

JOB DESCRIPTION

Job Title	Generic Therapy Assistant
Accountable to	Acute Team Lead
Location	Various Locations
Pay Band	3
Job Evaluation Reference No.	1006v3/JE/17
Organisation Chart	See page 12
Job Purpose	<p>The post-holder is required to provide clinical assistance and administrative support for qualified therapists in the management of patients with short or long term physical dysfunction and rehabilitation needs. The job holder will be responsible to the Acute team lead in charge of the defined work area and will be responsible for the planning and prioritisation of their own patient caseload in a specific clinical area.</p> <p>The post holder is responsible for administering stock and ordering supplies within their specific area of practice.</p> <p>Therapy may include that provided by a number of different professions inclusive of physiotherapy, occupational therapy, speech and language and dietetics.</p>
Communication & Relationship Skills	<ul style="list-style-type: none"> • Communicates verbally with the therapist to determine daily priorities and plans and to provide feedback to the therapist on the progress of their delegated patients • To use a variety of methods to communicate with their patients, who may have significant barriers to verbal communication e.g. hearing difficulties, learning difficulties or neurological problems. This requires good listening and clarification techniques to ensure there is two way understanding • Must understand the importance of motivation, feedback and praise/support negotiation & persuasion to facilitate the patient's response to therapy and promote confidence in and compliance with treatment plans adapting their communications skills to the specific needs of the patient • Must be able to explain treatment plans to patients in a clear and logical manner to reinforce the patient's understanding and compliance with treatment. The patient will often be provided with diagrams and written instructions to reduce the risk of misunderstanding or to help carers become involved in the process • Deal with people attending the therapy department without appointment but who expect to be seen by the therapist. This requires the use of discretion, tact & empathy to clearly explain the appointments policy & procedures • Communicate with colleagues in the same clinical area, who may or may not have the same professional role, to achieve team results such as maintaining professional support group meetings, in-service

	<p>training and mentorship. Communication may be verbal, electronic or paper based</p> <ul style="list-style-type: none"> • Be required to raise requisitions for specialist therapy supplies from off Island suppliers, as requested by therapy staff. This will involve discussions with suppliers in the UK to determine product availability etc. • Produce timely & accurate written treatment records that comply with service documentation standards and are in line with hospital policy • Within their scope of practice, will be responsible for communicating information regarding a patient to other professionals • To discuss any administration difficulties they have handled, such as verbal complaints, with the line manager • Communicate with carers to ensure that they are as fully informed of the treatment plans as possible and of their role in the therapy intervention. The information communicated to carers will be related to positioning the patient, how to recognise that exercises are being performed correctly, reassurance for parents, but will not be of a sensitive or complex nature.
Knowledge Training & Experience	<ul style="list-style-type: none"> • Expected to have or be working towards NVQ Level 3 in Health and Social Care, or have experience and knowledge equivalent to NVQ level 3 in a relevant setting • Required to work within the boundaries of the Chartered Society of Physiotherapy (CSP) Professional Code of Practice for physiotherapy assistants, Royal College of Occupational Therapy (RCOT), British Dietetic Association BDA and any other therapy governing body within the service • Demonstrate the ability to manage their own caseload and time without supervision working within own scope of practice and following agreed clinical guidelines. They will work without supervision, but will have access to a therapist at all times • Required to attend mandatory and core training, and updates according to Hospital requirements • Have expertise within the patient group in which they practice, which will be underpinned by competency assessment/learning programmes. This will define their scope of practice • Have a working knowledge of reception duties and administration systems followed within the therapy service to a level that enables problem solving relating to patient enquiries, and that enables workload planning for self and others. Knowledge is gained through induction and practical experience.
Analytical & Judgemental Skills	<ul style="list-style-type: none"> • Be expected to use a limited amount of clinical judgement and freedom to act when undertaking their work. This will be limited to minor alterations to treatment protocols within agreed parameters • Practice without direct supervision by a therapist, but will have access to a therapist or other relevant qualified professionals at all times, possibly only by telephone • May be required to make immediate decisions following queries from equipment suppliers

	<ul style="list-style-type: none"> • Make decisions on a daily basis regarding the organisation of equipment delivery and maintenance.
Main Duties & Responsibilities	<ul style="list-style-type: none"> • Assume professional responsibility for planning, prioritising and managing their own caseload of patients as delegated by the therapist in their area of work, primarily in intermediate care/ rehabilitation, and will maintain up to date patient treatment records in line with professional and hospital policies • Facilitate the smooth running of therapy departments and contribute to the efficiency of the therapy service by supporting the safe and effective delivery of therapy intervention • Responsible for placing orders for goods from Stores, Pharmacy and NHS supplies, for checking goods on delivery, arranging for correct storage and sending out to satellite rehab locations as required • Provide guidance and support to new members of staff within the therapy team and be involved in the induction procedure • Maintain a tidy & safe working environment, preparing areas for clinical procedures and restoring the area following treatment. This can on occasion include cleaning of areas in line with infection control policies • Report faults to estates services and follow up on these to ensure conclusion, and report faults in electrical equipment to hospital electricians • Expected to take an active role in providing support with daily administration tasks, duties within the therapy department • Involved in treating, teaching, assessing and mentoring patients and carers, giving advice and instruction to patients requiring therapy • Practice without being overseen by a therapist but will have access to a therapist or other relevant qualified professional at all times.
Clinical	<ul style="list-style-type: none"> • Have their own caseload of patients, and deal with both simple and complex conditions following routine clinical protocol • Have regular clinical supervision of their caseload from a therapist with regular communication between the post holder and the therapist of any changes to treatment protocols, within agreed parameters, and patient progress • The post holder may be the first or only point of contact for patients requiring equipment such as walking aids & joint supports • Responsible for assessing the patient to determine the appropriate equipment for the patient and issuing this if judged safe to do so • Deliver therapy intervention to patients presenting with physical and/or neurological impairment causing varying degrees of mobility & functional restriction. This may include patients from any acute clinical area referred for rehabilitation and in the community to facilitate discharge from hospital. Patients may have neurological disorders, orthopaedic risk of falls, low confidence levels, medical respiratory conditions, post-surgical conditions and head injury • Responsible for maintaining Professional Service Standards for assistants of the CSP, RCOT guidelines, BDA and other therapy governing body standards and following Hospital and Departmental policies and procedures.

Professional	<ul style="list-style-type: none"> • To adhere to CSP, RCOT, BDA and other therapy governing body standards for Assistants and all relevant departmental and hospital policies and procedures • Maintain good standard of professional competence showing evidence in a Personal Portfolio of Continued Professional Development, with evidence of the monitoring of own performance through Appraisal, Reflective learning, attendance at relevant formal & informal training sessions, courses & professional support meetings • Participate in Clinical Governance initiatives contributing to department's quality assurance framework by collecting and collating information for audit purposes.
Training, Education & Research	<ul style="list-style-type: none"> • Provide induction, training and supervision for new therapy assistants to reinforce procedures for: maintenance of treatment areas & cleaning of equipment; checking for safety; systems for disposal of waste and breakages; laundry procedures • Provide ongoing mentoring support for therapy assistants • To contribute to audit in the collection of data as requested by the therapist or services manager.
Planning & Organisational Skills	<ul style="list-style-type: none"> • Be required to plan & prioritise their own clinical caseload, and will be required to attend to additional patients throughout the day as necessary • Implement treatment plans adjusting these when required, they will discuss any issues that are out with their scope of practice with a therapist • Required to communicate with the therapist on a regular basis with regards to reasoning behind any treatment modifications they may have made and request review of the patient by the therapist in a timely manner • Delivers therapy intervention which requires planning and modification of treatment methods, within parameters agreed with the therapist and revision of time scales for progress • Plan & organise stores and equipment in the department to ensure appropriate levels are available and stored in a safe and easily accessible way • Expected to take responsibility for organising In Service Training programme for assistants for as part of 12 month rolling rota • Have the ability to prioritise at short notice to meet the needs of patients.
Managerial/Leadership	<ul style="list-style-type: none"> • The post holder will take part in the induction and orientation of new staff according to the local requirements of the role.
Clinical Governance	<ul style="list-style-type: none"> • Demonstrate understanding of Clinical Governance and Evidence-based practice • Contributes to departmental service improvement by collecting and collating information for audit purposes in specific/defined area of service delivery and monitoring ordering and appointments systems • Applies mandatory training in the risk assessment of patients, environment and own role in relation to the safety of a task • Makes recommendations to Line Manager regarding identified need to revise working procedures, such as for ordering supplies

	<p>and implementing new ways of recording and providing feedback to the therapist</p> <ul style="list-style-type: none"> Responsible for maintaining Professional Service Standards for assistants of CSP, RCOT guidelines, BDA and other therapy governing body standards for assistants and following Hospital and Departmental policies and procedures.
Systems & Equipment	<ul style="list-style-type: none"> Maintain professional, organisational and departmental policy & service standards in overseeing the safe storage of equipment & stores Responsible for checking ordered goods on arrival. If there is any discrepancy from the original order, or any damage to or fault with the goods, the post holder must report this to the supplier so that it can be corrected. Any damage to goods must be reported to the supplier within three working days and return arranged. Replacement goods must be checked on delivery and sent out to the therapist requesting the goods Follow administration procedures such as making appointments, scanning making up treatment cards & filing, and telephone duties Participate in the cleaning and safety checking of equipment that has been returned to the therapy department to ensure that it has been cleaned to satisfactory level and is in a safe condition for re-issue to patients and/or use in departments Responsible for recording patient details of issued and returned equipment. Wheelchairs and walking aids must be made identifiable and traceable by attaching numbered labels When equipment needs repair, the post holder will complete an appropriate requisition for the repair. On completion of the work, a copy of the worksheet is filed in the record card, giving a service record for each item When equipment is returned after use, a requisition is completed for full service and checking to be carried out before it can be returned to stock Appropriate Laundry levels will be maintained in the working area and used laundry will be labelled and disposed of according to Control of Infection Policy and following Laundry services procedures Be in sole charge of equipment that has been selected by the therapist as treatment of choice for that patient, and is responsible for setting the equipment at correct dose as defined and recorded in the patients notes to deliver treatment to the patient, e.g. Electrotherapy equipment Assess patients and provide basic standard issue equipment as required, ensuring safety of equipment and demonstrating safe use e.g. joint supports and walking aids Oversee departmental orders for stores, equipment and consumables to maintain stock levels in departmental areas, ensuring that correct procedures are followed Have basic IT skills, to facilitate communication by emails, data collection etc.
Confidentiality	<p>In the course of your duties you may have access to confidential material about patients, members of staff or other business of Manx</p>

	Care. On no account must information relating to identifiable patients be divulged to anyone other than authorised persons, for example, medical, nursing or other professional staff, as appropriate, who are concerned directly with the care, diagnosis and /or treatment of the patient. If you are in any doubt whatsoever as to the authority of a person or body asking for information of this nature, you must seek advice from your manager. Similarly, no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given. Failure to observe these rules will be regarded by your employers as gross misconduct which could result in disciplinary action being taken against you. In the case of information held on computer systems, you may be held personally liable if you in any way knowingly contravene the appropriate terms of the Data Protection Act 2018.
Health & Safety	It is the duty of all employees to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.
Safeguarding	The Isle of Man is committed to safeguarding and promoting the welfare of children, young people and adults at risk and expects staff to share this commitment. Staff must work in accordance with all health and social care policies relating to safeguarding.
CARE	In Manx Care we pride ourselves on being Committed and passionate, Accountable and Reflective, Respectful and Inclusive and Excellent and Innovative. CARE represents what we are about, what we stand for and what we value. All our recruitment, performance management and development is based on our CARE ethos.
JOB DESCRIPTION AGREEMENT	
I have read and agree with the content of this job description, and accept that the role will be reviewed annually as part of the development review process.	
Job holder's name (please print)	
Job holder's signature	Date
Line manager's name (please print)	

Line manager's signature	Date
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JOB DESCRIPTION APPENDIX 1

Physical, mental & emotional demands of the job and working conditions

Physical effort	<ul style="list-style-type: none">• Be expected to stand or walk for the majority of the working day• When providing rehabilitation. They may be expected to drive and deliver equipment in preparation for a patients discharge• Required to manoeuvre wheelchairs with and without patients in situ, and will assist in the transfer of patients between equipment (bed to chair) using hoists and designated transfer equipment such as a slide sheet and transfer boards. This could require the pushing and pulling of a heavy load, depending on the weight of the patient, and could occur on a daily basis• Required to manoeuvre weighty equipment such as hydraulic beds, pushing & lifting ultrasound/electrical equipment many times during the day• Responsible for maintaining a tidy treatment area and will therefore be expected to lift, push & pull gym equipment e.g. step bench, dumbbells, and wobble board on a regular basis• The post holder may prepare the patient for treatment i.e. positioning the patient on the bed for exercises, moving the patient up or down the bed, or from bed to chair, and correcting their sitting position in a chair/ w/chair on an occasional basis• Required to work in awkward positions during treatments, especially on home visits when the patient is restricted to the bed and in confined areas between bed spaces• Assist the therapist whilst teaching someone to walk correctly possibly after surgery or CVA. This may involve crouching/kneeling on the floor placing feet in the correct position. This activity can last 20-30mins at a time and happens frequently throughout the day• When equipment orders are delivered the assistant must unpack and fold boxes and sort & store items in various areas. This involves bending twisting, and climbing and stretching up to shelves• Responsible for cleaning returned equipment such as walking aids, wheelchairs, as well as in-house equipment such as ultra sound machines on a daily basis. This involves repetitive movements to take apart, clean and reassemble. Empty shelves must also be cleaned stretching from a step• Required to use a key board
Mental effort	<ul style="list-style-type: none">• Deal with interruptions regarding patient enquiries, and enquiries from therapists about their patients, both in the treatment area and the reception area / nurses station• Keep ordering systems up to date and maintain awareness of stores required, and if delivery is correct• When writing patient records ensure all correct details are recorded and treatments are documented in a timely manner despite interruptions and work load

	<ul style="list-style-type: none"> Amend records accurately when loaned equipment is returned to maintain traceability.
Emotional effort	<ul style="list-style-type: none"> Cares for and assists in the treatment of patients with distressing conditions on a daily basis e.g. treating patients with degenerative illnesses, respiratory and neurological conditions and following major surgery, including amputations. This may also include critically ill and dying patients. This exposes the post holder to the highly distressing physical and emotional circumstances of the chronically/terminally ill patient and their relatives/carers Unwelcome news regarding prognosis may have been given to a terminally ill patient and a high degree of emotional effort is required to help patients cope with this Be required on a daily basis to display empathy, have good re-assurance skills and be sensitive towards patients, relatives and/or carers who may be highly anxious and whose expectations have been unrealistic in relation to their medical condition and rehabilitation potential Deal with patients that may be psychologically distressed by their situation (loss of employment/sickness absence/family strain/benefit situations) e.g. the patient's condition may prevent them from working or doing recreational activities, or may have an adverse impact on their family lives Undertake treatment techniques which patients may find distressing e.g. painful passive movement.
Working conditions	<ul style="list-style-type: none"> Be subjected daily to environments which can sometimes be highly unpleasant / hazardous for example: <ul style="list-style-type: none"> Unpleasant smells (patient odour and wounds for example), non-household waste (dressing's /bedding/ needle stick injuries). Infectious materials & body fluids (blood / vomit / sputum / urine/faeces/ secretions/ lice /fleas) contaminated areas (bedding), and treatment of patients with infectious conditions e.g. MRSA, C-diff Tb May occasionally be required to deal with hazardous chemicals such as nebulised drugs and oxygen May experience aggressive and or challenging behaviours by service users and or family members/carers (e.g. waiting lists issues / pain-stressed & fearful patients/non-availability of appointments May be a lone worker in community settings
Agreement of above description	
I have read and agree with the content of this job description, and accept that the role will be reviewed annually as part of the development review process.	
Job holder's name (please print)	Date
Job holder's signature

Line manager's name (please print)	Date
Line manager's signature



Person Specification

Criteria for selection	Attributes	Essential (E) or Desirable (D) requirements	Method of assessment
Qualifications	<ul style="list-style-type: none"> Hold or be working towards NVQ Level 3 in Health and Social Care, or have experience and knowledge equivalent to NVQ level 3 in a relevant setting Good general knowledge to GCSE or equivalent 	E D	CV/Pre-employment checks
Knowledge & Experience	<ul style="list-style-type: none"> Broad knowledge and understanding of the role of therapists Knowledge of the various therapy Professional code of Practice guidelines for assistants (CSP, RCOT etc.) Previous experience of working with patients in a variety of settings Previous relevant experience in a Healthcare setting Experience of working in a team Ability to follow administration systems 	E E E D D D	CV/Interview
Skills & Abilities	<ul style="list-style-type: none"> Interest and enthusiasm for working in rehabilitation Willingness to learn new skills Good communication skills, both verbal and written Good organisational skills, with ability to organise and prioritise own work load Ability to recognise when to seek advice Competent IT skills 	E E E E E E	CV/ Interview
Personal Attributes	<ul style="list-style-type: none"> Self-motivated, enthusiastic and confident 	E	Interview
Other Relevant Requirements	<ul style="list-style-type: none"> Full driving licence and access to own vehicle Isle of Man worker 	E D	CV/Application/Pre-employment checks

Manx Care Organisational chart (Band 3 Generic Therapy assistant)

