
JOB DESCRIPTION

Job Details

Job Title:	Employee Health and Wellbeing (EHW) Service: Senior Fitness For Work Practitioner - (OHN, OT, Physiotherapist, Mental Health Specialist)
Division:	Corporate
Base:	Oxford Road; Wythenshawe; Trafford; North Manchester; Hybrid; Remote working may be considered.
Full Time:	37.5 hours
Band:	7

Organisational Arrangements

Reporting to:	Fitness for Work Team Manager
Accountable to:	Head of Fitness for Work Services

Job Purpose

- Provide leadership and line management of the junior EHW Fitness For Work Team members across all MFT sites.
- Receive, interpret and manage highly complex health information from employees, managers and/or HR which may lead to restrictions being placed on an employee's job role, such as addictions, blood borne viruses or RIDDOR reportable incidents; providing highly specialised advice regarding work health assessments and fitness for work assessments in line with professional standards, legal obligations and MFT policy. Communicate this information to non-clinical employees in a clear and understandable way.
- Providing structured education and training to promote the benefits that the EHW service delivers to its users/clients.
- Lead and manage innovative employee health and wellbeing programmes across MFT, which embrace key employee health issues/risks, provide appropriate support services and maximise manager/employee engagement
- Undertake formal clinical audit programmes and evaluation, supporting the strategic direction of the service and provide assurance regarding the quality of clinical care and advice.

- Undertaking continual review and evaluating working practices to ensure best practice and clinical standards are maintained and assisting in the collecting and collating of data to evidence the quality and effectiveness of service delivery.
- Support the development and management of key Trust initiatives relating to fitness for work, specifically in relation to Occupational Health, supporting delivery of MFT's Wellbeing Strategy.
- Lead the review and development of key EHW policies and processes, actively involved in trust wide policy development relevant to employee health management.
- Work as an autonomous practitioner offering specialist advice to both managers and staff. Works in line with broad occupational polices.

Main Duties and Responsibilities:

To be the lead EHW Practitioner for named division(s) within MFT whilst also providing the following:

- Provide specialist expertise and advice on highly complex cases such as those with multiple complex health or neurodiverse conditions for which managers require coaching and guidance to be able to support the employee in the workplace. Develop highly specialised programmes of care to employees to mitigate health issues within the workplace.
- Acting as an expert adviser on specific programmes of work as required, for example employee infection prevention or health surveillance interventions/programmes.
- Working autonomously within broad occupational health policies, escalating issues to more senior managers where appropriate
- Undertaking complex 'fitness for work' assessments, using evidence-based practice to provide highly specialist appropriate advice and support to managers, employees and HR whilst considering relevant legal requirements e.g. Equality Act. This will require the analysis of a range of possible options.
- Providing professional, comprehensive and evidence based written reports to managers/HR, whilst adhering to services KPIs and standards.
- Conducting Case Conferences in line with service protocols to support a multidisciplinary approach to case management.
- Responsible for managing and organising and evaluating training for junior EHW staff and students.
- Working flexibly across the Trust sites as required to deliver services, either conducting face to face or telephone/remote consultations. (if delivering site-based face to face services, not a requirement for home based workers)
- Maintaining EHW records in line with the requirements of the Data Protection Act, (GDPR), Caldecott Principles, and local protocols.
- Managing requests for the release of/transfer of occupational health records in line within the principles of the Data Protection Act (GDPR).

- Professional accountability for delivering high standards of clinical care.
- Accountable for own professional actions, managing junior staff whilst interpreting and advising on policies.
- Supporting in the provision of health surveillance programmes as required for 'at risk' groups.
- Ensuring all equipment testing is maintained to enable delivery of health surveillance. Carry out health surveillance testing in line with local protocols and standards.
- Monitoring and evaluating the effectiveness of clinical recall systems, ensuring appropriate follow up for individuals within specific programmes.
- Responsible for auditing the utilisation of EHW capacity for a specific hospital group and working with managers and HR to reduce non-compliance with clinical appointments.
- Collecting and producing complex management information to support proactive measurement of the effectiveness of the fitness for work services via specific monthly audits, reporting at the EHW Senior Management team meeting.
- Promoting the value of work in relation to health and encouraging a proactive approach when advising on the management of health in the workplace.
- Having responsibility for the day-to-day operational management of the EHW Fitness For Work Team in the absence of the Team Manager, ensuring a professional, efficient and effective delivery
- Hold multi-disciplinary meetings as required and represent the EHW Service where required at meetings, both internally and externally
- Ensuring appropriateness of referrals to the FFW Team by undertaking clinical triage of cases. Liaising with referring managers regarding the quality and suitability of referrals, using clinical expertise to guide on complex case management
- Implementing clinical audit processes to monitor standards of professional practice and compliance with local protocols and procedures. Provide information and findings from audit to FFW Team Manager to allow reporting and assurance.
- Leading changes to policy and practice arising from national guidance/legislation to ensure the service and Trust remains compliant with these. This will impact across the Trust.
- Establishing and maintaining effective communication with colleagues within the service, and colleagues and stakeholders both within and outside the organisation
- Encouraging and engaging MFT employees in the development and review of the service. Supporting the evaluation of service provision and highlighting areas for improvement to the senior management team.
- Responsible for keeping up to date with Occupational Health national training/guidelines and legislation to ensure implementation of evidence-based care; identifying gaps in knowledge and/or skills of junior colleagues and delivering targeted training to address these.

- Providing supervision and professional advice/support to the wider EHW team (e.g, Clinical Services Team).
- Actively participating in clinical and team meetings, representing the EHW FFW service at Trust meetings as required
- Contributing to team objectives and work plans which meet EHW service objectives and support the EHW service delivery model.
- Providing monthly data to the senior management team regarding the Fitness For Work Team's activity, including any key updates and feedback
- Developing ward/department based interventions; providing assessment and appropriate bespoke training/advice which supports their issues and needs.
- Ensure clear and effective internal pathways and SOPs into other specialist services within the wider Employee Health and Wellbeing Service (e.g., Rehabilitation team, Psychological Wellbeing and Mental Health team)
- Regularly reviewing and maintaining client resources (e.g., handouts, resource lists, People Place page) and referral documented pathways.
- Working collaboratively and maintaining regular communication with other EHW Team Leaders and Service Managers to ensure consistency, clarity and up-to-date knowledge regarding EHW's service offer and any key updates.
- Providing clinical services (business as usual tasks), in addition to supporting/leading the team, responsibilities for delivering Fitness For Work training courses.
- Planning and organising workload, their own and other team members. Regularly reviewing and prioritising clinical work activities to ensure effective service delivery. Plans will be short term operational planning as well as having ongoing projects to plan. Both will require review and adjustment to align to operational demands.
- As part of the EHW management team, develop and implement client experience feedback programmes, validating effectiveness of clinical services.
- Lead the planning and delivery of preventative ill-health programmes as directed by senior management within EHW.
- Working with specific colleagues and key stakeholders outside of the EHW team to raise the profile of, and build confidence in, the EHW Service, and develop relationships to enhance engagement with services. This will involve giving formal presentations at key committees and meetings e. g. Workforce team, Communications team, HR colleagues.
- Using high level specialist knowledge to develop and deliver training programmes to address specific health and wellbeing issues.
- Ensuring the provision of a complex service which meets the needs of MFT's diverse workforce, including engagement with key stakeholders (e.g. MFT's BAME network and the Staff Disability Engagement group)

- Acting as a point of contact for any queries and feedback relating to the Fitness For Work team.
- Working with key MFT stakeholders and taking a proactive approach to positively change the 'mind-set' of the organisational managers and individuals in relation to remaining in/returning to work with a long-term health condition or neurodiverse condition, by providing evidence based guidance.
- Playing a key role in maintaining the Safe, Effective, Quality Occupational Health Service (SEQOHS) Standards Accreditation (Faculty of Occupational Medicine accreditation scheme which all NHS and commercial OH Services are required to achieve). Producing data as required for SEQOHS Audit and ongoing revalidation.
- Leading and contributing to the development and implementation of specific EHW policy development and projects arising from audits/feedback/complaints
- Assisting in the development of EHW IT systems to develop customer focussed management information reports that demonstrate EHW effectiveness and cost benefits
- Providing professional advice to the Trust on aspects of the Health and Wellbeing Agenda relating to general health and wellbeing.

To undertake any other duties which is deemed appropriate to the band when requested by Senior Staff. The above indicates the main duties of the post which may be reviewed in the light of experience and developments within the service. Any review will be undertaken in conjunction with the post-holder.

Environmental Factors:

Physical Effort/skills

- Standard Keyboard skills in order to undertake the role
- Developed physical skills to undertake clinical duties.
- Occasional walking and lifting of office materials and equipment
- Regular travel across all MFT sites

Mental Effort

- Periods of intense concentration for providing clinical care, analysing complex data, writing reports, preparing policy documents, interpreting national strategies and other documents.
- Facilitation of meetings, events or programmes to support achievement of strategic objectives
- Frequent interruptions from telephone and email communications
- Dealing with complex and sensitive HR issues whilst supporting the team and in the absence of the Team manager

Emotional Effort

- Regularly dealing with sensitive issues requiring emotional support during consultations
- Provide and receive complex, sensitive or contentious information concerning patients/clients requiring empathy, persuasion and reassurance; some may have special needs, may be hostile or antagonistic
- Imparts unwelcome news/safeguarding issues

Working Conditions

- Office environment
- Occasional driving to meetings or events
- Long periods of looking at computer screen and desk work

General & Corporate Duties

Risk Management

It is a standard element of the role, and responsibility of all staff of the Trust, that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

Records Management/ Data Protection

As an employee of the Trust, you have a legal responsibility for all records (including patient health, financial, personal and administrative) that you gather or use as part of your work with the Trust. The records may be paper, electronic, microfiche, audio or videotapes, or x-ray images. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

Confidentiality and Information Security

As a Trust employee you are required to uphold the confidentiality of all records held by the Trust, whether patient records or trust information. This duty lasts indefinitely and will continue after you leave the trust employment. All employees must maintain confidentiality and abide by the Data Protection Act.

Data Quality

All staff are personally responsible for the quality of data entered by themselves, or on their behalf, on the Trust's computerised systems or manual records (paper records) and must ensure that such data is entered accurately to NHS data standards, in a timely manner to ensure high standards of data quality in accordance with the Trust Data Quality and Clinical Record Keeping Policies.

To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act 1998, Caldicott recommendations and other relevant legislation and guidance are applicable and should be adhered to.

Health and Safety

All employees of the Trust have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Trust to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Trust's undertakings.

Infection Prevention

As member of a clinical team your personal contribution to reducing healthcare associated infections (HCAIs) require you to be familiar with the Trust's Infection Control Manual including the Hand Decontamination Policy, Personal Protective Equipment Policy, safe procedures for using aseptic techniques and safe disposal of sharps. You must be aware of your role in the decontamination of patient shared equipment and are required to attend mandatory training in Infection Prevention & Control and support the Trust in achieving compliance with the Health Act 2006 (all measures known to be effective in reducing Health Care Acquired Infections).

Trust Policies

The Trust operates a range of policies, e. g. Human Resources, Clinical Practice (available on the Trust's intranet). All Trust employees must observe and adhere to the provisions outlined in these policies.

Equal Opportunities

The Trust provides a range of services and employment opportunities for a diverse population. As a Trust employee you are expected to treat all patients/customers and work colleagues with dignity and respect irrespective of their background.

Organisational Chart

