

## JOB DESCRIPTION

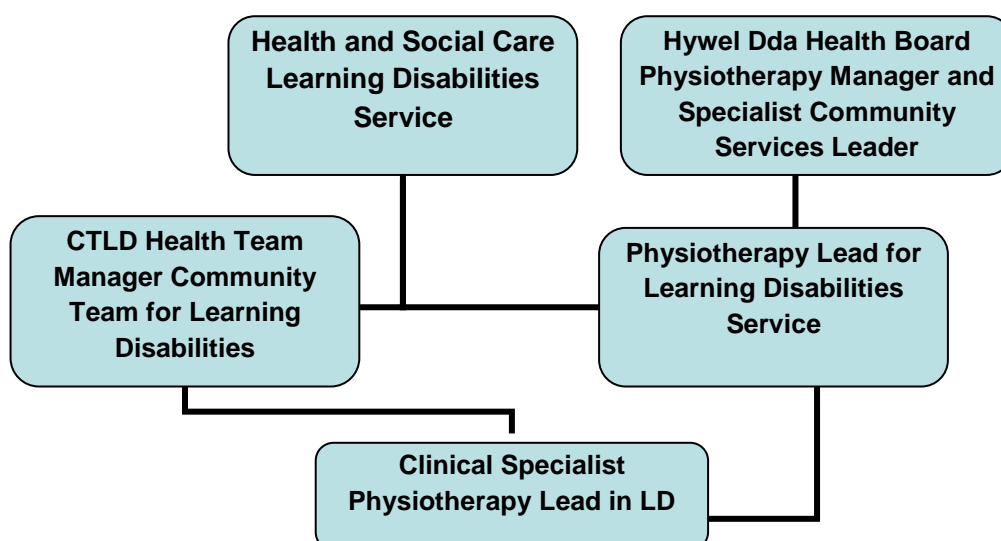
### JOB DETAILS

<b>Job Title:</b>	Specialist Learning Disability Physiotherapy Support Worker
<b>Pay Band:</b>	Band 4
<b>Directorate:</b>	Mental Health and Learning Disabilities
<b>Department:</b>	Learning Disabilities Service. Community Team for Learning Disabilities (CTLD)

### ORGANISATIONAL ARRANGEMENTS

<b>Managerial Accountable to:</b>	Team Lead for CTLD
<b>Reports to:</b>	Team Lead for CTLD
<b>Professionally Responsible to:</b>	Clinical Lead Physiotherapist for Learning Disabilities; Physiotherapy Manager HDUHB
<b>Responsible For:</b>	Support workers as delegated

### Organisation chart:



## **JOB SUMMARY / PURPOSE**

The post holder will be part of the Hywel Dda University Health Board Learning Disabilities (LD) Physiotherapy service and assist the qualified physiotherapist in the overall physiotherapy management of clients with learning disabilities in collaboration with carers and other agencies.

Under the direction and guidance of the physiotherapist they will manage and be responsible for their own clinical caseload of adults following therapeutic programmes in order to maximise their physical abilities and minimise disabilities.

The post holder will work independently, will participate in and contribute to a variety of specialist treatment interventions requiring specific skills and in-depth knowledge e.g. group work, hydrotherapy, rebound therapy, equipment prescription, normal movement handling techniques and act as co-ordinator with a managerial role such as for Hydrotherapy and Rebound sessions.

The post holder will have significant knowledge of physiotherapy and the functional impact of the patient medical condition in order to adapt the guidance given and use their initiative appropriately based on client presentation.

The post holder will be part of a multi-disciplinary and physiotherapy community team and practise within a variety of settings including clients' home, day placement, gym/leisure centre or residential home which may involve lone working.

The post holder may be required to participate in the provision of a flexible 7 day service, based on service need.

Clients present with a combination of complex physical and profound sensory impairments, specific syndromes, psychiatric and psychological disorders.

## **MAIN DUTIES AND RESPONSIBILITIES**

### **Clinical Practice**

Provides a specialist clinical service to adults with learning disabilities based on the guidance given by the designated physiotherapist. This will include supervision and facilitation of complex exercise programmes, use of treatment modalities and supply of equipment.

Delivers an effective, efficient single-handed therapeutic service i.e. lone working in a variety of settings such as ward, patient's homes, nursing/ residential homes, clinics, leisure centres, day centres.

Work jointly with the practitioner to physically support or position patients who are in need of more than one person to assist in treatment interventions and achieve treatment goals. This will be in a variety of settings including clinics, day centres, patient's homes or community environments.

Work with other professionals in joint treatment sessions for example home care service. Adapt guidance given and use initiative appropriately based on client presentation.

Appropriately trigger the involvement of other services should single handed visit coincide with unpredicted health or social crisis.

Works as part of a multidisciplinary group with the capacity to assimilate clinical guidance.

Organise components of planned care plan delivery e.g. accessing, delivering and fitting equipment – this may include confirmation of equipment suitability; arranging home visits.

Identify and highlight conflicting recommendations/advice from different professional groups in the context of a single plan of care.

Differentiate appropriate profession specific client data in order to evaluate effectiveness of client performance in the context of agreed plan of intervention, feeding information back to both individual practitioners and multidisciplinary teams.

Alerts therapists to client deviation from projected pattern of recovery/decline/performance.

Prioritises clinical activity, manage own time and works to deadlines.

Demonstrates empathy with clients, carers and families, ensuring that effective communication is achieved often where barriers to understanding exist.

Demonstrate the ability to interact with patients and their carers/ family and facilitate compliance to therapy through functional and leisure activities.

Reinforce guidance and advice given to client and carers by therapists.

Identify hostile, antagonistic or highly emotive situations, and adopt strategies to diffuse.

Work with clients and colleagues from diverse cultural and ethnic groups.

Supports the empowerment of clients and carers to make informed decisions about choices available within the parameters of the plan of care.

Reliably represents the therapist when relaying client information.

Plan and carry out individual and group intervention in the context of the defined plan of care.

Act as co therapist to utilise group dynamics to achieve agreed therapeutic objectives.

Balances professional issues such as confidentiality and duty of care.

Maintenance of accurate and detailed clinical records, and statistical information, as required by professional standards and the Health Board.

Take responsibility for organisation of own workload, as designated by practitioners including basic evaluation and progression of treatments.

Be an active member of the in service training programme, receiving training and presenting case presentations.

Reports any equipment faults/hazards/ hygiene problems encountered to therapist in order to ensure a safe working environment.

To be responsible for the cleanliness, and condition of treatment areas including therapeutic apparatus and equipment.

### **Service Management**

Adheres to service plan.

Complete administrative tasks relating to the referral, treatment and discharge of each patient.

Responds appropriately to client queries, occasionally dealing with anxious or distressed clients face to face or by telephone.

Knowledge of Medical Records rules and procedures in order to retrieve and distribute notes as and when required.

To represent the physiotherapist at multi-professional meetings and attend professional team meetings.

To immediately inform the Physiotherapist of any problems that occur on a day-to-day basis.

Plan and organize client appointments, timetables and treatments in liaison with the client, carers and partnership agencies.

To identify workload priorities under the guidance of the Physiotherapist in order to achieve value to the individual and to the service as a whole.

Understands the need to manage time and resources to maximum effect.

To carry out administrative and clerical in relation to the service including the maintenance of client and service records, recording and collating of client contacts, collating statistical information, liaising with clients, carers and partnership agencies to make appointments, filing and photocopying.

To carry out administrative and clerical duties.

To assist the physiotherapist in identifying training needs of others e.g. carers and colleagues.

Share areas of specific expertise with others and deliver some aspects of a training package in agreement with the therapists e.g. mobility equipment.

### **Service Improvement**

To participate in service development and offer opinions for service improvements.

To work within a clinical governance framework.

Contributes to the development of service policies and procedures.

Works in line with National and Local policies, departmental standards and requirements.

### **Communications**

Demonstrate effective communication skills, orally and in writing, with multidisciplinary or multiagency team, staff, clients and carers. This may involve information regarding clients which may require augmented communication skills, tact, persuasion and motivation.

To attend, represent the physiotherapist and participate in professional and MDT meetings.

Possesses motivational and reassurance skills even when there is a barrier to communication.

Communicate sensitive condition- related information with clients, carers, families and the multidisciplinary team and other professionals.

To immediately inform the physiotherapist of any problems that occur on a day to day basis.

Supports negotiation with carers/clients/others around individual case management.

Identify hostile, antagonistic or highly emotive situations, and adopt strategies to diffuse.

Plan and organise client appointments, timetables and treatments in liaison with the client, carers and partnership agencies.

Has the ability to work with clients and colleagues from diverse cultural and ethnic groups, acknowledging differences in culture and respecting different beliefs.

The post holder will use good adaptive communication methods as appropriate.

### **Finance and Resources**

Maintain stock levels on all client information leaflets and equipment and update the inventory in liaison with the physiotherapist.

Cares for and maintains equipment, ensuring standards of infection control and safety are maintained including those loaned to clients and to bring any defects to the attention of the physiotherapist.

To be responsible for maintaining a record of all equipment issued to clients.

To monitor stock requirements and with the agreement of the Physiotherapist prepare and submit orders.

### **Personal and People Development and People Management**

Attend mandatory update training sessions and identifies areas for own personal/professional development evidenced by Personal development plan/personal portfolio developed within an appraisal framework.

Through supervision reflects on practice against guidance given. Actively seeks opportunities to develop new knowledge and skills.

Works independently accessing supervision routinely.

All staff will receive regular supervision from their line manager. The frequency will be determined by the line manager in conjunction with the post holder. A record of the supervision will be kept and contribute to the PDR process and form part of the individuals CPD portfolio.

Supports skills acquisition of carers for example application of mobility modalities.

Influence the care provided by other Health and Social Care professions by reinforcing guidance provided by therapist.

Contributes to the development of therapy assistants, students and volunteers.

Teaches patients and carers prescribed exercise programmes and adaptive functional techniques.

### **Information Processing**

To participate in all survey and audit activities.

Ensure accurate and up to date information for the Health Board's waiting list requirements.

Gathers activity data accurately and regularly and ensure provision of such information promptly within local Health Board guidelines. This includes use of databases.

### **Effort and Environmental**

Be required to travel to and work to other sites as required.

## PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Qualifications and Knowledge</b>	<p>NVQ Level 3</p> <p>Level 4 equivalent experience through relevant additional courses / experience to diploma level to support clinical work</p> <p>Has a significant knowledge and experience of the model of physiotherapy and able to support therapeutic intervention with arms length supervision. i.e. lone working</p> <p>Some knowledge of physiotherapy skills and programmes</p> <p>To use adapted manual handling techniques to incrementally improve client capacity to be independent</p> <p>Demonstrates developed manual handling and manipulation skills in order to influence muscle tone, posture and movement</p> <p>Demonstrates developed visual acuity and perceptual skills through the ability to determine anomalies in a client's cognitive, perceptual, neurological and biomechanical performance</p>		Application form
<b>Experience</b>	<p>Previous experience working with people with a learning disability or broad range of experience as a support worker in therapy service or associated field or specialist training and experience</p>	<p>Previous work experience as a physiotherapy support worker working with people with learning disabilities</p>	Application form and interview.

	Broad range of experience as a support worker in therapy service or associated field	<p>Experience of working as part of a multi-disciplinary team</p> <p>Supervision of staff</p> <p>Additional clinical or health care related experience</p> <p>Experience of audit</p> <p>Experience of working with groups of patients</p>	
<b>Language Skills</b>		<p>Welsh Speaker (Level 1)</p> <p><i>Full details around the expectations associated with level 1 may be found at the bottom of this page</i></p>	Application Form and Interview
<b>Aptitude and Abilities</b>	<p>Basic I.T. Skills</p> <p>Good communication and interpersonal skills with the ability to communicate sensitive information with clarity and compassion</p> <p>Good organisational skills</p> <p>Ability to document information clearly and concisely</p> <p>Motivated to further knowledge and skills</p> <p>The ability to work unsupervised, taking responsibility for a delegated workload</p> <p>Acknowledging own limitations</p> <p>Basic teaching / presentation skill</p>	<p>Higher level of skill in IT e.g. data collection systems</p> <p>Creative skills</p> <p>Understands the role of other staff groups in health and social care</p>	Interview

	<p>Good time management</p> <p>Problem solver</p> <p>Be skilled and able to adapt in unpredictable situations e.g. aggressive behaviour of patients / carers</p> <p>Possess motivational and reassurance skills</p> <p>Calm &amp; confident</p> <p>Adaptive skills that welcome change and new opportunities</p> <p>Commitment and well-motivated</p> <p>Ability to cope well under pressure</p> <p>The ability to maintain high levels of concentration, alertness and awareness in unpredictable environments e.g. Interruptions by other staff, patients/carers or external distractions during a treatment.</p> <p>Friendly and approachable</p> <p>Reliable</p> <p>Good team worker</p> <p>Caring and empathetic nature</p> <p>Ability to use own initiative</p> <p>Ability to plan and prioritise workload</p>		
<b>Values</b>	<p>Ability to embrace the following personal values and behaviours on a daily</p>		Interview

	basis - <ul style="list-style-type: none"> <li>• Dignity, Respect and Fairness</li> <li>• Integrity, Openness and Honesty</li> <li>• Caring, Kindness and Compassion</li> </ul> Ability to demonstrate a commitment to our organisational values - <ul style="list-style-type: none"> <li>• Working together to be the best we can be</li> <li>• Striving to develop and deliver excellent services</li> <li>• Putting people at the heart of everything we do</li> </ul>		
<b>Other</b>	Ability to travel between sites in a timely manner  Flexible approach to needs of the service		Interview

## Level 1 Welsh

*(Please note that for this particular post level 1 in spoken Welsh is desirable but not essential)*

**Listening/Speaking:** Pronounce Welsh words, place names, department names, etc. Greet and understand a greeting. Use basic every day words and phrases, e.g. thank you, please, excuse me, etc. Understand / pass on simple verbal requests of a routine / familiar / predictable kind using simple language, e.g. 'May I speak to...'. State simple requests and follow up with extra questions / requests in a limited way.

**Reading/Understanding:** Understand simple key words and sentences on familiar / predictable matters relating to own job area, e.g. on signs, in letters.

**Writing:** Fill in simple forms, note down simple information, e.g. date and venue of a meeting, Welsh address, etc.

## **GENERIC STATEMENTS**

### **NHS CODE OF CONDUCT FOR MANAGERS**

**\*\* For Managers only:**

The post holder will be expected to adhere to the standards laid down in the NHS Code of Conduct for Managers and at all times act in a manner that reflects and promotes the values of the HB. The post holder must ensure all activity and service objectives are effectively met in compliance with HBs standing orders and SFIs, scheme of delegated authority and employment legislation.

### **REGISTERED HEALTH PROFESSIONAL**

**\*\* For Registered Health Professionals only:**

All staff who are members of a regulatory body must comply with standards of professional practice/conduct. It is the postholders responsibility to ensure they are both familiar with and adhere to these requirements.

### **HEALTHCARE SUPPORT WORKERS**

**\*\* For Healthcare Support Workers only:**

All healthcare support workers should be familiar with and must comply with the Code of Conduct for Healthcare Support Workers in Wales.

### **COMPETENCE**

The post holder is required to participate in the Hywel Dda PDR process and work towards meeting identified development needs. The postholder is required to demonstrate on-going continuous professional development. At no time should the postholder work outside their defined level of competence. If the postholder has concerns regarding this they should immediately discuss this with their Manager/Supervisor/Consultant. The postholder has the responsibility to inform those supervising their duties if they are not competent to perform a duty.

### **TEAM BRIEF**

The post holder is required to actively participate in Hywel Dda Team Briefing in order to aid communication within the Health Board. Managers and supervisors will regularly deliver the Team Brief verbally to their own staff teams by means of a Core Brief and additional departmental information.

### **RISK MANAGEMENT/HEALTH & SAFETY**

The postholder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the Hywel Dda. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice. The postholder has the responsibility for monitoring the progress on action plans in relation to risk, health and safety. The postholder has the responsibility for the development of risk profiles and a risk register within their area of responsibility. The postholder has the responsibility for developing systems to monitor performance against agreed performance indicators.

### **HARRASSMENT & BULLYING**

The HB condemns all forms of harassment and bullying and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. All staff is requested to report any form of harassment and bullying to their line manager or to any Director of the HB.

## **RECORDS MANAGEMENT**

The postholder has the responsibility for timely and accurate record keeping and where appropriate in accordance with professional guidelines. The postholder has the responsibility for the creation and maintenance of records in accordance with Hywel Dda policy and the data protection act.

## **FLEXIBILITY STATEMENT**

The developing and rapidly changing nature of the organisation will require considerable flexibility from the post holder. This job description indicates the main functions and responsibilities for the post and is not intended to be a fully inclusive list and the duties and responsibilities specified in this job description are subject to change as the needs of the HB evolve. On agreement with the post holder, this job description will be amended, as necessary, in the event of future organisational and professional changes and/or personal development.

## **CONFIDENTIALITY**

All staff may have access to confidential information about patients, staff or health service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and /or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.

## **EQUAL OPPORTUNITIES**

Hywel Dda University Health Board is committed to ensuring that, as far as is reasonably practicable, the way we provide services to the public and the way we treat our staff, patients and others reflects their individual needs and that individuals or groups will not face discrimination, harassment or victimisation, or be treated less favourably on the basis of sex, pregnancy and maternity, gender reassignment, disability, race, age, sexual orientation, religion and belief, family circumstances including marriage and civil partnership. To this end, the UHB has an Equality and Diversity Policy and Equality Impact Assessment Policy and Procedure and it is for each employee to contribute to enacting these policies.

## **OUTSIDE EMPLOYMENT/OUTSIDE INTERESTS**

Any other work or outside interests must not conflict with the duties and responsibilities of your attendance for work as an employee of the HB.

## **ENVIRONMENTAL**

The Hywel Dda Health Board is committed to its environmental responsibilities. The Board recognizes that its activities, including energy consumption, waste generation, transportation emissions, water use and resource consumption, have a significant impact on the environment. As an integral part of its commitment to ensure high quality patient care, all staff have a responsibility to adhere to environmental policy and procedure at both an organisational level and within their own area of work to ensure legal compliance. Staff will do their utmost to minimize the environmental impacts of Health Board activities and services, and seek to continually improve operations to minimize their environmental effects. Staff should take note of relevant communications and attend mandatory training when required.

### **SMOKE FREE POLICY**

All Health Board sites and premises and grounds are designated as smoke free areas. This policy applies to all staff, contractors/service providers, patients, visitors and the public.

### **SAFEGUARDING ADULTS AND CHILDREN**

Every employee of the Health Board, whatever their job, role, profession, status or place of work, paid or voluntary, has a responsibility for Safeguarding both adults and children. Staff must:

- Understand the nature of abuse and how children and adults might be at risk of harm and neglect.
- Understand their own safeguarding responsibilities and what actions they may need to take.
- Know where they can access local policies and procedures in relation to Safeguarding Children and Safeguarding Adults.
- Report allegations or suspicions of abuse to their line manager, including suspicions about a colleague or manager, irrespective of their status, profession or authority. This includes whistle-blowing
- Know how to make a Safeguarding referral to Social Services and/or the Police for both adults and children to report allegations or if they have concerns.
- Know what services, advice and support are available locally to vulnerable children and adults and how to access help needed.

### **INFECTION CONTROL**

"The document Commitment to Purpose: Eliminating Preventable Healthcare Associated Infection: A Framework of actions for healthcare organisations in Wales stipulates that all staff must understand their responsibility and accountability for Infection Prevention & Control and the Health Board must be assured of this on an ongoing basis". IP&C is the personal and individual responsibility of all Health Board staff. All staff have a responsibility to protect and safeguard patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing, Health Board Infection Prevention & Control Policies and procedures; and best practice guidance in order to maintain high standards of Infection Prevention & control.

### **GENERAL**

The postholder needs to ensure they are familiar with their terms and conditions of service.