# Job Description

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| 1. **JOB IDENTIFICATION**
 | Job Title | Occupational Therapy Support Worker Band 4 |
| Department(s)/Location | Perth and Kinross GAP CMHT OT Team - Cairnwell PRI |
| Number of Job Holders | 2 |
| CAJE | SC06 - 498 |
| JOB PURPOSEUnder the guidance of HCPC registered OT, use specialised skills to plan, coordinate, and deliver a flexible, patient/client centred programme of rehabilitation for individuals/groups of patients/clients within a clinic, patients/clients own environment or other community setting. |
| ORGANISATIONAL POSITIONTeam Lead Occupational TherapistOccupational Therapists band 6Occupational Therapists band 5Band 4 Occupational Therapy Support Workers |
| SCOPE AND RANGEThe post holder will work as part of the OT team providing appropriate and timely rehabilitation as delegated by HCPC registered OT within a designated area. The designated area for this post is primarily Perth city community however will include other locality areas as required. The support worker will manage a caseload of clients/service users who require rehabilitation as identified by the OT.  |
| 1. **MAIN DUTIES/RESPONSIBILITIES**

Under the minimal guidance of HCPC registered OT and as guided by professional standards and NHS Tayside Policies:**Clinical*** The OT Team are a key component of the Perth and Kinross Adult Community Mental Health Teams delivering interventions to people experiencing moderate to severe mental health problems.
* The post holder will use specialised skills taking a lead role independently providing therapeutic activities/interventions based on fluctuating needs, with patients/clients to promote independence and well-being.
* The post holder will deliver a structured programme of activity aimed to promote recovery (e.g. utilise specific skills e.g. cooking, group work, sports, to ensure the effective delivery of all therapeutic treatment.)
* The post holder will complete delegated assessments within agreed protocols and after relevant training from a HCPC registered OT, provide feedback on patients/clients functional/mental /physical status, e.g. *meal prep assessment*
* Independently carry out a treatment programme, making changes as required within agreed protocols.
* Manage a designated caseload.
* Undertake delegated tasks to contribute to the safe and smooth running of the service, e*.g. ensure a safe work area*

**Documentation*** Contribute to written and electronic records and maintain activity data in accordance with professional and NHS Tayside standards.
* Document assessments and reports in consultation with HCPC registered AHP staff.

**Professional Ethics*** Comply with the professional Code of Conduct and Ethics, the NHS Tayside Code of Conduct for staff, National and local policies/procedures.
* Respect the individuality, values, culture and religious diversity of patients/clients/colleagues and contribute to a service sensitive to these needs.
* Question ethical issues relating to clinical practice, e.g. awareness of respect.

**Leadership, supervision and performance development review*** The post holder will receive monthly supervision as per NHS Tayside policy.
* Provide support and training to junior members of staff as required.
* May be responsible for supervision of junior support OT staff as agreed with HCPC registered OT staff.
* Will be accountable to the senior OT.

**Professional Development*** Actively involved in performance development review process and undertake relevant activities to meet personal learning objectives agreed with HPC registered OT staff, e.g. work shadow.
* Keep a record of training and development activities.
* Demonstrate ongoing professional development through participation in internal and external development opportunities, recording learning outcomes in portfolio.

**Training** * Under the direction/supervision of a delegated therapist, participate in the induction and training of students and other staff internal and external to the organisation e.g. *orientation to work area.*

**Service Development and Delivery*** Ensure that areas are well maintained, comply with health and safety guidelines for safe use of equipment and storage of materials e.g. COSHH
* Maintain and issue of stock/equipment as delegated by OT staff.
* Delegated responsibility from HCPC OT staff for administrative duties, e.g. *photocopying.*
* Contribute to the delivery of Service developments.
* Be responsible for managing a designated or identified area in accordance with health and safety.

**Clinical Governance, Quality and Standards*** Comply with all relevant NHS Tayside National, Local, Professional and Departmental policies procedures and guidelines e.g. handling and learning from verbal complaints in line with NHS Tayside policy.
* Actively involved in local and departmental quality improvement as agreed by line manager.
* Take a lead on specific quality improvement/practice development topics as agreed with HCPC OT staff.

**Research and Practice Development**Actively involved in audit and evaluation activities as agreed with your supervisor, e.g. assist in the dissemination of findings at local/national level, collect data to report on quality indicators.**Induction Standards & Code of Conduct**Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers 2009” and with the Code of Conduct for Healthcare Support Workers. |
| 1. **COMMUNICATIONS AND RELATIONSHIPS**
* Ability to work as part of an multidisciplinary team.
* 2Communicate effectively (written, electronic, verbal and non-verbal) with patients/clients, family and carers, other health professionals and internal and external agencies on clinical matters in a way that respects their views, autonomy and culture.
* Ensure effective communication strategies are utilised for patients/clients who have barriers to communication, e.g. hearing impaired
* Feedback on patients/client’s performance and progress e.g. to professionals and carers.
* Inform patient/client/colleagues of changes to service delivery timeously e.g. *Inform clinical area of leave*
* Actively promote the benefits of OT interventions in patient care.
* Use empathy and understanding to deal with distressed staff, patients/clients and their carers.
* Encourage and persuade patients/clients to take an active part in their OT interventions.
* Occasionally provide support to a patient/client following the receipt of information of sensitive and emotive nature e.g. diagnosis
* Frequently provide relevant information, both written and oral, for documents relating to patients/clients’ progress.
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| 1. **KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**
* An in depth working knowledge that has been acquired through training and experience (this could be enhanced by a robust induction process and in service training)
* Relevant HND/SVQ IV or equivalent in a health/social care subject.
* Demonstrate an understanding of the principles of rehabilitation and have the ability to apply this using specific technical knowledge.
* Ability to work independently with individuals and groups in department or community settings.
* Ability to reflect on own performance and learn from it.
* Observation skills, e.g. noting change in patients/client’s mood and report back to OT.
* Ability to teach practical skills within treatment programmes as assessed by the multidisciplinary team e.g. *kitchen tasks*
* Decision making skills, e.g. *decision to adapt a treatment programme if required*
* Good communication skills written, verbal and non-verbal.
* Numeracy and literacy skills and willingness to learn computer skills (e-mail for communication purposes within team and also for patient treatment)
* Health/safety and risk awareness.
* Willingness to work flexibly as the unexpected needs of the service and/or

patient/client would require.* Demonstrate effective organisational skills e.g. *manage competing priorities with*

*service and caseload requirements** Ability to cope with unforeseen circumstances e.g. *reduction in staffing*
* Supervisory skills, e.g. *junior support staff*
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| 1. **SYSTEMS AND EQUIPMENT**
* Occasional use of rehabilitation equipment to aid independence (e.g. feeding and dressing aids, walking aids)
* Materials.
* Environmental adaptations (e.g. change layout of area)
* Record and submit data information to contribute to service quality indicators e.g. patient statistics.
* Maintain accurate patient records e.g. OT notes and integrated care pathways.
* Awareness of local services e.g. voluntary and statutory organisations.
* Adhere to identified systems e.g. stock control and department security.
* Ensure equipment is fit for purpose as per manufacturers guidelines e.g. department cooker, prior to use, wheelchairs
* Communication equipment e.g. electronic – computer and fax.

**Responsibility for Records Management**All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment. |
| 1. **PHYSICAL DEMANDS OF THE JOB**

**Physical Effort*** Frequent requirement for moderate physical effort for several short periods during a shift, e.g. manual and therapeutic handling of patients/clients with or without challenging behaviour with or without equipment.
* Frequent walking between clinical areas and office base and with clients in community interventions.
* Frequent travel accross community locations and/or delivery/collection of equipment.
* Skills required – keyboard skills (e-mail and treatment packages), manual handling training and CPR skills (updated annually), communication skills (with colleagues and patients/clients), de-escalation skills updated annually.

**Mental Effort*** Respond to unexpected changes in work pattern, e.g. respond to staff absence, unexpected changes in patients’ condition.
* Frequent periods of sustained concentration e.g. with patients with communication/memory problems.
* May be required to respond to unpredictable demand, e.g. urgent situation.
* On a daily basis, encourage patients/clients to take an active part in the rehabilitation plan.

**Emotional Effort*** In-directly dealing with distressingand emotional circumstances on a frequent basis, e.g. *knowledge of distressing patient/client details*
* Directly dealing with distressingand emotional circumstances on a frequent basis. e.g. *dealing with severely challenging behaviour*

**Working Conditions*** The job involves occasional exposure to highly unpleasant working conditions e.g. body fluids, verbal/physical aggression.
* This job may involve moderate risk when lone working.
* Work in the community on a regular basis as a lone practitioner with formalised support/supervision.

**Miscellaneous*** Exercise good time management.
* Undertake other duties which fall within the grade of the job after discussion with head of department/head of service.
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| 1. **DECISIONS AND JUDGEMENTS**
* Line managed by OT member of staff.
* Provide formal and informal support to junior staff/students, e.g. *return to work interviews*
* Prioritise delegated caseload, organising and planning to meet service and patient/client priorities on a daily basis.
* Competent to plan, make changes and progress a treatment within established guidelines and report decisions and reasoning to HCPC registered OT.
* Seek guidance when faced with unfamiliar activities and situations before embarking on a new course of treatment.
* Accountable for own actions that lie out with agreement of HCPC registered OT.
* Responsible for delegating work load to junior support staff if required.
* Recognise own limitations and when to seek guidance from senior staff member.
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| 1. **MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**
* Working with a diverse clinical caseload on a daily basis.
* Need to recognise own limitations and when to seek guidance from senior staff member.
* Balancing the competing demands of a variety of OT staff.
* Lone working at times.
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| 1. **JOB DESCRIPTION AGREEMENT**

A separate job description will need to be signed off by each postholder to whom the job description applies. |
| **Job Holder’s Signature:** | **Date:** |
| **Head of Department’s Signature:** | **Date:** |