

## **GUY'S AND ST THOMAS' HOSPITAL TRUST**

### **General Information**

JOB TITLE:	Advanced Therapy / Rehab Assistant
AREA OF SPECIALITY:	Musculoskeletal Physiotherapy Outpatients
GRADE:	Band 4
HOURS:	37.5 hours per week
RESPONSIBLE TO:	Head of Physiotherapy
ACCOUNTABLE TO:	Clinical lead MSK Physiotherapy Outpatients

### **Guy's & St Thomas NHS Foundation Trust**

Guy's and St Thomas' NHS Foundation Trust comprises five of the UK's best known hospitals – Guy's, St Thomas', Evelina London Children's Hospital, Royal Brompton and Harefield – as well as community services in Lambeth and Southwark, all with a long history of high quality care, clinical excellence, research and innovation.

We are among the UK's busiest, most successful foundation trusts. We provide specialist care for patients including heart and lung, cancer and renal services as well as a full range of local hospital and community services for people in Lambeth and Southwark.

We have a long tradition of clinical and scientific achievement and – as part of King's Health Partners – we are one of England's eight academic health sciences centres, bringing together world-class clinical services, teaching and research. We have one of the National Institute for Health Research's biomedical research centres, established with King's College London in 2007, as well as dedicated clinical research facilities.

Royal Brompton and Harefield hospitals joined Guy's and St Thomas' in February 2021 and is the largest specialist heart and lung centre in the UK and among the largest in Europe. We provide treatment for people with heart and lung disease, including rare and complex conditions, offering some of the most sophisticated treatment that is available anywhere in the world.

Our integrated approach to caring for patients from before birth, through childhood, adolescence and into adulthood and old age has been replicated around the world and has gained Royal Brompton and Harefield an international reputation as a leader in heart and lung diagnosis, treatment and research.

We are working in partnership with King's Health Partners, to deliver our vision of creating a new centre of excellence, which will be the global leader in the research into and treatment of heart and lung disease, in patients from pre-birth to old age.

We have around 22,700 staff, making us one of the largest NHS Trusts in the country and one of the biggest employers locally. We aim to reflect the diversity of the communities we serve and continue to develop new and existing partnerships with local people, patients, neighbouring NHS organisations, local authorities and charitable bodies and GPs.

We strive to recruit and retain the best staff as the dedication and skills of our employees lie at the heart of our organisation and ensure that our services are of the highest quality, safe and focused on our patients.

### **Physiotherapy Department Information**

The physiotherapy Department is within the Therapies Clinical Directorate along with Speech and Language therapy, Occupational Therapy, Foot Health and Patient Appliances, Spiritual Care, Psychology and Social Work support. The Directorate is part of the Integrated Strategic Business Unit. The department has over 300 staff and provides services across the Trust. Musculoskeletal physiotherapy offers services on both acute sites (Guys and St Thomas'), in community at Pulross Intermediate Care Centre and Gracefield Gardens, at GP practices as part of the First Contact Practitioner (FCP) provision and, at local gyms in the Lambeth and Southwark Boroughs

### **Organisational Values:**

The post holder will:

- **Put patients first** - consider the patient's needs and wishes in all that they do
- **Take pride in what they do** – strive for highest standards on own work and challenge colleagues to do the same
- **Strive to be the best** – in terms of patient care & teamwork
- **Act with integrity** - maintain the privacy & dignity of patients, work with integrity and be trustworthy, be accountable for own work
- **Respect others** – patients, visitors and colleagues. Actively give and receive feedback.

### **JOB SUMMARY**

To assist physiotherapists in providing a high standard physiotherapy service to patients within the Guy's and St Thomas' Hospital Trust and to undertake duties to support the smooth functioning of the physiotherapy department and service.

### **Key Relationships:**

The post holder will have regular contact with Chief Therapist, Deputy Chief Therapist/ Trust Head of Physiotherapy, Clinical and Deputy Clinical Lead Physiotherapist MSK Outpatients, Clinical Specialists Outpatients and Pain, Extended Scope Practitioner Physiotherapists, Highly Specialised Physiotherapists, Rotational Physiotherapists, Physiotherapy assistants, Physiotherapy Service delivery manager, physiotherapy business Support manager, Assistant physiotherapy service delivery manager, administration staff including reception staff

### **JOB STATEMENT:**

- Carries own caseload of patients within a defined clinical area, which may include complex conditions, as delegated by the physiotherapist.
- Assesses and treats own workload of patients and maintains associated patient records, as an autonomous practitioner
- Supervises and teaches physiotherapy assistants / or Technical Instructor III.
- Maintains safety in the gym through monitoring of equipment maintenance contracts, teaching physiotherapists etc about equipment.
- To assist in the administration and clerical duties of the department

### **KEY DUTIES AND RESPONSIBILITIES**

#### **CLINICAL**

## **Patient Care**

- To carry own caseload of patients with defined clinical area, which may include complex conditions, as delegated by the physiotherapist.
- To be highly skilled and technically specialised within specific clinical area.
- To provide competent treatment to patients within set clinical protocols.
- To carry out assessment of patients as an autonomous practitioner, and to use clinical reasoning skills and knowledge of evidence based practice to formulate appropriate care plan utilising a range of treatment skills and options
- To continually reassess patients in order to progress treatments effectively
- To use own clinical judgement and knowledge in regards to progressing and/or modifying treatment programmes within agreed clinical protocols and parameters.
- To work unsupervised by a physiotherapist for majority of time.
- To assist with patient treatment in the hydrotherapy pool as required and directed by the physiotherapist.
- To be responsible for group treatments/exercise/classes within the gym environment.
- To be able to recognise change in the condition of a patient and to watch the patient response to any treatment undertaken.
- To monitor the reaction of patients to specific physiotherapy techniques undertaken.
- To demonstrate an awareness of clinical risk and ability to manage clinical risk within own caseload at all times including observing patients in all situations applicable to physiotherapy, ensuring safety and security at all times.
- To comply, at all times, with the requirements of the Health and Safety Regulations and to take responsibility for the health, safety and welfare of others in the working environment
- To demonstrate physical ability to carry out physiotherapy interventions including manual therapy techniques and therapeutic handling
- To demonstrate dexterity, co-ordination and palpatory sensory skills for physiotherapy treatment of patients.
- To be able to cope with occasional, potentially stressful, upsetting or emotional situations in an empathetic manner.
- To attend mandatory annual training (Fire, Manual Handling and Adult Basic Life Support)

## **Service Development**

- To follow physiotherapy department and Trust policies
- To comment on changes to departmental policies and procedures as required.

## **Management**

### **Physical resources**

- To be responsible for competent use and maintenance of all equipment used, to report defects in equipment in a timely manner
- To be responsible for maintaining health and safety in the gym through monitoring of equipment maintenance contracts, regular equipment checks and teaching physiotherapists to ensure competence to use the gym equipment
- To undertake routine and general light cleaning/tidying tasks within departmental clinical areas.
- To undertake some administrative tasks particularly related to record keeping, filing, supplies, errands and message taking in consultation with physiotherapy staff.
- To ensure the supply and change of laundry in departmental clinical areas including hydrotherapy.

- To prepare and clean equipment used in treatment.
- To monitor and regulate the hydrotherapy pool temperature and pH and to maintain foot baths (if required).
- To report all complaints and accidents immediately to a member of physiotherapy staff.

### **Human resources**

- To be responsible for non-clinical induction of assistants and students as required.
- To participate in the supervision and teaching of assistants and physiotherapists as required

### **Information resources**

- Responsible for maintenance of accurate written records using POMR system and use of computerised data collection and records (TSS) for own clinical caseload
- To supervise assistant record keeping system according to departmental standards

### **Planning and Organisation**

- To flexibly plan and organise own time, patient caseload, meetings and training and to adjust plans as required according to staffing levels.
- To assist the physiotherapist in the planning of activities or programmes.
- To ensure smooth organisation of patient group work (gym classes).

### **Communication**

- To be able to motivate and persuade patients through effective communication skills, with the benefit of verbal and non-verbal skills
- Ability to communicate information where there may be barriers to communication and or understanding i.e. patients with cognitive impairment, non-English speaking patients; use of interpreters; excess noise or lack of privacy
- To liaise with ward staff and physiotherapists as appropriate
- To be responsible to and report regularly to either the physiotherapist or senior physiotherapist in the clinical area.
- To liaise with other physiotherapists or health professionals as necessary with regard to patient care.
- To liaise with managers, other administrative and support staff as necessary to ensure the smooth running of the department.
- To attend any meetings and seminars/case conferences as deemed appropriate by physiotherapy staff, including staff meetings and assistant meetings.

### **Education**

- To participate in the Performance Review Scheme.
- To be pro-active with regard to learning from other physiotherapy staff within the department.
- To participate in the assistant and Department in-service education programme.
- To be responsible for and actively record own personal professional development and maintain a CPD portfolio which reflects same

### **Research Quality and Audit**

- To participate in the department's ongoing audit programme as required.
- To ensure good working knowledge of national and local standards and monitor quality as appropriate

## **Effort**

- To carry out assessments and treatments, with moderate to intense physical effort on a daily basis.
- To comply with the Trusts Manual Handling Policy and local therapeutic handling guidelines
- To work in an environment where the work patterns may be disrupted by frequent demands from patients, clinical staff, students and administrative support staff
- To sensitively deal with distressing or emotional circumstances regarding patient care such as realistic expectations of rehabilitation outcome
- To support junior when indicated in the management of challenging patients
- To deal with patients suffering from illnesses or pain states that may lead to anxiety and aggressive behaviour

This job may involve frequent exposure to unpleasant working conditions e.g. bodily fluids including sputum, unpleasant smells and occasional exposure to verbal and physical aggression. Hydrotherapy pools require exposure to pool chemicals and extremes of temperature.

The post holder may be required to undertake any other duties after discussion and training if necessary.

## **GENERAL**

To work in other areas of the Trust as required.

To undertake any other duties which may be considered necessary.

The post holder is required to follow Trust policies and procedures which are regularly updated including:

### **Confidentiality / Data Protection / Freedom of Information**

Post holders must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act of 2018. Post holders must not, without prior permission, disclose any information regarding patients or staff. If any member of staff has communicated any such information to an unauthorised person, those staff will be liable to disciplinary action up to and including dismissal. Moreover, the Data Protection Act 2018 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

Following the Freedom of Information Act (FOI) 2000, post holders must apply the Trust's FOI procedure if they receive a written request for information.

### **Information Governance**

All staff must comply with information governance requirements. These includes statutory responsibilities (such as compliance with the Data Protection Act), following national guidance (such as the NHS Confidentiality Code of Practice) and compliance with local policies and procedures (such as the Trust's Confidentiality policy). Staff are responsible for any personal information (belonging to staff or patients) that they access and must ensure it is stored, processed and forwarded in a secure and appropriate manner.

### **Equal Opportunities**

Post holders must at all times fulfil their responsibilities with regard to the Trust's Equal Opportunities Policy and equality laws.

### **Health and Safety**

All post holders have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Trust's health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees.

### **Infection Control**

All post holders have a personal obligation to act to reduce healthcare-associated infections (HCAIs). They must attend mandatory training in Infection Control and be compliant with all measures required by the Trust to reduce HCAIs. **All post holders must comply with Trust infection screening and immunisation policies** as well as be familiar with the Trust's Infection Control Policies, including those that apply to their duties, such as Hand Decontamination Policy, Personal Protective Equipment Policy, safe procedures for using aseptic techniques and safe disposal of sharps.

### **Risk Management**

All post holders have a responsibility to report risks such as clinical and non-clinical accidents or incidents promptly. They are expected to be familiar with the Trust's use of risk assessments to predict and control risk, as well as the incident reporting system for learning from mistakes and near misses in order to improve services. Post holders must also attend training identified by their manager, or stated by the Trust to be mandatory.

### **Flexible Working**

As an organisation we are committed to developing our services in ways that best suit the needs of our patients. This means that some staff groups will increasingly be asked to work a more flexible shift pattern so that we can offer services in the evenings or at weekends.

### **Safeguarding children and vulnerable adults**

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.

### **Sustainability**

It is the responsibility of all staff to minimise the Trust's environmental impact by recycling wherever possible, switching off lights, computers monitors and equipment when not in use, minimising water usage and reporting faults promptly.

### **Smoking Policy**

The Trust is committed to providing a healthy and safe environment for staff, patients and visitors. Staff are therefore not permitted to smoke on Trust property or in Trust vehicles

### **Review of this Job Description**

This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder.

As part of the physiotherapy department's commitment to meeting patient needs and delivering excellence we provide a 24hours, 7day service. It is therefore essential the post holder be able to work their hours flexibly and contribute fully to both existing and new rota's.

The Trust currently operates over two sites, Guy's Hospital and St Thomas' Hospital, and in the community. It is necessary for staff to be deployed on different sites at different times. Staffs are required to be able and willing to work on both sites. Staff may be required, from time to time, to serve in other units of the Trust at the discretion of the Director of Therapies.

May 2003  
Updated June 2010  
Updated JH: January 2012  
Updated JH: March 2024

## PERSON SPECIFICATION

### Band 4 Advanced Therapy / Rehab Assistant MUSCULOSKELETAL OUTPATIENTS

	<b>ESSENTIAL</b>	<b>A/I/T*</b>	<b>DESIRABLE</b>	<b>A/I/T*</b>
<b>Qualifications/ Education</b>	Evidence of literacy and numeracy to GCSE level	A	Member of Assistants CIG	A
	Foundation degree in Health and Social Care or equivalent	A	Sports and Fitness Diploma/Degree	A
	Committed to own personal development	A		
<b>Previous experience</b>	Patient treatment experience using relevant clinical skills	<b>A/I</b>	Previous experience of working in sports and fitness industry or teaching exercise	<b>A</b>
	Experience of management of exercise equipment including monitoring use and maintenance	<b>A/I</b>	Previous experience as a physio assistant	<b>A/I</b>
			Experience of assessing patients requiring walking/other aids and instruct them in	<b>A/I</b>

			<p>their proper and safe usage.</p> <p>Experience of supervision and /or management of a small team of people</p> <p>Previous experience with data inputting</p>	
<b>Skills/Knowledge/Ability</b>	Highly skilled and technically specialised in treating patients in a clinical area and in gym or group environment.	A/I	<p>Good awareness of clinical governance issues related to the physiotherapy environment</p> <p>Advanced computer skills</p> <p>Experience of supervision and /or management of a small team of people</p>	A/I
	Work with guidelines and protocols without immediate supervision	A/I		A/I
	Knowledge and experience of a range of manual handling techniques.	A/I		A/I
	Knowledge of health care delivery and the role of the physiotherapist	A/I		
	Able to maintain own caseload of patients including patients with complex conditions requiring technical proficiency and knowledge, as delegated by the physiotherapist	A/I		
	Effective prioritisation skills to meet deadlines	I		
	Ability to manage large groups of patients at one time.	A/I		
	Ability to identify need for patients to be referred on to other professional	I		

	groups			
	Ability to teach other members of the team	A/I		
	Ability to work effectively and contribute as a member of a multi-therapy and multi-disciplinary team.	A/I		
	Able to present information, written and orally, in a clear and logical manner and maintain legible and accurate electronic notes in the POMR system	A/I		
	Recognise boundaries of own responsibilities	A/I		
	Ability to comprehend and work within the Trust's policies of data protection, equal opportunities and Health and Safety to meet the differing needs of the patients	A/I		
	Demonstrates a good understanding of confidentiality both written and verbal and how this applies to the physiotherapy environment	A/I		
	Ability to communicate clinical information and advice to patients and relatives in a clear, understandable and effective manner.	A/I		
	Demonstrate good	A/I		

	<p>interpersonal skills</p> <p>Communicate and work effectively with colleagues and patients from a diverse range of social and cultural backgrounds.</p> <p>Evidence of being self-motivated</p>	<p>A/I</p> <p>A/I</p>		
<b>Physical Requirements</b>	<p>Physically fit and able to carry out moderate physical effort throughout the working day</p>	<p>A/I</p>		

**A=application**

**I=interview**

**T=Test/ assessment centre**

May 2003

Updated June 2010

Updated CO: February 2017

Updated M Gale April 2024