

JOB DESCRIPTION

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| POST | Wheelchair Therapist |
| GRADE | Subject to AFC Banding band 7 |
| MINIMUM QUALIFICATIONS | Degree/Diploma in Occupational Therapy/Physiotherapy Registered with Health & Care Professions Council (HCPC) |
| LOCATION | Bromley Healthcare  |
| HOURS | Part time. Up to 18.75hrs per week |
| RESPONSIBLE TO  | Bromley healthcare Service Lead |
| RESPONSIBLE FOR | Junior staff |

JOB SUMMARY

The Senior Therapist is responsible for the day to day leadership and management of a client caseload.

The Senior Therapist will be expected to:

* Line manage the therapy team as directed by the Service/Clinical Lead ensuring they are able to deliver multi-disciplinary working within the overall service framework.
* Assess patients independently, making autonomous decisions in the clinical and diagnostic assessment of patients with complex health and social care needs. They will be required to apply a high level of understanding of the effect of disability on the patient group and evidence-based strategies for management of patient needs.
* Act as a key therapy resource within Bromley Healthcare, promoting multidisciplinary team working to support the common goal of safe, efficient care delivery in non-hospital settings.
* Work closely with the Service and Clinical Leads to ensure the patients are seen, assessed and managed in an efficient and effective manner.

The post holder is expected to be a positive role model for the team in terms of clinical and general management, patient care and communication and quality standards. The post holder is expected to be a clinical specialist in the field of posture management and wheeled mobility and to provide clinical management, advice, support and teaching to all relevant personnel within team.

As a representative of Bromley Healthcare you will be expected to contribute to the successful achievement of the organisation, service and business plan objectives, providing outstanding patient service and demonstrating commitment to the organisation’s core values

Key Relationships

1. Service and clinical lead
2. Staff working at the Princess Royal University Hospital and other referring hospitals
3. Other community clinical staff
4. Social care staff
5. General Practice staff
6. Other health and social care providers
7. Equipment manufacturers and suppliers
8. Nursing Homes
9. Special Schools

## Clinical

1. To carry a significant caseload of patients as an autonomous practitioner, including those with highly complex presentations, using advanced clinical reasoning skills.
2. To act as a Lead Therapist applying clinical skills to the highest standards of care.
3. To adhere to the Principles of Compassion in Practice and ensure that the culture of the team is enabling for patient’s independence.
4. To use advanced clinical practice skills and expert knowledge to undertake comprehensive assessments of the physical and psycho-social needs of patients and to undertake clinical duties as an autonomous practitioner using investigative, analytical and clinical reasoning skills. This will include using a range of standardised and non- standardised assessment tools and techniques.
5. To prescribe equipment consistent with the best available evidence, transferring and applying knowledge and skills in order to improve health outcomes for patients.
6. To confer, as appropriate, and work with the other members of the multidisciplinary team, including GP’s and or hospital physicians to ensure there is robust communication around clinical care as indicated.
7. To prescribe equipment for clients taking into consideration medical as well as social needs.
8. To ensure the handover of the equipment prescribed is completed safely and effectively.
9. To consider the needs of carers when prescribing equipment to ensure the equipment will be used correctly and safely. Where necessary to attend case conferences with other involved parties to enable an interdisciplinary focus to the client’s care and to effectively ensure their needs are met.
10. To use valid and reliable outcome measures to evaluate the effect of equipment interventions.
11. To ensure accurate, comprehensive and up to date clinical records are maintained on BEST in accordance with Trust guidance and professionally agreed criteria and within a multidisciplinary context to ensure a holistic approach to patient care.
12. To sensitively deal with distressing or emotional circumstances regarding patient care, and communicate highly complex information, sensitively, requiring empathy and reassurance, to patients, carers and members of the MDT both verbally and in writing*.*
13. To incorporate client preferences into decisions and to empower patients and their families through appropriate support and education.
14. When required, to produce comprehensive patient related reports for other disciplines or agencies relating to assessment findings and/or treatment outcomes and to ensure that those produced by other members of the therapy team are of a high standard.
15. To undertake the measurement and evaluation of own work through audit, outcome measurement, the application of evidence based practice and research where appropriate.
16. To work to Bromley Healthcare and Therapy professional clinical guidelines and have a good working knowledge of relevant national standards to which quality of practice should be monitored.
17. To ensure that all practices within the area are in accordance with the relevant professional body’s code of professional conduct as well as Bromley Healthcare’s professional and statutory rules, codes, policies and guidelines.
18. To work with the Clinical Lead to develop and define quality requirements of best clinical practice in line with current evidence. To communicate these requirements to all staff and ensure a monitoring framework is in place.
19. To continuously update existing policies and guidance to ensure current practice of all staff are up to date and according to best practice.
20. To act as advocate for patients, ensuring that delivery of care is patient orientated and meets local and national standards.
21. To appreciate the need for patient privacy and dignity at all times.
22. To consider the needs of carers to ensure necessary support systems are in place and to involve them in the process of equipment provision.
23. To show respect to patients own beliefs, values and differing cultural needs.
24. To ensure that the Principles of Compassion in Practice are adhered to by all staff and the culture of the unit is enabling for patients’ independence.
25. To have a specialist knowledge of standard and complex equipment.

Management

1. To perform delegated line management duties and support and deputise for the Clinical Lead where required.
2. To provide team leadership and to take responsibility for the supervision, teaching and appraisal of other staff as appropriate.
3. To work with the Operations Manager to deliver the service objectives.
4. To work with the Operations Manager in facilitating any changes required in line with service objectives changes or initiatives to improve performance through the Wheelchair Service team.
5. To be responsible for own and the teams allocated work plan, and to independently plan and organise this with regard to clinical priorities and effective use of time, depending on changing priorities on a daily basis.
6. To assist with the development and review of procedures, protocols and service directives, which at times, impact on other services, both within and outside Bromley Healthcare.
7. To ensure that all clinical documentation is kept up to date and meets local and professional standards.
8. To work with the Service and Clinical Leads to manage complaints to the service.
9. To facilitate the management of change within the unit whether clinical or managerial in nature.

Governance and Quality

1. To demonstrate a sound understanding of clinical governance, including audit, development of professional and service standards and risk assessment.
2. To ensure the service is compliant with existing service and national standards relevant to clinical area
3. To monitor and improve performance against quality metrics identified on the service Balanced Scorecard.
4. To ensure the implementation of, and adherence to, Bromley Healthcare policies, procedures and clinical governance requirements.
5. To ensure that team members complete electronic and paper patient records and other documentation in accordance with local policies and procedures.
6. To work with the Service/Clinical Lead to regularly review risks identified by the team and ensure the use of appropriate risk assessment and management strategies. To log risks on the Risk register and take appropriate action to mitigate them.
7. To ensure that incidents are reported and recorded in line with Bromley Healthcare and partner organisation clinical governance policies and procedures, ensuring that appropriate immediate action is taken.
8. To participate in any Root Cause Analysis investigations that may become necessary under direction from the Bromley Healthcare Risk Team.
9. To ensure any Adult Safeguarding concerns are identified and acted upon appropriately according to Bromley Healthcare and London Borough of Bromley procedures
10. To ensure the effective collection, recording, monitoring and reporting of clinical data, completing regular data analysis as required monitoring performance and reporting any trends.
11. To compile and produce reports as part of regular service evaluations and submit these to inform business planning.
12. To identify a range of clinical and process audits that will develop the Rehabilitation Service and ensure these are completed in line with the annual Audit Plan

Service Evaluation and Development.

1. To lead the use of evidence based practice in service delivery and ensure there is an infrastructure to support this.
2. To review new policies and research and contribute to professional discussion about implementing these in clinical practice.
3. To work with Senior staff and managers to ensure that service developments and changes are implemented efficiently.
4. To work with the Service/Clinical Lead to ensure the development and review of procedures, protocols, clinical care pathways and service directives within the Wheelchair Service.
5. To actively seek to involve stakeholders, service users and carers in the development of the service
6. To participate and lead as appropriate on work related research/evaluation projects and to be aware of current research relevant to the specialty
7. To work with the Service/Clinical Lead to develop, implement and evaluate the service audit plan.
8. To ensure the use of validated therapy outcome measures, reviewing effectiveness and reporting as appropriate.

Training and Development

1. To create a positive learning environment within the team, liaising with the Training department where appropriate.
2. To ensure own and team’s compliance with mandatory training programmes.
3. To identify service specific training needs and plan training programmes for team members, including but not exclusively mental capacity, dementia, DoLS and equipment updates.
4. To take a pro-active approach to the development of clinical skills within the area whilst maintaining and developing personal clinical skills.
5. To assist the development and implementation of training for all staff members of the team, facilitating the formulation of Professional Development Plans and objectives that meet individual, service and organisational needs for all team members.
6. To ensure that team members receive appropriate supervision, support and appraisal.
7. To act as a clinical supervisor/mentor to others
8. Monitor and maintain the record of training and development for each therapy member of staff in accordance with Bromley Healthcare policies.
9. To be responsible for own Continuing Professional Development, by development and implementation of a Professional Development plan in line with professional and registration bodies.
10. To maintain professional status and competence as a specialist therapist ensuring own knowledge and skills are up to date and meet the requirements of professional registration.
11. To maintain a portfolio of advanced practice and personal development activities and evidence
12. To be pro-active with regard to learning from other Team members and partners.
13. To seek appropriate clinical supervision for self and participate actively, providing evaluations when requested.
14. To actively participate in Bromley Healthcare’s appraisal and review process, and set objectives to meet personal, service and Bromley Healthcare’s needs.
15. To pro-actively participate in the development, delivery and evaluation of learning opportunities for the Wheelchair Service Team.
16. To be a lead in the development and implementation of training for assistants, technicians and generic support workers.
17. To ensure that the service accepts therapy students on placement from partner Universities.
18. To be a clinical/fieldwork Educator for therapy students (discipline subjective) including daily supervision, assessment, grading, writing reports and liaising with the relevant Higher Education Institutions.

Communication

1. To develop and sustain close working relationships with manager, colleagues, hospital staff, Social Services, GPs, nursing, therapy, care staff, equipment manufacturers and suppliers and other health and social care professionals.
2. To motivate and persuade others through advanced communication skills.
3. To communicate highly sensitive, complex and confidential information with a wide range of people including patients, relatives and carers, other health care professionals across all healthcare settings.
4. To communicate with patients and carers where there may be significant barriers to understanding such as cognitive impairment, denial, grief and memory loss, and to ensure all members of the team do likewise.
5. To ensure multidisciplinary team meetings are efficient and effective with regard to team interventions, effectively communicating with other health care professional, external and voluntary agencies.
6. To ensure that all documentation is completed and distributed in a timely manner, in line with service standards.
7. To manage complaints according to Bromley Healthcare’s complaints management policy and procedure.
8. To ensure availability of accessible information for patients, patients, their carers and/or families.
9. To work alongside other members of the team to positively promote the service and Bromley Healthcare to a variety of stakeholders.
10. To maintain confidentiality and comply with information governance requirements consistent with Bromley Healthcare policies.

Effort

1. Carry out assessments and treatments with moderate physical effort on a daily basis.
2. To comply with Bromley Healthcare Moving and Handling Policy and local therapeutic handling guidance at all times.
3. To deliver and fit equipment to maximise independence and safety, with frequent requirement to move and lift this equipment within the restricted environment of patients’ own homes.
4. To deal sensitively with patients who have high levels of anxiety and aggression caused by pain, dementia or limited mobility.

At times, to work alone in community settings assessing and managing risk

Any Other Duties

To comply with the duties placed on employees by the Bromley Healthcare’sHealth and Safety Policy and Related Procedures and to act in accordance with all instruction, information and training supplied in relation to those duties.

To carry out any other duties as designated by senior staff and commensurate with the post, which may arise from time to time.

Observe confidentiality of records and health information at all times and is aware of and practice the principles of the Data Protection Act of1984, as this applies to computerised information.

To undertake appropriate training to meet individual developmental needs within the role

Driving is an essential component of the job.

Other

1. The work requires high levels of concentration due to unpredictable interruptions within the working environment.
2. To be aware that the post requires close working in a multi-disciplinary setting with staff employed by other stakeholders, such as the local authority. The post holder has a responsibility to promote and develop good relationships, good communication and excellent team working procedures across organizational boundaries.
3. The post holder is expected to manage their own emotional responses and remain objective, calm and professional when dealing with patients and their families exhibiting severe emotional and physical distress.

Additional Information:

The duties of the post may be reviewed and if appropriate changed by discussion with the post holder after a period of time to facilitate career development and to ensure that the most effective service is provided.

# Infection Prevention and Control Responsibilities

Employees must ensure that they adhere to Bromley Healthcare’s Infection Control Policy and all Infection Control Procedures and Guidelines. They must also practice strict hand hygiene at all times while carrying out clinical duties, which is in line with the responsibilities placed on them by The Health Act 2006: Code of Practice for the Prevention and Control of Health Care Associated Infections. The prevention and control of healthcare associated infections must be embedded into everyday clinical practice and applied consistently to ensure prevention or containment of infections.

It is the responsibility of all clinical staff to ensure that they have sound working knowledge of standard infection control precautions. They must ensure that no act or omission on their part or within their sphere of responsibility is detrimental to the interests or safety of patients or patients.

They must also keep their infection control knowledge and skills up to date by attending mandatory infection control training as required to enhance infection control practice and to maintain a safe environment for patients, visitors and colleagues.

Health and Safety

Employees must comply with the duties placed on employees by the Bromley Healthcare’s Health and Safety Policy and Related Procedures and to act in accordance with all instruction, information and training supplied in relation to those duties.

Safeguarding

**All staff must be familiar with and adhere to Bromley Healthcare’s child/adult protection procedures and guidelines, in conjunction with the multi-agency policies and procedures of the Bromley Safeguarding Children Board, London Safeguarding Children Board and of the Bromley Safeguarding Adults Board.**

**They must be mindful of their responsibility to safeguard children /vulnerable adults in any activity performed on behalf of Bromley Healthcare in line with the requirements of the Children Act 1989 and 2004 and DoH ‘No Secrets’ guidance 2000.**

**All staff must keep up to date with their safeguarding knowledge and skills by attending mandatory training as specified in Bromley healthcare’s training plan.**

Training and Development

Bromley Healthcare is firmly committed to the continuous development of its entire staff and to promoting lifelong learning throughout the organisation. Bromley Healthcare is also committed to Continuous Professional Development for all staff groups to ensure professional knowledge is up-to-date and that best practice is delivered to our patients.

Development needs are assessed in a number of ways including the appraisal and review process. It is a key responsibility of managers to ensure that appraisals are conducted for all staff and Personal Development Plans are developed and agreed with individuals. Development needs are met through a wide range of learning opportunities which are publicised through the training prospectus. All staff have specific personal responsibility for their own development which includes their involvement in:

* Full participation in Bromley Healthcare’s appraisal process
* Identification of individual training needs
* Pre-course discussions to identify objectives
* Post-course reviews to establish if objectives are achieved
* Transfer of knowledge into the workplace
* Evaluation of individual training

This job description reflects the immediate requirements and objectives of the post. To reflect changing needs and priorities, some elements of this post may be subject to change but not without prior negotiation and discussion with the post-holder.

The occupant of this post may, in the course of normal duties, acquire knowledge of confidential matters, including personal information about staff and patients. All information is to be regarded as strictly confidential, whether it appears important or otherwise. Any breach of the rules of confidentiality will be regarded as a serious disciplinary matter and may lead to dismissal. The only exception to this is when confidentiality is appropriately breached as a result of a genuine concern being raised under the terms of Bromley Healthcare’s Whistle Blowing Policy and Procedure.

The Data Protection Act 1998 gives individuals a right to find out what information, including personnel information, is held about them on computer and in some manual records. There is also a right to have inaccurate data corrected, blocked, erased or destroyed.

To access your Personnel records you will need to complete a “Subject Access Request Form” which is available from the Bromley Healthcare Data Protection Co-ordinator and then make an appointment with the Human Resources Manager. Some information is exempt from the provisions of the Act, for example confidential information such as employment references.

Further information on Data Protection and confidentiality (including the contact details of the Data Protection Co-ordinator) is contained in the “Staff Notice: Personal Information – Data Protection” which you will be asked to sign when you join.



PERSON SPECIFICATION

POSITION: Wheelchair Therapist

Subject to AFC Indicative Band 7

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|  | ESSENTIAL | DESIRABLE |
| QUALIFICATIONS AND TRAINING | * Diploma / Degree in Physiotherapy/Occupational Therapy.
* Current registration with Health & Care Professions Council
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| SPECIFIC SKILLS/ KNOWLEDGE | * Evidence of knowledge and application of assessments required relevant to prescription and provision of wheelchairs and seating.
* Evidence of knowledge of complex life limiting conditions including MS and MND.
* Evidence of knowledge of 24hr postural management and its impact on wheelchair and seating provision
* Evidence of knowledge of pressure ulcers and their management and grading
* Presentation and training skills.
* Evidence of undertaking audit and research /evaluation.
* Sound clinical reasoning skills
* Well-developed understanding of clinical governance
* Knowledge of relevant legislation in relation to current practice.
* Sound IT skills including word processing and data analysis such as Microsoft Word and Excel.
* Well-developed communication skills, verbal and written and able to write succinctly and accurately
* Well-developed interpersonal communication skills
* Willingness to work collaboratively to develop patient-focussed provision
* Able to motivate and persuade patients with impaired cognitive or physical ability
* Good time management and organisational skills
* Ability to use initiative and work independently without direct supervision.
* Car Driver with licence valid for UK and access to vehicle for work purposes.
 | * Use of electronic patient record systems in particular BEST, the Wheelchair Service database.
* Evidence of contribution to research/service evaluation
* Evidence of contemporary continued professional development relating to provision of seating and mobility equipment
* Datix trained
* Complaints handling
* Root Cause Analysis
* Experience of working to KPIs and service targets
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| EXPERIENCE | * Post graduate experience relevant to the Wheelchair Service.
* Experience of assessing patients in hospital
* Experience of managing own caseload and delegation
* Experience of writing and handover of prescriptions for wheelchairs and seating
* Experience of managing junior staff
* Experience as working as part of a multi-disciplinary team.
* Experience of working in the community
* Experience of working in a team where roles and tasks are shared across professional working boundaries.
 | * An understanding of multi professional care-planning.
* Experience of measuring and monitoring own and others performance.
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| PERSONAL QUALITIES | * Ability to respond positively to unpredictable work patterns and frequent interruptions.
* Ability to remain calm and professional with patients who may be emotionally and physically distressed.
* To contribute to the work of the social enterprise by having an innovative approach to your work with a willingness and openness to change.
* Ability to demonstrate empathy
* Able to motivate and persuade patients with impaired cognitive abilities or physical senses
* Pro-active ‘can do’ attitude
* Self-motivated and keen to develop self and team
* Willingness to learn and develop new skills
* Enthusiastic about working as part of a multi-professional team
* Ability to prioritise and multi-task and work calmly and proactively under pressure.
* Willingness to develop clinical and assessment skills into new areas
* Effective role model able to motivate self and others.
* Ability to communicate and behave appropriately in difficult or challenging situations
* Assertive, credible and proactive with good problem solving skills.
* Passionate about providing high quality, person centred health and social care in the community with a particular focus on older people’s needs.

The post holder is expected to demonstrate the values of Bromley Healthcare including:* Constantly improve our services
* Treat others as we would like to be treated
* Hit our targets

The post holder is expected to work within the requirements of the 6C’s – Care, Compassion, Competence, Communication, Courage and Commitment. | * An interest in service development that has a robust approach to considering the needs of the service stakeholders.
* Ability to work in collaboration with other professional leads.
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