

Job Description

Job Details

Job Title:	Community Physiotherapist
Band:	6
Ward / Department:	Urgent Community Response (UCR)
Directorate / Locality:	North Place, South Place, West Place and Norwich Place
Essential Qualifications:	<ul style="list-style-type: none"> ▪ Diploma or 1st Level degree in Physiotherapy, or equivalent experience ▪ Current HCPC registration ▪ Clinical educators course

Job Purpose

To demonstrate a flexible approach, being able to adapt and respond effectively and efficiently in potentially stressful case scenarios. The post holder will use their Physiotherapy diagnostic skills within their assessment to determine need for further investigations, and to support the Urgent Community Response Team with ongoing patient management in order to prevent avoidable admission to hospital and facilitating early supported discharge.

To lead in the delivery of high standards of Physiotherapy interventions to patients within their own place of residence to prevent avoidable admissions to acute care. They will provide short term reablement/ rehabilitation programmes with effective short term goal setting for vulnerable adults with acute health needs. This will involve using health coaching skills to effectively engage with the patient and their family to ensure expectations are appropriately managed.

To show a level of resilience by working with the team to develop competencies in all areas of practice. It would be an expectation for the post holder to be involved in the training of other team members to maintain competence within some aspects of

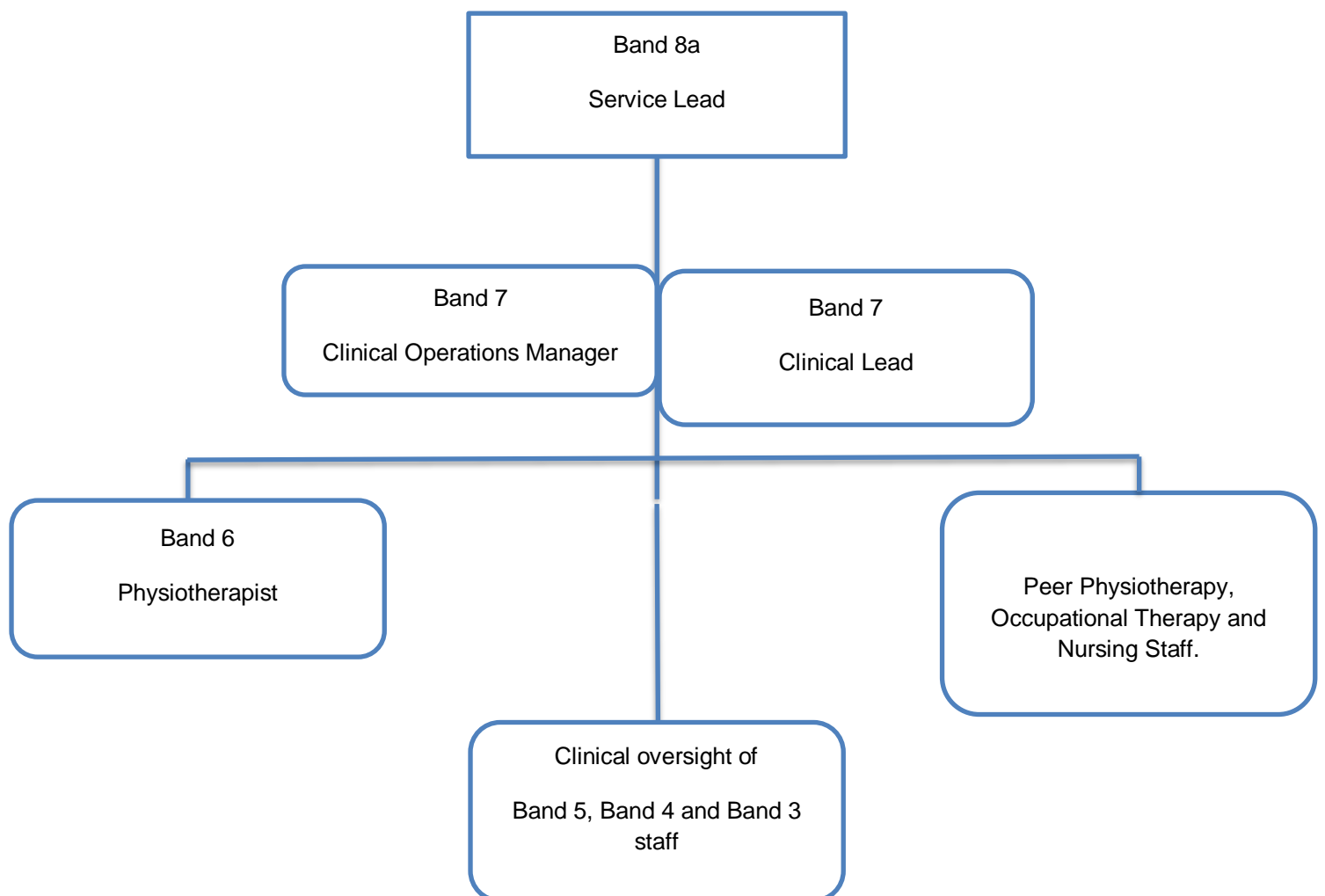
Physiotherapy, as well as, develop and maintain own competencies in areas of Occupational Therapy and Nursing.

This role will predominantly involve face to face intervention, with an element of Triage for the Urgent Community Response Team on a rota basis.

Organisational Arrangements

Accountable To:	Service Lead
Reports To:	Clinical Lead
Responsible For:	Band 5, Band 4, Band 3 staff and students

Structure Chart



Main Duties & Responsibilities.

As part of the Urgent Community Response (UCR), you will be required:

- To work within the Urgent Community Response Team, to prevent unnecessary admission to hospital.
- To make risk assessments, establishing the safety or otherwise of a patient's ability to stay at home, or return safely from another care setting, providing and arranging as necessary supportive packages of care.
- To work within the Urgent Community Response Team to assess and prescribe care pathways for patients in a crisis situation with long term conditions, the frail and elderly, palliative and end of life care and/or rehabilitation needs, to achieve quality of life and independence where possible.
- To act as the patients advocate, facilitating choice and patient empowerment.
- To provide evidence based clinical/therapeutic interventions based on 'best practice' in order to improve health outcomes and promote choice.
- To provide in-reach to inpatient units and step up and step down beds where required to support early discharge from hospital.
- To work with all health care professionals, and statutory/non statutory agencies to provide a seamless, integrated service to our service users.
- To triage referrals on a rotational basis for the Urgent Community Response Team.

Clinical.

The post holder will:

1. Undertake comprehensive physiotherapy assessments of patients including those with a complex presentation, using investigative, analytical and clinical reasoning skills, and inform the development of a differential diagnosis.
2. Formulate and execute individualised physiotherapy management and treatment plans of patients including those with complex presentation, in collaboration with the Urgent Community Response Team, other agencies and the patient, utilising a range of treatment skills.
3. Be aware of Assistive Technology and make referrals for this as required.
4. Assess patients' holistic needs, communicating complex and sensitive information to patients and carers as to their assessment, diagnosis, prognosis and treatment plan.
5. Where there are barriers to understanding, such as hearing impairment, mental capacity impairment and other difficulties in comprehension, explanations require adjustments in order to gain understanding, consent and concordance.
6. Establish and maintain therapeutic relationships with patients and carers, incorporating motivation, encouragement and confidence building to enable patients to engage in their treatment/care/management plan.
7. Liaise with GPs, Social Services, inpatient teams, other allied health care professionals and the voluntary sector to ensure identified needs are met and care co-ordinated appropriately.

8. Participate in multi-disciplinary/multi-agency meetings as appropriate, e.g. Gold Standard Framework.
9. Ensure activity data and clinical information is recorded on System One and is completed on a daily basis.
10. Plan and organise specialist services within the Urgent Community Response Team.
11. Demonstrate dexterity, co-ordination and palpatory senses for assessment, and manual treatment of patients, including using specialist equipment and fine tools, manual and mobilising skills.
12. Order equipment and contribute to the requisitioning of supplies and equipment through electronic ordering systems.
13. Ensure informed consent is obtained prior to initiating interventions.
14. Be exposed to bodily fluids, infected material, blood products on a daily basis, therefore must utilise universal precautions and adhere to infection control policies.

Professional.

The post holder will:

1. Be responsible for ensuring workload for self and others is planned and prioritised according to the Urgent Community Response service targets and needs.
2. Be accountable for work delegated to others.
3. Ensure own records are maintained and those maintained by the Team.
4. Contribute to the staff rota on a monthly basis as required.
5. Actively contribute to multidisciplinary team meetings and other meetings where appropriate.
6. Support all team members within the Urgent Community Response Team, respecting them, their roles and contributions.
7. Actively participate in and attend in-house training as required to develop current job role.
8. Maintain own continuous professional development.
9. Be able to make own travel arrangements to patients' homes, clinics, base and meetings etc, as required.
10. Be responsible for safe use and maintenance of equipment and supplies.
11. Remain accountable for own professional actions as determined by the professional bodies.
12. Be required to demonstrate own duties to students, new starters and/or less experienced staff.
13. Provide mentorship for students undertaking pre/post registration courses.
14. Mentor existing staff and provide training in specialist area as appropriate.
15. Provide advice/training to less experienced staff and supervise and support band 3, 4 and 5 staff, and students where appropriate, and contribute to the induction process for new staff/students.
16. Demonstrate leadership skills within own competence.
17. Be aware of budget and ensure all effort is made to work within this.
18. Demonstrate good IT and standard keyboard skills.

Organisational.

The post holder will:

1. Undertake mandatory training as required.
2. Participate in a Personal Development Review process.
3. Undertake Personal Development Plans for more junior staff members.
4. Take part in clinical supervision as per Trust Policy.
5. Follow Trust policies, and local procedures, and use discretion in interpreting them according to the setting and circumstances.
6. Comment on draft policies.
7. Ensure absence reporting is undertaken as determined by Team Leader and Trust Policy.
8. Contribute to clinical audit as required.
9. Complete the staff survey as required.
10. Complete risk assessments and incident forms as required.

Trust Values



Community

- As one Trust, we enhance the lives of our patients through our commitment, support and working together
- We are proud to serve our local Community by providing integrated quality services with our partner organisations
- We respect and value the trust we are given to enter our patients' homes and lives



Compassion

- We provide compassionate, co-ordinated and personalised quality care that is safe and effective
- We empower and educate our patients and their carers in the effective delivery and management of their own independence, health and wellbeing
- We are dedicated to holistic, compassionate care and demonstrate this through our commitment to our personal and professional development



Creativity

- Our expertise, commitment and creativity are key to the successful delivery of our services
 - We are always open to new ideas that support us in delivering effective compassionate care to our patients
 - We continuously innovate and implement efficient delivery of care
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Trust Behaviour Framework

- All post holders are required to adhere to the Trust's Behaviour Framework in the undertaking of their duties.



Care Respect and Dignity	We strive to understand each individual patient, service user, carer and customer's total needs as well as valuing and respecting our peers and colleagues.
Working Together for the Community	We are one team, whether working in teams locally, across NCH&C or with our partners for the benefit of our patients and services.
Integrity	We maintain high ethical standards, showing integrity and fairness in dealings with colleagues, partners and patients.
Taking Ownership	We take responsibility for our own performance, the success of our colleagues, our teams and the wider organisation.
Innovation, Flexibility and Resilience	We continuously seek more innovative ways of delivering care to patients and persevere in the face of challenging situations.

Research & Development

- May be required to undertake surveys or audits, as necessary to own work; may occasionally participate in R&D, clinical trials or equipment testing.

Safeguarding Clause

- Norfolk Community Health and Care NHS Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and volunteers to share this commitment. Rigorous recruitment checks are carried out and where applicable to the role successful applicants will be required to undertake a criminal records check via the Disclosure and Barring Service (DBS).

Infection Control

- Norfolk Community Health and Care NHS Trust staff are responsible for protecting themselves and others against infection risks. All staff regardless of whether clinical or not are expected to comply with current infection control policies and procedures and to report any problems with regard to this to their managers. All staff undertaking patient care activities must attend infection control training and updates as required by Norfolk Community Health and Care NHS Trust.

Health and Safety

- Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act (1974), to ensure the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.
- To ensure that the Trust's Health and Safety Policies are understood and observed and that procedures are followed.
- To ensure the appropriate use of equipment and facilities and the environment is maintained in good order.
- To take the necessary precautions to safeguard the welfare and safety of themselves, patients, staff and visitors, in accordance with the Health and Safety at Work Act.
- To undertake appropriate Health and Safety training to support safe working practice including, where appropriate, its management.

General

- All staff are required to respect confidentiality of all matters that they learn as a result of the employment with the Trust, including matters relating to other members of the staff and members of the public/patients.
- Maintain appropriate patient and clinical records in line with the Trusts policies and procedures, and in line with the agreed service specification.
- The post holder will be expected to participate in an annual appraisal of their work where the job description will be reviewed and objectives set. In line with the annual personal development plan the post holder will be expected to undertake any training or development required to fulfil their role.
- Ensure that all patients, clients and colleagues are treated at all times in an equitable manner, respecting diversity and showing an understanding of diversity in the workplace.
- The post holder must carry out their responsibilities with due regard to the Trust's Equality and Diversity Policies, Procedures and Schemes and must ensure that equality is promoted at all times.

Code of Conduct

- The post holder is required to adhere to the Code of Conduct for Physiotherapists.

- The post holder is required to adhere to the Trust Leadership Promise

This job description is not exhaustive and may be amended from time to time in consultation with the post holder. The post holder will be required to be flexible and undertake any other duties as may be required for the effective performance of the post.

Person Specification

Essential defines the minimum criteria needed to carry out the job and the job cannot be done without these.

Desirable refers to criteria which are not essential and which successful applicants would be expected to acquire during their time in post. The desirable requirements are not taken in to consideration in a job evaluation panel.

Criteria	Essential	Desirable	Method of Assessment (Certificates / Application Form / Interview / Document Check)
Qualifications	<ul style="list-style-type: none"> • Diploma or 1st level degree in Physiotherapy, or equivalent experience • Current HCPC registration • Clinical educators course 		Certificate / Document check
Experience	<ul style="list-style-type: none"> • Evidence of working at relevant level • Good observational and reporting skills • Good interpersonal skills • Concentrate when undertaking patient care & inputting data/patient records • Work flexibly to accommodate patient/service needs • Demonstrate good IT and standard keyboard skills 	<ul style="list-style-type: none"> • Experience in complex moving and handling. • Experience in training and supervising staff • Experience working at Band 6 level 	Application form / Interview
Skills, Abilities and Knowledge	<ul style="list-style-type: none"> • Knowledge of additional specialist areas through in-house training & short courses • Able to communicate effectively in written and verbal English Language • Highly motivated • Flexible & Resilient 		Application form / Interview

Communication	<ul style="list-style-type: none"> • Tact & diplomacy • Empathy & sensitivity • Ability to use own initiative 		Application form / Interview
Personal and People Development	<ul style="list-style-type: none"> • Ability to manage stressful situations • A team player 		Application form / Interview
Personal Attributes / Behaviours	<ul style="list-style-type: none"> • Able to identify with the Trust's commitment to safeguarding and promoting the welfare of children and young people/vulnerable adults 		Application form / Interview
Other	<ul style="list-style-type: none"> • Professional appearance <p>Be able to:</p> <ul style="list-style-type: none"> • Kneel, bend & stoop, and work in cramped environments. • Manoeuvre limbs of around 5-6kg • Manoeuvre patients using handling aids • Must have a full UK driving license and have access to a vehicle 		Application form / Interview

Supplementary Information

Please indicate in the boxes whether the post holder will be expected to work in or be directly exposed to the following factors:

FREEDOM TO ACT

		YES	NO
1.	Does the post holder generally work without close supervision?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2.	Does the post holder work without direct access to a manager?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3.	Does the post holder work without access to a manager by telephone?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4.	Is the post holder the lead specialist in their field?	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Each YES response requires completion in the 'Further Information' Section

How often on average does the post holder give guidance and advice to others?

Daily: ☒ Weekly: ☐

Other frequency (please comment)

Hub shifts and supervision session will typically involve more advice giving.

How often is the post holder's work checked / monitored / assessed?

Daily: ☐ Weekly: ☐

Other frequency (please comment)

After induction period will have 1:1s with clinical lead approximately every month.

PHYSICAL EFFORT

	YES	NO		YES	NO
1. Working in uncomfortable conditions	X		9. Standing / sitting with limited scope for movement	X	
2. Working in physically cramped conditions	X		10. Kneeling, crouching, twisting, bending, stretching	X	
3. Making repetitive movements	X		11. Walking for long periods		X
4. Lifting weights / equipment without mechanical aid	X		12. Heavy duty cleaning		X
5. Climbing or crawling		X	13. Pushing / pulling trolleys or similar equipment	X	
6. Manipulating objects		X	14. Working at heights		X
7. Manual Digging		X	15. Controlled restraint ie in post requiring training/certification		X
8. Running		X	16. Moving patients	X	

Each YES response requires completion in the 'Further Information' Section

MENTAL EFFORT

	YES	NO		YES	NO
1. Carry out formal student / trainee assessments	X		8. Prepare detailed reports		X
2. Carry out clinical / social care interventions	X		9. Check documents		X
3. Analyse statistics		X	10. Drive a vehicle	X	
4. Operate equipment / machinery		X	11. Perform calculations		X
5. Give evidence in court / tribunal / formal hearings	Small potential		12. Make clinical diagnoses		X
6. Attending meetings	X		13. Carry out non-clinical fault finding		X
7. Carry out screening tests / microscope work		X			

Each YES response requires completion in the 'Further Information' Section

EMOTIONAL EFFORT

	YES	NO
1. Processing (e.g. typing / transmitting) news of highly distressing events		X
2. Giving unwelcome news to patients / clients / carers / staff		X
3. Caring for the terminally ill	X	
4. Dealing with difficult situations / circumstances	X	
5. Designated to provide emotional support to front line staff	X	
6. Communicating life-changing events		X
7. Dealing with people with challenging behaviour	X	
8. Attending scenes of accidents		X

Each YES response requires completion in the 'Further Information' Section

WORKING CONDITIONS

	YES	NO		YES	NO
1. Inclement Weather	X		11. Humidity		X
2. Extreme Temperatures		X	12. Contaminated equipment / work area	X	
3. Unpleasant Smells	X		13. Driving / Being Driven (normal conditions)	X	
4. Noxious Fumes		X	14. Driving / Being Driven (emergency conditions)		X
5. Excessive noise / vibration		X	15. Fleas / Lice / Infestation	X	
6. Continuous use of VDU equipment		X	16. Dangerous Chemicals - Substances in Containers		X
7. Unpleasant Substances		X	17. Dangerous Chemicals - Substances (uncontained)		X
8. Infectious Material	X		18. Exposure to verbal aggression (little/no support)	X	
9. Body fluids, Faeces / Vomit	X		19. Exposure to physical aggression (little/no support)	X	
10. Dust / Dirt	X				

Each YES answer requires completion in the 'Further Information' Section

FURTHER INFORMATION

Please enter details of YES responses

Element (e.g. Mental Effort)	Ref No	Details of frequency & intensity
Freedom to Act		Post holder will be a mobile & lone worker seeing patients in their own homes.
Physical Effort		Workings in patients own homes presents a large degree of limited control of the environment. Often staff are met with a situation they were not expecting so adaptability is required. Moving patients in aids (e.g. a hoist) or physically can be required.
Mental Effort		Post holder will travel to patients to undertake in-depth and varied clinical assessment. They may have to present these findings to external sources, e.g. safeguarding or equipment team. Attend and be actively involved in meetings.
Emotional Effort		Working with patients with terminal prognoses or who may be unwilling to accept ceilings of treatment. To convey realistic expectations to patient and families etc. During supervision with junior staff or group supervision with peers will give appropriate support to team members.
Working Conditions		The post holder will encounter patients in a variety of living conditions which must be risk assessed. Verbal and physical abuse are rare and are to be reported via the Datix system.

Manager responsible for completion of this document

Name:	Community Offering
Member of Staff to whom this document relates:	Community Offering
Date Completed:	16.08.2023
Review Date:	

Post Holder's Signature

Manager's Signature

Date Job Description Agreed

DISTRIBUTION: One copy to member of staff, one copy to personal file.

Please ensure Job Description is agreed and signed by both manager and employee