JOB DESCRIPTION

'Happy to talk about flexible working'

Job title:	Therapy Support Worker
Department:	Therapies
Hospice band:	Clinical Band 3
Reports to:	Therapies Lead
Responsible for:	N/A
DBS required	Enhanced

Job purpose

To provide support to the Physiotherapy and Occupational Therapy team in the planning and delivery of a range of holistic interventions and self-management programmes to support the rehabilitative approach of care to patients with a palliative diagnosis.

To assist with evaluating progress against set outcome measures and collaborative patient goals.

To effectively communicate with patients and other team members to ensure optimal quality of evidence-based care both written and verbal.

To maintain excellent working relationships within the multidisciplinary team.

To monitor patient progress and notify the therapists immediately if there are changes observed or any concerns regarding safety or wellbeing.

To provide admin support to the team, for example; phone calls to book in visits, completing referrals and ordering equipment.

To support the Therapy Team as required. This will include working in the community, the Inpatient Unit and in the Living Well Centre.

This role will be expected to support across sites

Main duties and responsibilities

1. Clinical

- To undertake all aspects of clinical duties under the supervision of the qualified therapists.
- Complete competencies in the delivery of treatment interventions specifically designed for the management of fatigue, breathlessness and anxiety.
- To assist the Multidisciplinary Team in the delivery of self-management and educational groups such as the Fatigue, Anxiety and Breathlessness Programme
- Monitor patient's exercise and rehabilitation programmes to maximise function and independence.

- Support patients to carry out planned exercise regimes as instructed by a qualified therapist.
- To assist with ordering and fitting equipment and demonstrate the use in the Hospice or in patients' homes.
- To undertake delegated tasks to contribute to the safe and smooth running of the therapy service
- Explain rationale to patients and promote understanding of the aims of the therapy to encourage compliance and progression through the planned programmes of care.
- To attend and participate in multi-disciplinary team meetings, case conferences and handovers to ensure the coordination of patient care.
- To complete competencies set by the Therapy team and employ appropriate skills to accurately teach therapeutic techniques to patients as required.
- Maintain accurate clinical records of all interventions in line with Hospice policy and guidelines.
- To collect data, statistics, and information as required.
- To complete onward referrals and signposting patients to other services as required
- To be responsible for the management of the therapy equipment store to ensure stock is maintained, to monitor maintenance of equipment and to ensure it is a safe tidy environment and is 'fit for purpose'.
- To assist qualified therapists in auditing aspects of the service delivery if required

2. Professional

- Promote quality patient care at every contact.
- Act as a role model demonstrating high standards of care.
- To be aware of own limitations and refer to qualified therapists whenever necessary.
- Liaise with community teams to obtain relevant care records and clinical information as requested by qualified therapists.
- Identifying and reporting immediately, any safeguarding risk to patients and their families in accordance with the Birmingham Hospice Safeguarding of Vulnerable Adults and the Safeguarding of Children Policies and Procedures.
- To adhere to Hospice systems for incident reporting.
- To assist in the promotion of the therapy service and service development activities as required

3. Educational

- To contribute to the teaching of other healthcare professionals both internally and externally if required
- To undertake appropriate training to ensure competence to practice and 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 adhere to Birmingham Hospice Values at all times

4. General

- To undertake relevant activities to meet training and education objectives as identified with the Therapy leads and in the annual appraisal review.
- All staff are required to abide by the Hospice's policies and procedures, including confidentiality, equal opportunities and data protection.
- Uphold the Hospice ethos and demonstrate behaviours in line with our values

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.

- As a Disability Confident employer, we are committed to ensuring an inclusive recruitment process and will promptly consider and respond to requests for reasonable adjustments to support candidates throughout their recruitment journey.

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 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. We won't ask any member of staff 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:	Therapy Support Worker
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Requirements	Essential	Desirable	How identified
Education and qualifications	• Competency in Maths and English (to GCSE level, or equivalent) •	• Completion of relevant therapy competencies • Care Certificate/NVQ Level 2 (or higher) in Health and Social Care, or equivalent • Relevant technical qualification(s)	A, C A, C,
Knowledge and experience	• Experience of working in a relevant healthcare environment • Understanding of the roles of Physiotherapy, Occupational therapy and nursing services	• Experience of working palliative care • Experience of working in the voluntary sector • Experience supporting group sessions	A, I A, I, I A, I
Personal skills and attributes	• Excellent communication skills (verbal and written) • Excellent organisational skills		

	• Ability to instruct patients in relation to the use of equipment and therapy interventions • Ability to carry out moderate to intense physical effort throughout the working day • Good IT Skills • Positive and professional approach • Flexibility • Ability work individually and as part of a team • Supportive and committed to the values and objective of the Hospice • Full driving licence with access to own vehicle		

A= Application form **I=Interview** **T=Test** **C=Certificate**