

JOB DESCRIPTION

‘Happy to talk about Flexible Working’

Job Title:	Senior Therapy Support Worker
Department:	Therapies, Erdington site
Hospice Band:	4
Reports to:	Lead Therapist
Responsible for:	Junior staff and volunteers as required

Job Purpose

Provide support within the therapies team in provision of patient care in the hospice Inpatient unit, Living well centre and community settings. This includes working with individuals and groups, managing equipment loans and assisting with the coordination of volunteers and students.

Main Duties and Responsibilities

Clinical care

- Working with patients and their carers to develop and deliver treatment plans alongside Physiotherapists and Occupational Therapists, with a focus on patient centred goals.
- This includes but is not limited to planning and delivering individual and group sessions (including education, relaxation, and exercise); supporting Occupational Therapists and Physiotherapists with assessments and interventions within the Hospice and at patients' homes; delivering, demonstrating and installing equipment.
- To assist the Multidisciplinary team in the delivery of self-management and educational groups such as Fatigue, Anxiety and Breathlessness Programme including supporting with the management of programme waiting lists.
- Complete competencies in the delivery of treatment interventions specifically designed for the management of fatigue, anxiety, and breathlessness.
- To undertake delegated tasks to contribute to the safe and smooth running of the therapy service seeking support as needed.
- To attend and participate in multi-disciplinary team meetings, case conferences and handovers to ensure the coordination of patient care and to feedback key information to qualified therapists and wider team.
- To promote quality patient care at every contact demonstrating high standards of care.
- Ability to analyse and evaluate interventions and to adapt treatment plan and goals accordingly to support clinical judgement. Seeking support from therapies team when needed and reporting back to allocated therapist.
- Excellent clinical note keeping, ensuring patient documentation is accurate and up to date.
- Compassionate and skilful communication with patients, carers, and colleagues. Including people who have cognitive and physical disability, mental health difficulties and/or are experiencing the emotions associated with loss and grief.

Governance

- Work within Birmingham Hospice guidelines, policies and procedures including, but not limited to incident reporting, lone working, Information Governance, Infection Prevention and Control, Safeguarding.
- Take a positive and constructive approach to learning from good practice as well as incidents or near misses. For example, make suggestions as to improvements in policies

and procedures when relevant from own areas of work.

- Always be courageous speaking up regarding patient and staff safety concerns.
- Understand the importance of good governance (safety and quality via clinical audit, feedback, incidents) and support therapies and MDT team to achieve this within own role description. Including but not limited to the monitoring or audit of equipment management processes.

Management

- Managing loans and stock from Hospice local equipment store and own therapy stock. Taking responsibility for maintenance/safety of equipment for loan, stock and safe storage ensuring infection prevention and control standards are met.
- Assisting with the organisation and coordination of volunteers and students in the Therapies team.
- Using email, intranet, and other IT for efficient working. Using admin support colleagues for efficient working.
- Prioritise own work according to needs of patients and capacity of team. This will require being flexible and adaptable, organised and having good communication and relationships in the team.
- To assist in the promotion of the therapy service and service development activities as required.
- Provide support and act as a role model to junior therapy support workers.

Relationships

- In addition to these key relationships, collaborative working is required with therapists at other local Hospices to share good practice and work toward resilient services; relevant colleagues in acute and community trusts; relevant colleagues in equipment supply chains.

Education

- Contribute to the education of students, volunteers, and other staff by demonstrating own duties and competence. Sharing knowledge and skills from training and own experience both formally and informally with team.
- To undertake appropriate training to ensure competence to practice as directed by the line manager.
- To develop and maintain a working knowledge of specialist palliative care.
- To adhere to Occupational Therapy and Physiotherapy Code of Ethics and Professional Conduct and Birmingham Hospice policies and procedures
- To be aware of and always adhere to Birmingham hospice values.
- To undertake relevant activities to meet training and education objectives as identified with the Therapy leads and in the annual appraisal review.

General Duties

Confidentiality

- All employees are required to uphold the confidentiality of all information records in whatever format, encountered in the course of employment and after it.
- All employees are bound by the requirements of the General Data Protection Regulations when, in the course of their employment, they deal with information records relating to individuals.

Equality and Diversity

- The Hospice is committed to promoting an environment that values diversity. All staff are responsible for ensuring that they treat individuals equally and fairly and do not discriminate on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex and sexual orientation. The Hospice expects all staff to behave in a way that recognises and respects diversity in line with the appropriate standards.

Health and Safety

- All employees have a responsibility under the terms of the Health and Safety at Work Act 1974 to protect and promote their own health and that of others in the workplace.
- All employees must comply with all Hospice Health and Safety Procedures

Infection Control

- The prevention and control of infection is the responsibility of everyone who is employed by the Hospice. Employees must be aware of infection control policies, procedures and the importance of protecting themselves and their clients in maintaining a clean and healthy environment.

Information Governance

- All employees are responsible for ensuring they undertake any training relating to information governance, read the Hospice's policies, procedures and guidance documents relating to information governance, and understanding how this affects them in their role.

Professional Development

- All employees must participate in an annual appraisal and develop a personal development plan with their Line Manager
- All employees are responsible for maintaining their statutory and mandatory training.

Safeguarding Children, Young People and Vulnerable Adults

- The Hospice is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All employees and volunteers are therefore expected to behave in such a way that supports this commitment.

Pandemic or major incident

- In the event of a pandemic or major incident, the post holder may be asked to undertake other duties not necessarily commensurate to the banding of this role. This could include duties in any part of the Hospice. Prior to undertaking any duties, the member of staff will have full training and induction. No member of staff will be asked to undertake duties for which they are not competent or where they feel unsafe in their environment or could put patients or themselves at risk.

The job description is not exhaustive and may be amended following appropriate consultation in the light of business needs.

PERSON SPECIFICATION

Job Title:	Senior Therapy Support Worker
Department:	Therapies
Band:	4

Requirements	Essential	Desirable	How identified
Education and Qualifications	<ul style="list-style-type: none"> Evidence of a high standard of numeracy and literacy to meet standards required for the role including the need for accurate and relevant documentation and ability to complete clinical documents (for example risk assessments and outcome measures). Evidence of CPD Care Certificate/NVQ Level 2 Health and Social Care or above or equivalent qualification 	<ul style="list-style-type: none"> Grade 4 Maths and English, or equivalent. 	A
Knowledge and Experience	<ul style="list-style-type: none"> Previous relevant experience of working as a therapy support worker/assistant. Considerable experience of planning and providing therapeutic interventions, including group and 1:1 work. Significant experience of working in multidisciplinary team. Substantial understanding of acute, community and voluntary sectors. A working knowledge of and training in manual handling techniques, safeguarding concerns, information governance and infection prevention and control methods. 	<ul style="list-style-type: none"> Knowledge and experience of working with people faced with life limiting illness and their carers individually and in groups. Experience of working in Hospice sector. Palliative care experience Experience of working alongside both Physiotherapists and Occupational Therapist. Experience of working in community settings. Ability to facilitate patient and 	A/I

		carer groups	
Personal skills and attributes	<p>Judgement</p> <ul style="list-style-type: none"> • Ability to assess urgency of incoming referrals in addition to triaging phone calls and messages for the team. • Ability to prioritise own caseload and to balance clinical and non-clinical duties. • Ability to recognise safety concerns. • Knowledge of when to seek senior/colleague assistance, willingness to do so. • Experience of analysing and managing risk to include completing planned and dynamic risk assessments for both clinical and non-clinical situations. • Knowledge and experience of lone working and ability to judge and minimise risk. <p>Organisation and management</p> <ul style="list-style-type: none"> • Ability to plan and organise group activities for patients. • Ability to use own judgement to react flexibly to the changing needs of the service. • Experience of delegating tasks to volunteers, students, and junior team members. • Ability to manage equipment store and loans. • Competent use of diary to coordinate time and work with colleagues. <p>Physical skills</p> <ul style="list-style-type: none"> • Ability to drive and access to own vehicle 	<ul style="list-style-type: none"> • Experience of managing prioritisation across multiple patient settings to include inpatient and community. 	I

	<p>with full UK driving license.</p> <ul style="list-style-type: none"> • Ability to safely handle patients and equipment. <p>Personal skills</p> <ul style="list-style-type: none"> • Deal with distressed or anxious patients/carers • Deal with challenging family circumstances or situations • Deal with patients with degenerative or terminal illness • Ability to manage own wellbeing with support from team where needed. • Supportive of the values and objectives of Hospice Charity Partnership • <p>IT skills</p> <ul style="list-style-type: none"> • Experience of using keyboard, email, electronic patient records and equipment management systems. • Knowledge and ability of using a variety of software including use of spreadsheets. 	<p>Familiarity with the following systems: SystemOne, Medequip, ELMS</p>	
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A= Application form

I=Interview

T=Test

C=Certificate