable*** SVQ level 3 in Diagnostic and Therapeutic Support or similar
* Experience of working as a therapy assistant in health or similar post
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