**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. | |
| AHP Associate Director  **3. ORGANISATIONAL POSITION**  Professional Leads for  Physiotherapy, Occupational Therapy and Dietetics  Physio  Clinical/Team Leads  Physiotherapy, Occupational Therapy and Dietetics  Band 6  Physio, OT & DT  A&C  Band 5  Physio, OT & DT  Generic Therapy HCSWs  Physiotherapy HCSWs  Occupational 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 practice  Post holder will be under the direction of a physiotherapist, occupational therapist and/or Dietitian  To 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. | |
| **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 | |
| 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. | |
| **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*** | |
| **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 | |
| **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. | |
| **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 |