

Associate practitioner Band 4 Intermediate Care



...we are caring and compassionate

...we deliver quality and value

...we work in partnership



Name:
Job title: Associate Practitioner
Team: Intermediate Care
Business unit: Urgent and Intermediate Care
Reports to: Team Leads
Accountable to: Clinical Lead
Band: 4
Location: MCH House
Last updated: July 2023

Job purpose

To be an active member of the clinical team, providing and assisting team members to deliver rehabilitation intervention to patients referred to the team.

To carry out rehabilitation activities, including day-to-day assessment, administering/ordering of mobility aids and equipment and the supervision/instruction of patient's activities relating to their treatment programme.

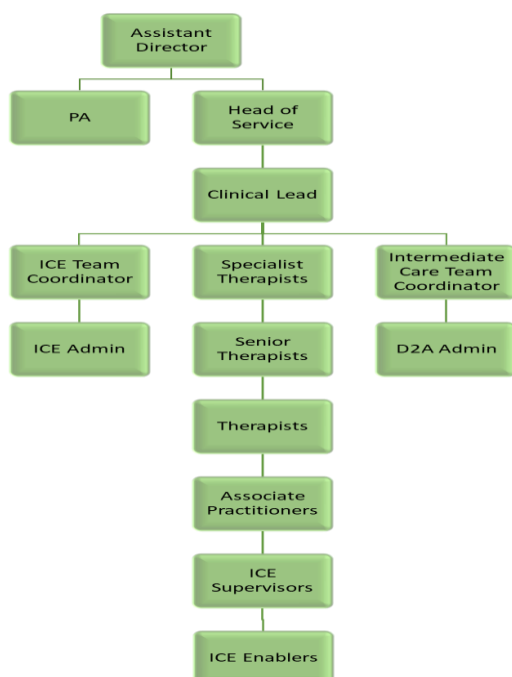
To work primarily with Physiotherapists and Occupational Therapists

To treat patients according to protocol, assessing patient progress and, within set parameters, set by the Physiotherapist/Occupational Therapists and make relevant alterations to existing treatment or move a patient's treatment onto a different stage.

Support admin staff.

Main aims of the role – To work as a highly skilled practitioner without the direct supervision or presence of a professionally qualified member of the team.

Organisational chart



1. Communication and relationship skills

- To be able to communicate effectively, using appropriate methods, both verbal and non-verbal to patients who may have barriers to understanding (eg: blind, deaf, or English not first language)
- Using empathy, sensitivity and good interpersonal skills to encourage patients, families and carers in an active approach to regaining and maintaining personal independence and well-being
- Internal – Members of hospital and community-based colleagues; administrative, support and data staff
- External – Patients, relatives and carers: general practitioners; consultants; external and voluntary agencies; other NHS staff

2. Knowledge, training and experience

Good general education (to GCSE or equivalent)

- Substantial experience working as an assistant with people who have had a sudden change in health and social care needs or with those who have a long-term condition
- Experience of taking and leading group work
- Experience of documenting and evidence learning
- Good knowledge of commonly encountered orthopaedic, neurological and musculo-skeletal conditions
- Understanding of basic principles of holistic health and social care assessment being competent in functional assessment
- Able to demonstrate a holistic approach to patient management
- Ability to work as part of a team
- Awareness of limitations, personal strengths and areas of development
- Flexible, reliable and organised
- Good written and verbal communication skills and IT skills
- Ability to work on own initiative and to manage own caseload
- Ability to travel to dispersed sites in the community in a timely manner

3. Analytical and judgement skills

- To assess and review patients with their consent, informed or complied consent
- To undertake highly skilled support work - eg: initial interviews and reporting findings to the therapists
- To assess patient's progress within the parameters set by the therapists. This requires a range of practical skills and a good level of knowledge about common medical conditions and their rehabilitation.
- To assess for, request and review appropriate use of mobility aids, ensuring the safe use of equipment by others through teaching, training and supervision practice
- Identify any potential or actual clinical and non-clinical risk within own role according to team protocols and highlight to relevant senior
- Using good communication skills, discuss with community teams the needs of the patient
- To handle written and verbal enquiries in a professional manner and to deal with them promptly and effectively

4. Planning and organisational skills

- Have initial discussions with therapists to identify the patient's needs
- To manage and prioritise own patient caseload delegated by the therapist, including the booking of patient visits
- To plan time to allow participation in general duties within the team – eg: answering the telephone, communicating messages and keeping the working environment tidy
- To collect and submit all data and statistics as required in a timely and accurate manner
- Maintain clear verbal, written and electronic communication systems for all members of the team, ensuring that communication is clear and effective and cascaded to everyone within the team
- Decision-making and acceptance of personal accountability for one's own actions

5. Physical skills

- To assist the therapists in the moving and handling of complex high-risk patients in preparation for assessment and review as identified
- To carry out interventions with patients/carers referred to the team in their home, independently or under the guidance of qualified practitioners
- To carry out basic day-to-day assessments (eg: mobility/transfers, response to treatment activities, etc) using judgement and analysis skills and to decide on appropriate action to be taken. Activities may include home exercise programmes, practice of ADL tasks, practice of mobility and transfers and manual handling techniques, with guidance assessment for and provision of walking aids/ADL equipment, basic cognitive assessments, and communication programmes.
- Competency shown in physiotherapy and occupational therapy
- Good IT skills

6. Responsibility for patient/client care

- To maintain patient's dignity, privacy and confidentiality at all times
- Ensure own practice and staff you may be responsible for meet the required, legal organisation, team and professional standards
- Have a working knowledge of the processes and responsibilities of safeguarding for adults and children including the Mental Capacity Act 2000. Participate in case conferences and transfer of care planning as necessary
- To undertake triage and assessment of patients with a wide variety of presentations and conditions: using clinical reasoning skills and assessment techniques without supervision, discussing your findings with the relevant team staff member
- To assess functional needs of patients as delegated by therapists
- Undertake the care of patients, as appropriate ensuring individual needs are met through the use of evidence-based practice
- Review patients individually without direct supervision or presence of a therapist and manage own patient caseload, liaising with relevant team member of staff
- Manage the rehabilitation of patients as delegated by the therapists, working without direct supervision, across community care settings as required
- To work autonomously as well as together with the main team
- To undertake skilled and specific support work to patient's journey to discharge
- Using empathy, sensitivity and good interpersonal skills to encourage patients and their carers in an active approach to regaining and maintaining personal independence

- To use effective communication tools, verbal and non-verbal to communicate treatment programmes to patients who may have barriers to understanding or communication – eg: blind, deaf, dysphasic or who may not have English as their first language

7. Responsibility for policy and service development implementation

- To adhere to the organisation's policies in relation to health and safety, including Working Alone policy, and Safeguarding Vulnerable Children and Adult policies
- Identify any problems, which may interfere with the smooth running of the team and put forward suggestions and ideas to the discharge facilitator for consideration and encourage others to do the same
- Complies with organisational operational policies and procedures
- To be proactively aware of health and safety aspects of your work (area) and implement any policies, which may be required to improve the safety of your work (area), including your prompt recording and reporting of (near miss) accidents or concerns

8. Responsibilities for financial and physical resources

- The post holder will be required to comply with the organisation's standing orders and standing financial instructions and, at all times, deal honestly with colleagues and all those who have dealings with the organisation including patients, relatives and suppliers
- To be responsible for the safe usage of equipment and aids by patients, complying with the organisation's Infection Control Policy
- To be aware of health and safety aspects of work, to implement any policies and to record and report any accidents, incidents or concerns
- To ensure that all resources are used appropriately to provide quality care

9. Responsibilities for human resources (HR)

- To undertake relevant CPD activities to maintain and develop skills and abilities. To keep a CPD portfolio to demonstrate CPD
- To actively participate in the organisation's appraisal system identifying personal development needs and plans to ensure that the team's key performance indicators are met
- To attend and actively participate in in-service training as required
- To attend mandatory and statutory training according to organisation schedules
- Take part in orientation and induction programmes for new staff
- The post holder is expected to act in ways that support equality and value diversity, in accordance with legislation and national local policies
- To maintain NVQ level knowledge and competencies by reading clinical/professional literature and research

10. Responsibilities for information resources

- Expected to ensure correct use of conditional information and sensitive information in line with information governance and Caldicott guidance
- To be responsible for maintaining accurate and prompt records of all own clinical interventions in line with legal requirements and local and national standards, including the writing of discharge summaries as required
- To collect and submit all data and statistics as required in a timely and accurate manner
- Record and submit accurate, timely data and information to inform caseload management and service development

11. Responsibilities for research and development (R&D)

- Understanding of research and development in the practice of nursing
- To participate in the ongoing development and evaluation of the team
- To provide information as required to support service delivery to patients/carers and other users of the Community and Intermediate Care services
- To participate in audits as required ensuring a high standard of care delivery

12. Freedom to act

- To assist the therapists in the facilitation and co-ordination of patients on the discharge pathway

- To triage, assess, review and treat patients individually, or in a group, without direct supervision or presence of a therapist in accordance with set protocols and procedures
- The ability to plan and organise own workload without direct supervision; with regular progress reports to team staff on progress and any issues
- The post holder will be required to observe local health and safety arrangements and take reasonable care of him/herself and persons that may be affected by his/her work
- To support team colleagues when undertaking patient assessments, using initiative

13. Physical effort (refer to effort factor questionnaire)

- Frequent requirement to provide moderate physical effort when providing care
- Combination of lifting with hoist, bending, standing, kneeling for short periods

14. Mental effort (refer to effort factor questionnaire)

- Frequent concentration necessary to provide specific care throughout shift
- Work pattern generally predictable

15. Emotional effort (refer to effort factor questionnaire)

- Occasional exposure to distressing/emotional circumstances

16. Working conditions (refer to effort factor questionnaire)

Physical effort

This factor measures the physical effort (sustained effort at a similar level or sudden explosive effort) required for the job. It takes account of any circumstances that may affect the degree of effort required, such as working in an awkward position or confined space. Please tick the appropriate box in the table below:

Job requirements	Yes / no	Average number of shifts per week	Average number of times per shift	Average duration of each occurrence	Average weight lifted
Standing/walking for substantial periods of time?	Y	7	Varied	Short	
Standing/sitting with limited scope for movement for long periods?	N				
Making repetitive movements?	Y	7	Varied	Short	
Inputting at a keyboard?	Y	7	Varied	Short	
Kneeling, crouching, twisting, bending or stretching?	Y	7	Varied	Short	
Climbing or crawling?	N				
Working in physically cramped conditions?	N				

Working at heights?	N				
Pushing/pulling trolleys or similar?	Y	7	Varied	Short	
Running?	N				
Cleaning/pot washing?	Y				
Lifting weights/equipment with mechanical aids?	Y	7	Varied	Short	
Lifting weights/equipment without mechanical aids?	N				
Manual digging?	N				
Other? (please specify)					

Mental effort

This factor measures the mental effort (concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines) required for the job. Please tick the appropriate box in the table below and describe the level of alertness/concentration required when undertaking certain activities. Please note that the periods of time in the table refer to continuous periods of concentration.

Job requirement	Average duration	How often per day / shift?	Are there interruptions?	If yes, do they require you to change what you are doing?
Check documents		Varied	Possible	
Carry out calculations		Varied	Possible	No
Analyse statistics		N/A		
Operate equipment/machinery		4-5	Possible	
Drive a vehicle		Varied	No	
Carry out screening tests/microscope work		N/A		
Carry out clinical/therapeutic/social care/ diagnoses / assessments		Daily	Possible	Possible
Attend meetings (please describe role)		Monthly		
Prepare detailed reports				
Carry out formal student / trainee assessments		N/A		
Undergo cross examination in court				
Carry out clinical, therapeutic or social care interventions / treatment		Daily		

Carry out non-clinical fault finding		Possible		
Other (please specify)				

Is the pattern of this work predictable in nature? Yes

If no, please describe below, including examples of activities/responsibilities that make it unpredictable.

Emotional effort

This factor measures the emotional effort required to undertake clinical or non-clinical duties that are generally considered to be distressing and/or emotionally demanding. Please complete the table below, indicating whether you carry out the activities listed as examples.

Examples	Number of occasions per week / month / year
Giving unwelcome news to patients / clients / carers / staff	
Processing, eg typing / transmitting, news of highly distressing events	Documenting key events is vital
Providing a service for distressed / angry patients / clients	dependant
Dealing with difficult situations / circumstances	4-5 year
Designated to provide emotional support to front line staff	
Providing a care or therapy service to emotionally demanding patients / clients	Daily
Caring for the terminally ill	Daily
Communicating life changing events to patients / clients	possible
Dealing with people with challenging behaviour	Regular expected occurrence
Arriving at the scene of a serious incident	
Other (please specify)	

Working conditions

This factor measures the demands arising from inevitably adverse environmental conditions (such as extreme heat / cold, smells, noise, fumes) and hazards, which are unavoidable (even with the strictest health and safety controls), such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers).

Please describe where you work and state percentage of time in each area below:

Please complete the table below concerning the conditions in which you are required to work or illness /injury to which you are exposed.

Are you require to work in, directly with or exposed to:	Yes / no	Frequency per week / month / year
Driving / being driven in normal situations (excluding driving to work)?	Y	Daily
Driving / being driven in emergency situations?	y	
Inclement weather?	y	
Use of VDU more or less continuously?	y	
Excessive temperatures?	n	
Unpleasant smells / odours?	y	
Excessive noise and / or vibration?	n	
Dust / dirt?	y	
Humidity?	n	
Exposure to dangerous chemicals / substances in containers?	n	
Exposure to aggressive verbal behaviour where there is no or little support?	y	possibility
Unpleasant substances / non-household waste?	y	possibility
Noxious fumes?	n	
Infectious material / foul linen?	y	
Fleas or lice?	y	Dependant on location
Body fluids, faeces, vomit?	y	
Exposure to dangerous chemicals / substances not in containers?	n	
Other (please specify)		

Corporate accountabilities

Equality and diversity

The post holder will comply with all policies and procedures designed to ensure equality and diversity of employment and services across the organisation.

Standards of professional and business conduct

The postholder will be required to comply with the organisation's standing orders and standing financial Instructions, and at all times deal honestly with the organisation, with colleagues and all those who have dealings with the organisation, including patients, relatives and suppliers. The postholder will also be required to comply with the Code of Conduct for NHS Managers and / or the relevant professional codes of conduct.

NHS values

All staff must be committed to abiding by the NHS values and our organisational values; open and truthful in all their dealings with patients and the public, being caring and compassionate, working in partnership and delivering quality and value. Organisational and personal interests must never be allowed to outweigh these.

Control of infection

All staff whether clinical or non-clinical are required to comply with the Health and Social Care Act 2008. Code of Practice for the prevention and control of infections and related guidance. Therefore the postholder is expected to keep patients, visitors, themselves and other staff safe by continuously reducing the risk of healthcare associated infections.

Risk management and health and safety

The postholder will ensure compliance with the organisation's risk management policies and procedures. These describe the organisation's commitment to risk management, the recognition that our aim is to protect patients, staff and visitors from harm, and stress that all staff have a responsibility to minimise risk. The postholder will be required to observe local health and safety arrangements and take reasonable care of him / herself and persons that may be affected by his / her work.

Governance standards

Comply with the relevant governance standards applicable to the organisation as communicated to the postholder from time to time

Confidentiality

To respect the confidence of patients, clients and their carers relating to their condition, their family and their financial and other circumstances and not to disclose any such information to others who are not authorised to have it, either within or outside the organisation. To abide by the organisation's code of conduct and Caldicott requirements in confidentiality at all times.

Records management

To maintain organisation and patient records (both paper and electronic) in accordance with organisation policies to facilitate clinical care and effective administration.

Freedom of Information

To provide advice and assistance to all persons who propose to make, or have made requests for information, and to ensure all requests for information are managed appropriately in accordance with organisation Freedom of Information procedures.

Data protection

To comply with organisation's policies and the Data Protection Act in all respects, with particular relevance to the protection and use of personal and patient information.

Security

To comply with organisation policies to ensure there is a safe and secure environment that protects patients, staff and visitors and their property, and the physical assets and the information of the organisation.

Safeguarding and protecting children and vulnerable adults

All staff must be familiar with and adhere to Medway Community Healthcare Safeguarding Policies, procedures and guidelines for both children and vulnerable adults. This must be in conjunction with the Kent and Medway Safeguarding Children Procedures and Kent and Medway Safeguarding Vulnerable Adults Multi-Agency Policy, protocols and guidelines. All staff are required to attend mandatory safeguarding children and vulnerable adults training and updating relevant to their position and role.

Person specification

Criteria	Essential	Desirable
Education, training and qualifications	Good general education (to GCSE or equivalent) NVQ 3 or equivalent Therapeutic support or equivalent experience.	Foundation healthcare Degree in
Previous experience	Substantial experience of working as an assistant within hospital, and/or community/intermediate care setting. Experience of taking and leading group work. Experience of documenting and evidencing learning.	
Skills and abilities	Good written and verbal communication skills. Able to demonstrate a holistic approach to patient management. Able to demonstrate empathy and be able to motivate and persuade patients to take part in rehabilitation programmes. Ability to work as part of a team. Good IT skills.	
Knowledge	Good knowledge of commonly encountered orthopaedic and musculo-skeletal conditions To have completed core skills training with regular updating as required Understanding of basic principle's of holistic health and social care assessment Competent in functional assessment Understanding of safety issues particular to Working Alone	
Other	Awareness of limitations, personal strengths and area of development Flexible, reliable and organised Ability to work on own initiative and to manage own caseload Ability to travel to dispersed sites across the community in a timely manner	
Disposition, adjustment, attitude and commitment	Flexible and adaptable. Presents self in a professional manner. Caring and compassionate Open, honest and transparent. Treats everyone as individual. Ability to work under pressure, prioritise effectively and manage competing demands.	

	<p>Ability to problem solve and recognises own limitations.</p> <p>Willing to develop self and undertake in-house study.</p>	
Practical / intellectual skills	<p>I.T literate</p> <p>Ability to work accurately and efficiently.</p> <p>Demonstrate an acceptable level of numeracy and literacy.</p> <p>Ability to travel across the Medway Towns</p> <p>Car driver</p>	
MCH values	<p>Being caring and compassionate The health and wellbeing of our patients and staff are my priority. I show kindness and humanity. I am inclusive and non-discriminatory.</p> <p>Working in partnership I ask for, respond to and offer feedback which improves the quality of our services. I work effectively as part of my immediate team, the wider organisation and with external partners to achieve shared goals. I take responsibility and ownership for my area of work and I meet and manage expectations.</p> <p>Delivering quality and value I raise my concerns and I am open and honest when things do not go well, learning from successes and mistakes. I make the most of resources and reduce waste and inefficiencies. I seek out, share and actively participate in new ideas and ways of working.</p> <p><i>These are the core values and behaviours expected of all roles within MCH and individual performance in relation to the values is assessed in your PDR. A full description is available from your manager and the intranet.</i></p>	

