

## Job Description

AFC Reference:	AHP.OT.S0061
Job Title:	Wheelchair Therapist – Specialist Occupational Therapist / Physiotherapist
Band:	6
Hours:	37.5
Division/Service:	Liverpool Wheelchair Service (Adult Services)
Accountable to:	CEDAS Service Lead
Responsible to :	Clinical Lead Wheelchair Therapist

### Job Outcomes:

**As a result of the post-holder being effective in their role, The Trust would expect to see the following outcomes for the Trust, service users and the wider community:**

1. Mersey Care NHS Foundation Trust as a leading provider of community services, mental health care, physical health, addiction services and learning disability care.
2. Service users receiving a high quality service and one which is free from stigma, discrimination and harm.
3. Staff engaged with the delivery, innovation and continuous improvement of services to benefit service users.
4. Visible and responsive leadership, setting the standard for others and role-modelled throughout the division for all managers
5. The Trust values of Continuous Improvement, Accountability, Respectfulness, Enthusiasm and Support will be embedded across the division for all staff and evident to service users.

### Job Purpose:

- Provide specialised therapy input within the wheelchair service as part of the wider Community Equipment & Disability Advice Service.
- The post holder will provide interventions for service users with a wide range of posture and mobility needs.
- To provide interventions in a variety of locations, including the service users own home, nursing homes, schools and wheelchair clinics.
- To work as a specialist practitioner with a high degree of autonomy and clinical freedom.

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- To work with other members of the multidisciplinary team to enable the service user to maintain a functional level of mobility and independence.
- Ensure the delivery of the quality strategy within the designated area incorporating establishment of systems and processes.

**Principal Responsibilities:**

**Managerial**

- To contribute to the operational management of Wheelchair Service / Community Equipment & Disability Advice Service.
- To deputise for the Band 7 Wheelchair Therapists as required.
- To be responsible for a given service area and this will alter according to service needs.
- To regularly participate in working projects implementing policy changes within the service.
- To contribute to the development of procedures and implement these within the service and to review on a regular basis proposing changes as appropriate to meet the needs of the service user and the service.
- Work with the Clinical Lead Therapist and senior members of the team and other health care providers to ensure good quality and appropriate specialist input to local service delivery plans and the development of guidelines, through the undertaking of audit/research.
- To comply with the organisational, service policies and procedures.

**Leadership**

- To regularly participate in working projects, implementing policy changes with the service.
- To propose and implement policies for the service and to review on a regular basis, proposing changes as appropriate to meet the needs of the service user and the service.
- To have a good working knowledge of existing national policies and guidelines e.g. NSF for Older People and work to professional guidelines/standards (College of Occupational Therapy / Chartered Society of Physiotherapy), be able to evaluate their impact and demand on your practice and where relevant recommending change to clinical practice or service delivery, for example to implement local policies and or protocols e.g. risk assessment and therapeutic handling protocols.
- To ensure students, assistants and other relevant staff implement policy and service development changes.
- As a specialist clinician working within the wheelchair service, contribute to the development of clinical guidelines, through participation in audit/research in the specialist field of posture and mobility.
- To be responsible for the training, supervision and performance management of junior staff, assistant practitioners and students which includes the use of formal appraisal documentation and NVQ assessment.
- To comply with the organisational and service policies and procedures.

## Clinical

- To provide specialised assessment and intervention to service users within the wheelchair service.
- To determine posture and mobility needs and therapy interventions indicated and to maintain records as an autonomous practitioner.
- To work as an autonomous practitioner being professionally and legally responsible and accountable for all aspects of your own work.
- Within the Wheelchair Service / Community Equipment & Disability Advice Service ensure a high standard of clinical care for service users under your management, and mentoring more junior staff to do likewise.
- Within the Wheelchair Service / Community Equipment & Disability Advice Service organise and manage effective and efficient therapy care of service users, taking into account clinical priorities, the most appropriate settings, use of time and deployment of resources.
- Within the Wheelchair Service / Community Equipment & Disability Advice Service deliver a rapid response service to urgent cases, which requires a flexible approach and excellent time management skills.
- To interpret and analyse clinical and non-clinical facts for service users presenting with complex conditions and cognitive, physical and social care needs.
- To formulate an accurate assessment of posture and mobility needs recommending the best course of intervention.
- To refer on where appropriate to statutory and non-statutory agencies.
- To undertake the comprehensive assessment of service user's, including those with a complex presentation, using investigative and analytical skills to form individualised treatment plans. This involves clinical reasoning, utilisation of a wide range of treatment skills and sound judgement of service user's social support.
- To represent the Wheelchair Service and Community Equipment & Disability Advice Service in the community e.g. career option presentation days.
- To adhere to Trust guidelines regarding manual handling in the transfer of equipment of various loads, and when manoeuvring service users in unsuitable and variable settings.
- Perform a broad range of manual therapy techniques and manoeuvres with vulnerable, frail, dependent or unpredictable service users.
- To demonstrate highly specialised dexterity, co-ordination and palpatory skills to enable accurate assessment of service users condition and deliver effective interventions.
- To provide spontaneous and planned advice, teaching and instruction to relatives, carers and other professionals to promote understanding of the aims of therapy and to ensure a consistent approach to service user care.
- To provide specialist advice to other members of the multidisciplinary team and Community Equipment & Disability Advice Service regarding the wheelchair service management of service users with complex multi-pathological problems to ensure holistic care.
- To assess capacity, gain valid informed consent and have the ability to work within a legal framework regarding consent to treatment.

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- To provide continuity of care for service users with ongoing postural and mobility needs.
- When appropriate to be responsible for the initiation of an MDT meeting regarding the service users' care and management.
- To have knowledge of and be competent in the administration and interpretation of relevant standardised clinical assessment tools to assess level of function and cognitive performance.
- To assess for and prescribe minor adaptations for service users home environment, and for specialised equipment where appropriate; balancing the complex interactions of risk, safety, patient choice, independence, areas of conflict, eligibility and cost effectiveness.
- To work as a lone practitioner, with the support of band 7 wheelchair colleagues.
- To develop own clinical specialist skills and when appropriate assist junior colleagues in problem solving.

**Non-Clinical**

- To be responsible for organising and planning own caseload, deciding priorities for own working day, balancing other service user related and professional demands, and ensure that these remain in accordance with those of the service as a whole.
- On a daily basis to respond to urgent referrals and other issues which will require the reprioritisation of the working day.
- To be responsible for ensuring the effective and safe selection and use of all wheelchair service equipment and resources in the Wheelchair Service / Community Equipment & Disability Advice Service.
- To be responsible for equipment used in carrying out wheelchair service duties and to adhere to departmental policies including competence to use equipment and to ensure the safe use of equipment by others through teaching, training and supervision of practice.
- To maintain accurate, comprehensive and contemporaneous documentation, in line with legal and service requirements.
- To be actively involved in the collection and inputting of appropriate data and statistics for the use of the service and for audit purposes.
- To be aware of Health and Safety at Work policies, implementing relevant policies and Medical Devices Alerts/Field Safety Notices.
- To record and report promptly any accidents and incidents using the Trust incident reporting process, and escalating issues to the Clinical Lead and where necessary to Mersey Care's Health & Safety Team.
- Being part of a team providing a citywide service, flexibility and adaptability is necessary within the working day to cater for the needs of the service users and their appointments.

**Training & Education**

- To maintain own clinical professional development; be aware of the latest evidence based practice and new developments; and maintain your registration with the HCPC and comply with their requirements in compiling your CPD portfolio.

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- To participate in the staff appraisal scheme and Personal Development Review as both appraiser and appraisee.
- As appropriate attend courses, both external and in-house.
- Participate in reflective practice and clinical supervision.
- To be an active member of the in-service training programme by the attendance at and the delivery of presentations and training sessions at staff meetings and tutorials.

**Clinical Governance/Research and Audit**

- To demonstrate a sound understanding of clinical governance, contributing and adhering to the Therapy Clinical Governance Plan and follow Trust guidelines and policies.
- To take part in the evaluation of specific services and with the use of evidence based practice, local and national research/audit; contribute to changes to service provision and clinical working practices.
- To demonstrate a sound understanding of Clinical Governance and Risk Management and apply to work situation.

**Communication**

- Communication with service users, relatives, carers, referrers and other agencies including General Practitioners, Social Services, Medical Practitioners, other Allied Health Professionals (Physiotherapists, Occupational Therapists, Speech and Language Therapists etc.), District nurses and Voluntary Services.
- Provide carers, relatives, assistants, junior staff, students and other health professionals with education, training, monitoring and support as required.
- To communicate effectively with service users and carers to maximise mobility potential. To ensure understanding of conditions, prognosis, consent to treatment and posture/mobility outcomes.
- To take enquiries from health care professionals and others regarding the service user and their condition to ensure the acquisition of appropriate information.
- To appropriately refer on to healthcare professionals and others effectively communicating the clinical/postural needs of the service user.
- Sensitively communicate negative news regarding wheelchair management of service users e.g. where modifications for a chair are not possible or chair requested is clinically unsuitable.
- To communicate with nurses, care staff, Allied Health Professionals, GPs and Medical Practitioners regarding specific issues relating to the service users posture and mobility.
- The post holder is required to overcome barriers to communication using a range of verbal, non-verbal and listening skills. This will include patients with dysphasia, hearing difficulties, partially sighted, memory loss and confusion, behavioural problems, limited English and patients unable to accept diagnosis.
- To advise service users and carers in managing mobility equipment.

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- To assess the ability of carers to assist in interventions and to give training, advice and guidance to the carer based on their needs as well as those of the service user.
- To produce timely informative assessments, interventions, reports and letters regarding service users.
- If required, provide reports for legal or social care reasons in accordance with the Trust policy.
- To provide professional advice to members of the public e.g. responding to queries from general public.

**Generic Responsibilities for all staff:**

All post holders will agree to:

- Commit to the vision of supporting Mersey Care in becoming a leading organisation in the provision of community services, mental health care, addiction services and learning disability care, and in doing so fully utilise their skills and experience to support the objectives of the Trust.
- Role model the values of the Trust – Continuous Improvement, Accountability, Respectfulness, Enthusiasm and Support– in all activities and interactions with employees, service users and other stakeholders
- Challenge the stigma associated with mental health and learning difficulties.
- Comply with the Duty of Candour, defined by Francis as: 'The volunteering of all relevant information to persons who have or may have been harmed by the provision of services, whether or not the information has been requested and whether or not a complaint or a report about that provision has been made.'
- Work across professional and organisational boundaries to improve services for all.
- Maintain their specific knowledge base and develop new skills.
- Value the contribution of the patient / service user voice.
- Operate within any organisational codes of practice or those from a relevant professional body.
- Respect equality and diversity across all areas of working practice and communications with staff, service users and other stakeholders.
- Take responsibility for the accurate and timely collection and recording of data and ensuring all personally identifiable information is protected and used only for the purposes for which it was intended.
- Comply with all health and safety legislation and local policies and procedures.
- Adhere to all organisational policies.
- Have knowledge and understanding of technology in the workplace which is sufficient to maintain their efficiency and also how technology can empower service users in a digital environment
- Comply with the NHS Constitution in relation to the staff responsibilities that it sets out for NHS employees.

This job description is intended as an outline indicator of general areas of activity and will be reviewed in light of the changing needs of the Trust in consultation with the postholder.

### **Safeguarding Children and Vulnerable Adults**

All Trust employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults. Familiarisation with and adherence to Trust Safeguarding policies is an essential requirement of all employees, as is participation in related mandatory/statutory training.

### **Equality and Diversity**

It is the responsibility of every member of staff to understand our equality and diversity commitments and statutory obligations under current equality legislation including the Equality Act 2010 and to:

- Act in ways that support equality and diversity and recognises the importance of people's rights in accordance with legislation, policies, procedures, and good practice.
- Valuing people as individuals and treating everyone with dignity and respect, consideration and without prejudice, respecting diversity and recognising people's expressed beliefs, preferences and choices in working with others and delivering appropriate services.
- Recognise and report behaviour that undermines equality under Trust policy.
- Be consciously aware of own behaviour and encourage the same levels of behaviour in colleagues.
- Acknowledge others' different perspectives and recognise the diverse needs and experiences of everyone they come into contact with.
- With the support of managers develop an equality and diversity objective through the personal development review process.

### **Infection Control**

All staff have both duty and responsibility to avoid and prevent the spread of infection as a consequence of any actions or activities they are carrying out during the course of their duties.

The post holder must:-

- Take all reasonable care to minimise the risk to service users, colleagues and members of the public (including themselves), of healthcare-associated infections.
- Co-operate with the Trust in ensuring that all statutory and mandatory requirements are complied with – in particular, compliance with the Health and Social Care Act 2008: Code of Practice for the prevention and control of healthcare-associated infections.

- Be knowledgeable of and compliant with, the Trust's infection control policies and procedures, which include attendance at mandatory training.

### **Health and Safety**

All staff will be expected to take responsibility for their own health and wellbeing, safety and security and assist in maintaining a healthy, safe and secure working environment for everyone. They must not intentionally misuse or interfere with anything provided in the interests of health and safety e.g. misuse of equipment. It is a legal requirement that all employees attend training provided by the employer and report to their manager without delay, any accidents, incidents, and defects in equipment, place of work or system of work which might endanger safety, health or security of which he/she becomes aware.

### **Data Protection**

It is a requirement of employment within Mersey Care NHS Foundation Trust that all staff must comply with the obligation of confidentiality to person identifiable information. The Data Protection Act 1998 safeguards the handling of information held in both electronic and manual filing systems and it is the duty of all staff employed by Mersey Care to uphold the principles of the Act.

### **Freedom of Information Act**

The Freedom of Information Act 2000 requires all public organisations to provide any member of the public, upon receipt of a written request, with the information they require, subject to certain exemptions. Every member of staff employed by Mersey Care must take responsibility for any request for information that they receive and respond in line with Mersey Care's Freedom of Information Policy and guidance.

All staff employed by Mersey Care must adhere to the standards of record keeping outlined in Mersey Care's Records Management Policy and guidance documents.

**Appropriately qualified medical and non-medical prescribers** will be supported by the Trust to maintain their competence and undertake relevant continuing professional development as identified in their Performance Appraisal. You are responsible for evidencing competence in relation to your prescribing. Qualified medical and non-medical prescribers are required to maintain the necessary standard of practice and failure to do so may result in the removal of prescribing responsibilities.

## Person Specification

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>QUALIFICATIONS:</b>	<ul style="list-style-type: none"> <li>• Degree (or Diploma) in Occupational Therapy / Physiotherapy</li> <li>• HCPC registered Occupational Therapist / Physiotherapist</li> <li>• Registered member of professional body (e.g. Royal College of Occupational Therapists or Chartered Society of Physiotherapists)</li> </ul>	<ul style="list-style-type: none"> <li>• Accredited Practice Placement Educator</li> </ul>
<b>KNOWLEDGE/EXPERIENCE:</b>	<ul style="list-style-type: none"> <li>• Experience of working with service users with a variety of conditions/needs e.g. musculoskeletal, neurological, amputees, palliative conditions</li> <li>• Evidence of multi professional working and collaborative team planning</li> <li>• Experience in postural management</li> <li>• Evidence of attending validated / specialist courses e.g. in postural management</li> <li>• Commitment to and evidence of CPD</li> <li>• Experience of audit, outcome measures and service statistics</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience within a wheelchair service</li> <li>• Specialist experience of posture and mobility management (special seating and wheelchairs)</li> <li>• Community/Lone worker experience</li> <li>• Knowledge and experience of risk assessments and risk management</li> <li>• Experience of supervising staff and/or students</li> <li>• Member of special interest group e.g. Posture and Mobility Group</li> <li>• Participation in projects</li> <li>• Awareness of Health and Safety issues as a lone worker in the community</li> </ul>
<b>VALUES:</b>	<ul style="list-style-type: none"> <li>• Continuous Improvement</li> <li>• Accountability</li> <li>• Respectfulness</li> <li>• Enthusiasm</li> <li>• Support</li> <li>• Responsive to service users</li> <li>• Engaging leadership style</li> <li>• Strong customer service belief</li> <li>• Transparency and honesty</li> <li>• Discreet</li> </ul>	
<b>SKILLS:</b>	<ul style="list-style-type: none"> <li>• Proven ability to work autonomously and prioritise/organise and</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate an understanding of issues affecting service users and</li> </ul>

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	<p>manage own workload in a demanding service</p> <ul style="list-style-type: none"> <li>• Ability to work to deadlines</li> <li>• Moving and handling skills/training</li> <li>• Ability to identify, critically appraise and communicate personal strengths and development needs</li> <li>• Excellent communication skills both verbal and written</li> <li>• Teaching/Presentation skills</li> <li>• Basic level IT skills</li> <li>• Commitment to lifelong learning</li> <li>• Self-motivated and able to adopt a flexible working approach when the needs of the service require</li> <li>• Willingness to support and assist the team in the planning and development of the service</li> <li>• Must be able to transport self around the community</li> <li>• Excellent hand-eye coordination</li> <li>• Sensory skills (sight, hearing, touch) to be able to independently adjust mobility equipment to suit service users' needs.</li> <li>• Dexterity, manipulation and fine-motor skills</li> </ul>	<p>services in the community e.g. disability rights/issues.</p>
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**Physical effort**

In order to complete the requirements of this post, the post holder must have sufficient physical skills, as it is frequently physically demanding. Physical skills include sitting, standing, bending, kneeling and crouching for purposes of assessment and adjustment of mobility equipment. You must also be able to use tools independently to adjust mobility equipment.

**Mental effort**

High levels of concentration are required as there may be frequent planned and unplanned interruptions to your work.

You must be able to carry out your work role with service users and all those involved in their care whilst working in potentially noisy and busy environments with multiple distractions such as schools and hospitals.

The work pattern is predictable.

**Emotional effort**

You may be required to directly work in situations which may be distressing or provoke an emotional response. We regularly assess and treat service users of all ages who may have a palliative or life-limiting diagnosis or whose situations may be upsetting. The post holder therefore requires an ability to empathise and deal with such situations sensitively.

**Working conditions**

The post holder may frequently be required to work in adverse environmental conditions. You may be expected to work in environments with adverse smells for example when working with patients with bladder and bowel incontinence. You may also be expected to assess and treat service users within their own homes which may have low levels of hygiene and / or the presence of cigarette smoke. Furthermore, you may be dealing with service users and others involved in their care who demonstrate aggressive behaviour. There are Trust and local policies and procedures in place to support you with such situations.