

# Join us at UHB



Building healthier lives

# Welcome from our Interim CEO

Jonathan Brotherton



Dear Candidate,

Thank you for your interest in working with us here at University Hospitals Birmingham NHS Foundation Trust (UHB).

Please take some time to read through this application pack to gain a better understanding of our Trust in general, this role in particular, and why UHB is a great place to work.

UHB is one of the largest teaching hospital trusts in England, serving a local, regional, national, and international population. We employ around 22,000 colleagues and are committed to investing in your training, development, health and wellbeing and future career with us.

We see and treat more than 2.2 million patients every year across our four hospital sites - Good Hope, Heartlands, Queen Elizabeth Hospital Birmingham and Solihull Hospital - and through our community services and clinics. We are centres of excellence in many clinical specialties.

But it's not just our patients we invest in at UHB; we also invest in our staff. In fact, we believe we are defined by our people, not the state-of-the-art equipment or facilities we work out of. We have high standards and we want to build healthier lives for patients and our teams, wanting you to enjoy your job, and flourish in it.

To reinforce this commitment, we recently refreshed our values after hearing from over 1,400 colleagues about what made them proud to work at UHB

We will be:

**Kind:** the kindness that people show to each other every day

**Connected:** the connections we build with everyone around us

**Bold:** the ability to be bold in how we think, speak and act

We hope you find this pack useful and look forward to receiving an application from you for this role within our Trust.

Yours sincerely,

A handwritten signature in dark ink, appearing to read 'J Brotherton', written in a cursive style.

Jonathan Brotherton  
Interim Chief Executive Officer

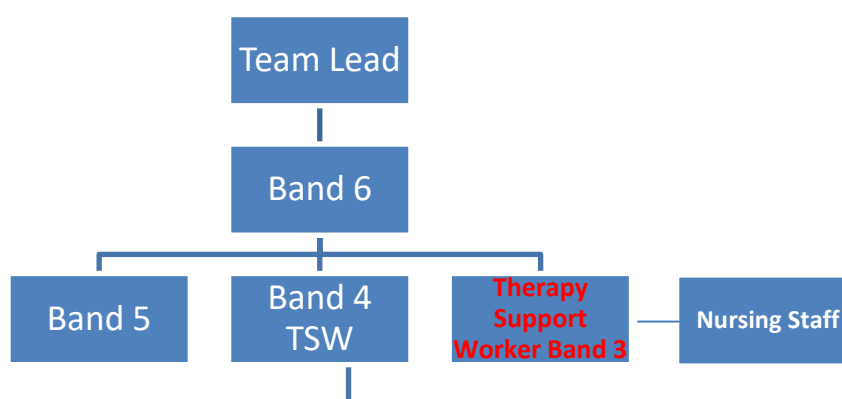
## JOB DESCRIPTION

<b>Job Title</b>	Therapy Support Worker
<b>Pay Band</b>	3
<b>Department</b>	Therapies
<b>Division</b>	3b
<b>Reports to</b>	Team Leader Trauma and Orthopaedics
<b>Professionally Responsible to</b>	Clinical Team Lead Trauma and Orthopaedics

### JOB SUMMARY

This role will be based on the ward to deliver high quality care through supporting rehabilitation and nursing care to adults. The role of a therapy support worker is to support the delivery of therapy services to patients within the clinical medical setting. The therapy support worker will work under the supervision of registered Physiotherapists and Occupational therapists and will be responsible for an agreed clinical caseload. The Therapy support worker will be required to work on the wards and may be required to complete both community outreach and domiciliary visits to patient's homes. and will liaise with therapies and nursing staff. The trust is committed to providing a 7 day service and therefore the role is on a 7 day working rota

### TEAM/DEPARTMENT STRUCTURE CHART



### KEY SKILLS

#### Communication

- To form professional relationships with patients and their relatives/carers, communicating with them in a way that respects their views, autonomy and culture
- To report observations of patient's general behaviour and ability to the registered therapist and MDT as appropriate.
- To be alert to the patient's physical and emotional needs, employing interpersonal skills as appropriate, and reporting any concerns to relevant multidisciplinary team member as appropriate.
- To provide clear demonstration and instruction to individuals/ groups of patients in the use of therapeutic activities.
- To liaise with outside agencies as appropriate in order to achieve therapeutic and discharge planning goals.

- 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 do not have English as a first language.
- To contribute to development of patient care by attending relevant Therapy team meetings, daily ward handover or other Multi-Disciplinary Team meetings, communicating on behalf of Registered Therapist regarding patients' performance, progress or service provision.
- To maintain accurate electronic records of work undertaken on electronic patient handover and therapy electronic record database, in line with trust and therapies directorate standards.

#### **Analytical and Judgement skills**

- To be responsible for specific delegated aspects of clinical intervention, working without direct supervision and providing feedback to the registered Therapist or assistant Practitioner regarding assessment of patient progress.
- With training and guidance; to complete a range of initial screening assessments and follow referral criteria
- To inform therapists of new referrals, as advised by ward or clinic staff and obtain relevant information.
- To assess risk and manage this effectively within the clinical and community setting
- To obtain information from patients and their carers / relatives during assessments regarding their interests, skills and home circumstances and in negotiation with qualified therapists, incorporate these into treatments.

#### **Planning and Organisation**

- To prepare for treatment sessions for self and other team members as required including obtaining notes and gathering materials necessary.
- To manage and prioritise own patient caseload as delegated by registered Therapist
- Facilitate planning / preparation of and accompany registered Therapists on home visits.
- To support the therapy team in the planning, preparation and conducting of training and education in colleagues, students, other members of the MDT and some patient groups.
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#### **Physical Skills**

- To use developed technical skills to assist in the physical, psychological and functional maintenance, treatment or rehabilitation of patients in the specified clinical area.
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### **KEY RESPONSIBILITIES**

#### **Patient and Client care**

- To treat patients individually or in a group in a variety of settings
- To support registered Therapists with delivery of clinic or group sessions, coordinating patient flow, and undertaking appropriate measurements and first line assessments where required.
- In negotiation with the registered Therapist to provide a range of therapeutic activities that instruct and guide the client to achieve personal goals e.g: activities of daily living, physical compensatory or rehabilitative activities, appropriate exercises, gait re-education and stairs assessments.
- To complete delegated functional assessments and cognitive assessments.
- To deliver and assist Therapists in the rehabilitation of patients using a range of delegated exercises and manual physical skills, including the use of wheelchairs, lifting equipment, and hoists and also functional tasks and purposeful activities chose to help improve specific physical and cognitive deficits.
- To encourage patients and their carers to in an active approach to regain and maintain personal



independence. This requires empathy, sensitivity and good interpersonal skills.

- To implement exercise programmes and treatments, as delegated by the Therapist
- To instruct patients and carers, providing direction and guidance on a range of physical therapy, mobility, and functional activities as directed by the therapists.
- To facilitate or support group activities with specific objectives as required, e.g social orientation and inclusion, relaxation, energy conservation, dementia management, shopping or cooking skills.
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#### **Policy and service development**

- To comply with Therapies Directorate policies and procedures, Professional consensus statements and Service Standards and contribute to review and updating as appropriate.
- To comply with Trust Health and Safety and personnel policies and procedures including practise of safe manual handling techniques
- To adhere to the systems and processes in place for infection control management and act as a positive role model in all aspects of clinical care.
- To support qualified staff through participation in the planning, review and development of therapy services.
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#### **Information resources**

- To use IT programmes to develop and dispense relevant literature and communication materials to patients.
- To complete administrative tasks such as rotas, filing, data input and photocopying.

#### **Freedom to act**

- To complete tasks that have been delegated negotiated with the registered Therapist.
- To complete therapy sessions, as negotiated, with or without direct supervision of a registered Therapist.
- To independently conduct site pre-discharge and outpatient visits to assess environmental issues, needs, adaptations and to fit and deliver equipment as requested by the qualified Therapist.
- To independently or accompanied, conduct post-discharge site visits to patients in their own home and provide home treatments or address equipment issues.

### **BUDGETARY AND RESOURCE MANAGEMENT**

#### **Financial and physical resources**

- To be responsible for the safe use of equipment and aids for patients, observing a personal duty of care in relation to all resources, equipment and assets encountered in the course of work.
- To ensure that all equipment used is clean and that if damaged or problem equipment is identified, the appropriate process is followed for repair or return to Equipment Loan Stores.
- To carry out administrative duties as allocated by a registered Therapist to order, receive, clean and label equipment, nutritional and other products as required, and ensure that Buffer stock is maintained.

### **MANAGEMENT , SUPERVISORY, TEACHING, TRAINING RESPONSIBILITIES**

- To provide support to less experienced staff, support workers and students.
- To help coordinate work load of band 2 therapy support workers
- To take part in the Trusts appraisal and performance review programme, actively participating in own

personal development and review in order to identify personal development plans and training needs.

- To maintain professional competencies as identified by clinical team leader on a commencement of post
- To actively participate in peer review / clinical supervision
- To participate in the induction, training and education of student and junior staff.
- To provide training to students and staff on specialist skills as agreed with supervisor
- To attend in-service training programmes, tutorials, individual training sessions and external courses where appropriate
- To undertake mandatory training as required by the Trust and in house training to attain necessary competencies.

#### RESEARCH AND DEVELOPMENT

- To contribute to the maintenance of evidence based practise and quality assurance and department audit programmes as directed by the therapy team.

#### EFFORT

- Physical skills including dexterity, co-ordination & sensory skills for assessment and manual treatment of patients.
- Resilience to meet the increasing and ever-changing demands of the role.
- Resilience and emotional intelligence whilst working with unwell patients and anxious patients/relatives and carers.
- An ability to cope with occasional exposure to distressing/emotional situations.

#### TRUST VISION & VALUES

##### **DO NOT AMEND THIS SECTION**

The Trust is clear on its vision and values and aims to make sure that they are reflected in all areas of activity. Our vision is simple; building healthier lives. Our values apply to every member of staff and help us in all we do and how we do it. They are:

**Kind:** The kindness that people show to each other every day

**Connected:** The connections we build with everyone around us

**Bold:** The ability to be bold in how we think, speak and act

#### ADDITIONAL INFORMATION

This job description is designed to assist post holders with understanding what is expected of them in their role. University Hospitals Birmingham NHS Foundation Trust may ask them to undertake other duties, as required, which are not necessarily specified on the job description but which are commensurate with the grade of the post.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Last Updated: .....June 2022.....

## PERSON SPECIFICATION

JOB TITLE: Band 3 Therapy Support Worker	
TRAINING, QUALIFICATIONS AND PROFESSIONAL REGISTRATIONS	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>Education to GCSE level or equivalent including English and maths</li> <li>Able to demonstrate competence in maths and written and spoken English</li> <li>Educated to A Level / NVQ 3/ BTEC or equivalent (e.g NVQ 2 or similar vocational qualification PLUS experience working in a care setting)</li> <li>Care certificate or be willing to work towards this</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of recent education / personal development related to Healthcare.</li> </ul>
EXPERIENCE & KNOWLEDGE	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>Relevant therapy / health / social care experience</li> <li>Experience of dealing with people</li> <li>Experience of working in a team</li> <li>Can demonstrate a broad understanding of relevant areas of therapy, the effect of illness/critical conditions / disability on function and health and basic aims of rehabilitation</li> <li>Good understanding of the role of therapy support worker in the relevant area</li> <li>Understanding of confidentiality and data protection in healthcare</li> </ul>	<ul style="list-style-type: none"> <li>Experience of communicating with and motivating patients who may have communication difficulties</li> <li>Experience of working in a role supporting therapists</li> <li>Experience of working with the relevant patient group</li> <li>Broad understanding of working environment – healthcare/NHS/UHB trust/acute care/community as applicable</li> </ul>
SKILLS & ABILITY	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>Able to communicate via various forms ( face to face, telephone)</li> </ul>	<ul style="list-style-type: none"> <li>Able to demonstrate and teach practical skills to others, including safe use of equipment.</li> </ul>

<ul style="list-style-type: none"> <li>• Able to communicate information and instructions to patients/carers/relatives who have communication difficulties of English as a second language</li> <li>• Evidence of being able to work effectively as part of a team / across teams</li> <li>• Able to meet the physical demands of the job including physical skills, fitness, dexterity and coordination needed for manual handling and treatment of patients</li> <li>• IT and Keyboard skills</li> <li>• Able to plan and prioritise own time effectively</li> <li>• Able to understand the priorities within team / service respond appropriately</li> <li>• Able to solve problems and contribute own ideas seeking guidance if necessary</li> <li>• Able to follow instructions</li> <li>• Motivated to learn new skills</li> </ul>	
<b>OTHER SPECIFIC REQUIREMENT</b>	
<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<ul style="list-style-type: none"> <li>• Able to work as part of an interdisciplinary team</li> <li>• Ability to take responsibility under guidance</li> <li>• Know own limitations and role boundaries</li> <li>• Able to seek support from others when required</li> <li>• Able to deal with potentially upsetting clinical settings/situations</li> <li>• Demonstrates empathy to a wide range of patients, carers, staff</li> <li>• Demonstrates commitment to patient centred care</li> <li>• Reliable and trustworthy</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>



<ul style="list-style-type: none"><li>• Able to work under pressure</li><li>• Demonstrates commitment to work flexibly to meet the challenging demands of the service</li></ul>	
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