

Job Description

Post:	Therapy Support Worker
Band:	3
Responsible to:	Therapy Clinical Lead & Ward Manager
Main Contacts:	Internal or external contacts

Job Summary

Under the direction of a registered Occupational Therapist (OT), Physiotherapist and Speech and Language Therapist (collectively termed Allied Health Professionals – AHPs), the post holder will be expected to:

Deliver and implement planned and prescribed therapy assessment, interventions, treatment/exercise programmes, group activities, communication aids and care packages. This will be under the direction of a registered AHP, but without direct supervision.

Work as an integrated member of the MDT, actively fostering positive relationships and respect for different roles aiming at all times to enhance patient care.

Follow the AHP process of Assessment/Planning/Intervention/Evaluation under the guidance of a registered AHP.

Contribute to MDT assessments and therapy assessments that measure clinical outcomes.

Work within the Mental Health Service for Older People, to support therapy interventions for service users who have complex and challenging needs.

Receive clinical and professional supervision from a registered AHP.

To carry out administrative duties as required.

Main Duties and Responsibilities

Clinical

To deliver prescribed therapy interventions and care packages with individuals or a group of patients such as:

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- Direct treatment interventions as prescribed by a registered AHP to enhance mental and physical health.
- Home assessments: support home based assessment as required with qualified OT.
- Living skills: e.g. meal planning, cooking, budgeting, health education.
- Social skills: e.g. discussion groups, communication groups, orientation to the community.
- Creative therapies to assess and enhance mental health: e.g. art, pottery, craft, music, creative movement.
- Education: information, technology, literacy, numeracy.
- To create life story work and communication aids under the guidance of the speech and language therapist.
- Cognitive skills: e.g. use of specific activity to develop concentration, memory cognition, problem solving sequencing and occupational competence.
- Recreation / leisure activities: promoting the use of community resources, hobbies / interests, gardening, voluntary work skills.
- Health and fitness activities: sport and fitness activities, indoor and outdoor, both on the unit and in the community.
- One to one exercise programme following physio care plan.
- To participate in the therapy specific professional groups as appropriate and both clinical and professional meetings as directed by the therapy lead.
- To meet with registered AHPs each week for referral allocation and management under the terms of the agreed framework within the team.
- To report effectively both verbally and in writing to the therapy team and the MDT on the patient's performance and progress in areas of self-maintenance, productivity and leisure and other relevant areas within the therapy plan.
- To liaise with external agencies as required.

Clinical Duties and Care

- To implement care packages, care programmes and treatment plans within an AHP framework that are supervised and established by a registered OT, physiotherapist or speech and language therapist.
- To contribute to team evaluation of interventions.
- To contribute to the evaluation of therapeutic programmes and care packages with the relevant AHP.
- Use activity to motivate and engage service users therapeutically.
- To adapt and influence the therapeutic environment according to the service users' needs, in order to bring about conditions for change, engagement, participation and inclusion, in accordance with assessed medical and mental health needs.

- Jointly develop and independently deliver group and individual therapies and occupational activity, within a treatment context.
- Work effectively with the ward activity organiser to deliver joint activities and always ensure all individual and group activities are effectively coordinated and respect for roles are maintained.
- Deliver group programmes that address service users' needs within the following domains: social, educational, leisure, physical health and well-being, creative and cognitive.
- In regular supervision sessions evaluate outcomes of therapeutic interventions, and treatment activities.
- To assist the OT to promote independence and enablement within individually designed daily living and daily occupation programmes.
- To assist the physio in carrying out exercise, balance and strength interventions
- To assist the speech and language therapist with reporting observations with regard to meal time difficulties and in the delivery of programmes to address communication needs.
- To participate in handovers, staff meetings, patient reviews, ward rounds and case conferences.
- Participate in the Care Programme Approach and clustering.
- Focus on key areas of occupational engagement functioning and work to improve motivation for occupation, pattern of occupation, communication, environment, motor skills and process skills, and contribute to the clinical development of treatment accordingly.

Communication

- To adapt communication style and use communication support where necessary to ensure communication with patients is respectful and optimised to meet their needs.
- Assist the registered AHP to pre-set outcomes, data and evidence base for therapeutic groups and interventions. In line with the professional structure for AHPs for Pennine Care NHS Foundation Trust, contribute to the evaluation and development of publications, papers, reports and presentations.
- To assist speech and language therapist in creating communication aids
- Maintain a professional portfolio of all work and personal development.
- To abide by the standards of the Royal Colleges of Occupational Therapists and Speech and Language Therapists and the Chartered Society of Physiotherapists during tasks and, where appropriate, participate in therapy and MDT audits.
- To form and maintain professional boundaries and relationships with the patients, carers and colleagues in a way that respects their views, autonomy and culture.
- To instruct and guide individual and/or groups of patients in the use of therapeutic technical and creative activities.
- To liaise with community agencies, resources and service providers.

- To maintain accurate records (written, electronic and databases) as and where required.

Knowledge, Training and Experience

- To have a comprehensive knowledge of a wide range of therapeutic activity and the role of Occupational Therapy, Physiotherapy and Speech and language therapy for patients in older age, with mental health needs.
- To have knowledge/ability to use own initiative and manage use of own time effectively.
- To comply with all the service's security requirements.
- To fulfil Trust mandatory training requirements and any specific training needs identified by AHP staff.
- To actively engage in in-service training including the therapy support worker competency framework under guidance of relevant AHPs.
- To recognise the need to prioritise and respond appropriately to clinical emergencies/perceived risk.
- To maintain a CPD file and participate in the PDP process.
- To attend specific therapy training days and workshops within Pennine Care NHS Foundation Trust's AHP structure.
- To develop knowledge, skills and understanding of relevant AHP models of practice including person centred care, recovery model, social inclusion and MOHO.
- Contribute to the AHP/MDT delivery of presentations, papers, reports and shared learning, within the Trust AHP professional development programmes.

This job description is not exhaustive, but is intended to give an overall picture of the role. Other duties within the general scope of the post may be required from time to time. The duties of the post and job description can be reviewed through the agreed process

General Duties of all post holders

- To undertake any other reasonable duty, which is appropriate to the band, when requested by Senior Staff.
- To be familiar with and comply with all Trust and departmental policies, procedures, protocols and guidelines.
- To be aware of and work towards the Trusts strategic goals.

Standards of Business Conduct

- The post holder will be required to comply with the organisations standing order and standing financial instructions and at all times, deal honestly with the organisation with colleagues and all those who have dealing with the organisation including patients, relative and suppliers.

- The post holder must ensure that their behaviour and interests inside and outside work do not conflict with their Trust position, duties and/or responsibilities.
- The post holder must comply with and support the development of the performance standards within the service/department to ensure the service is responsive to and meets the needs of its customers.
- The post holder will be required to develop and maintain good working relationships with all patients, service users, staff, contractors and where appropriate, members of the public.
- The Trust aims to maintain the good will and confidence of its own staff, patients, service users, NHS contractors and the general public. To assist in achieving this objective it is essential that at all times, the post holder carries out their duties in a courteous, sympathetic and professional manner.
- All post holders who are members of a professional body must comply with standards of professional practice / conduct. It is the post holders' responsibilities to ensure they are both familiar with and adhere to these requirements and maintain their professional membership to the relevant body.

Equality and Diversity and Equal Opportunities

- The post holder must carry out all duties and responsibilities of the post in accordance with the Trust's Equal Opportunities and Equality and Diversity policies, avoiding unlawful discriminatory behaviour and actions when dealing with colleagues, service users, members of the public and all other stakeholders.
- The post holder must promote awareness of and respect for equality and diversity in accordance with Trust policies and procedures.
- The post holder is responsible for treating all staff, patients, service users, NHS contractors and the general public with dignity and respect at all times.

Safeguarding

- Appointments to regulated and controlled activities require an enhanced DBS disclosure.
- Pennine Care NHS Foundation Trust (PCFT) employees have a statutory duty to promote the welfare of children and young people and to protect adults; enabling them to live free from harm, abuse and neglect.
- Engagement with safeguarding training, in line with responsibilities, is mandatory for all PCFT employees. PCFT employees must familiarise themselves with policies and procedures and adhere to these.
- It is the responsibility of all staff to report safeguarding concerns and familiarise themselves with who to contact in order to do this or seek further guidance.

Professional and Personal Development

- The post holder must ensure that they are aware of their responsibilities by attending the Trust Mandatory Training and Induction Programme.
- The post holder will be involved in a formal appraisal and yearly conversations review with their manager at least every 12 months. Once performance / training objectives have been set, the staff member's progress will be reviewed on a regular basis, so that new objectives can be agreed and set, in order to maintain progress in the service delivery.
- The post holder will be expected to take responsibility for their own professional development and will be supported by the Trust to achieve development opportunities as appropriate.

Confidentiality and Information Governance

- Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to confidential documents and information relating to patients, service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the NHS unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence has been established.
- All information obtained or held during the post-holders period of employment that relates to the business of the Trust and its service users and employees will remain the property of the Trust. Information may be subject to disclosure under legislation at the Trust's discretion and in line with national rules on exemption.
- The post holder must maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately, appropriately and kept up to date. The post holder must only access information, whether paper, electronic or in other media, which is authorised to them as part of their duties.
- The post holder must work to the requirements of data protection laws as applicable to the UK, which includes the General Data Protection Regulations (GDPR).

Health and Safety at Work

- The post holder is required to take reasonable care of the health and safety of themselves and other persons who may be affected by their acts or omissions at work and to co-operate with the Trust in adhering to statutory and departmental safety regulations.
- The post holder is responsible for ensuring that they do not intentionally or recklessly misuse or interfere with anything provided in the interests of health safety or welfare e.g. misuse of equipment.
- The post holder is required to contribute to the control of risk and must report immediately, using the Trust Incident reporting system, any incident, accident

or near miss involving patients, service users, carers, staff, contractors or members of the public.

- All Trust sites have been designated a no smoking area. The post holder is therefore advised smoking is not permitted within the hospital premises or grounds or whilst representing the Trust in the course of their duty. While the Trust will not discriminate against employing smokers, all prospective employees should be aware of this policy.

Infection Control

- Infection Prevention and Control is the responsibility of all Trust staff.
- All staff members have a responsibility to protect service users, visitors and employees against the risk of acquiring health care associated infections by consistently observing Trust Infection Prevention and Control Policies and procedures and best practice guidance in order to maintain high standards of Infection Prevention and Control.

Sustainability / Net Zero Carbon

Pennine Care are committed to sustainable development, social value and achieving the NHS Net Zero Carbon reduction targets. All employees must play their part and adhere to the principals in the Green Plan, this will ensure our services are efficient, sustainable and carbon emissions are reduced. As an employee you will be expected to conserve energy / water, minimise wastage in all formats, actively promote biodiversity and use sustainable transport whenever possible.

- **Energy:** Switch off non-essential electrical equipment / lighting when not in use. Report heating issues, building too hot / too cold to the Estates Team.
- **Water:** Do not leave taps running and report all drips, leaks, and condensation issues to the Estates Team.
- **Waste:** Follow the Trust waste policy – Reduce – Reuse – Recycle do not overorder equipment / medicines. Healthcare waste must be disposed of in line with the Trust's waste management policy.
- **Biodiversity:** Enhancing biodiversity has a wealth of positive outcomes for our colleagues, services users and the environment. Think of your site, can an area be improved to have a quality green space, specific planting for habitat improvement or the installation of a couple of bird boxes? Contact the estate team for further details
- **Transport & Travel:** Where possible lift share, cycle, walk or use public transport