



Job Description and Person Specification



Job Description

Job Title	Rheumatology Occupational Therapy Clinical and Administrative support worker
Band	3
Hours	30hrs
Department	Occupational Therapy
Division	Clinical Support Services
Location / Hospital Site	Brighton General Hospital
Accountable to	Occupational Therapy Team Leader
DBS Level	Enhanced
DBS Barring	Adults and Children
DBS Workforce	Adults and Children

Role Summary

To apply, under the supervision of a registered occupational therapist, technical and creative skills in the provision of a flexible, patient centred programme of Occupational Therapy assessments and treatments.

To work effectively as a member of the multi-disciplinary team in providing a programme of Occupational Therapy assessments and treatments for a selected caseload of patients, being able to make alterations when required by assessment of patient progress.

To assist with administrative procedures to facilitate efficient running of the Occupational therapy team/department.

Key Working Relationships

- Patients,
- Families
- Carers,
- Occupational therapy colleagues,
- The multidisciplinary team,
- Social services,
- Primary care,
- Voluntary sector
- Other relevant external agencies.

Structure Chart

Band 8c Head of Occupational Therapy

Band 8b AHP lead for site

Band 8a Professional Lead Occupational Therapist

Band 7 Team Lead OT

Band 6 Senior OT

Band 3 Clinical / admin Support Worker and Assistants

Main Duties and Responsibilities

Communication

- To develop professional therapeutic relationships with patients and carers and communicate with them in a way that respects their views, autonomy and culture, and manage potential barriers to communication such as dysphasia, learning difficulty, deafness, another language etc.
- To ensure accurate and up-to-date documentation of all assessments of patient's functional status in clinical notes complying with Trust, departmental and professional standards.
- To accurately feedback relevant observations and assessment outcomes of patient assessments to the Occupational Therapist and other relevant members of the Multi-Disciplinary Team, including ongoing observations and assessments of patient's progress.
- To liaise where appropriate with other members of the team, other related statutory, private and voluntary organisations, family and carers. To deal with all telephone enquiries, including retrieval of voicemail messages, in a professional, courteous and diplomatic manner and to ensure that appropriate messages are passed onto the relevant staff in an accurate and timely fashion, respecting confidentiality at all times.
- To assist as far as practicable in non-clinical enquiries, ensuring all non-routine and clinical enquiries are referred onto the appropriate person.
- To promptly receive and distribute all incoming mail, ensuring referral letters are correctly date-stamped and recorded appropriately.
- To liaise with other administrative staff, ensuring cover arrangements are facilitated by working as a team member.
- To liaise with internal and external professionals, departments and public as required in a friendly, professional and courteous manner.
- Participate in department and administration team meetings, keeping patient notice boards up to date with current and relevant information.
- Report faults/repairs to IT or Works Departments as required.

- Seek advice from clinician/Office Manager if required/unsure/ more complex needs arise.

Service Delivery and Improvement

- To exercise good personal time management, punctuality, and consistent reliable attendance.
- To contribute positively to the effectiveness and efficiency of the Occupational Therapy and MDT team/service.
- To take responsibility for risk management and health and safety in the workplace by adhering to and promoting Health and Safety regulations, trust and departmental policies.
- To adhere to the College of Occupational Therapist Code of Ethics and Professional Conduct, the Trust's Code of Conduct for Non-Qualified Staff and all other relevant policies and procedures.
- To comply with Equal Opportunities, Disability Discrimination and Data Protection legislation
- Undertake delegated tasks to contribute to the safe and smooth running of the Occupational Therapy service.
- To have an awareness of good resource management, to maintain and advise on stock and resources necessary to carry out the work of the Occupational Therapy service. To use own knowledge and previous experience to make judgements and problem solve where barriers to implementing usual processes arise, systems break down error occur, or new situations arise.
- At request analyse spreadsheets to determine trends and problems and produce summaries to highlight these.
- Be versatile and adaptable to changing demands of the team; e.g. staff absences, changes to hours/working patterns and adjust patient appointments accordingly.
- To allocate patient appointment times into designated slots and send out invite letters / record attendance on Care Flow and within patient notes.
- Ensure correct and up-to-date forms/documents are used and comply with department, professional and Trust standards.

People Management and Development

- To seek supervision from an Occupational Therapist to inform analysis and reasoning, and when more complex needs or situations become apparent.
- To actively participate in supervision and appraisal using reflection and analysis to inform practice.
- To participate in the induction, support, training and education of students and new staff.
- To participate in the dissemination and sharing of information and skills with staff, students, and volunteers.
- To gather and accurately record information where required, to enable patient referrals to be prioritised.

- To ensure that up to date written and electronic records and activity data are maintained in accordance with professional and trust standards.
- Undertake training as necessary in line with the development of the post and as agreed with line manager as part of the personal development planning process.
- To fully participate in the Trust's appraisal system review and personal development planning process on an annual basis.
- To keep a record of own training and development in line with department guidelines.
- To keep informed of best practice and developments and to incorporate them into own practice under guidance of an Occupational Therapist.
- To participate in clinical governance and quality improvement projects under the guidance of a registered Occupational Therapist, including audits and research projects as applicable.
- To respect the individuality, values, cultural and religious diversity of patients and all key relationships and contribute to the provision of a service sensitive to these needs.
- To achieve and demonstrate agreed standards of personal and professional development within agreed timescales. To seek supervision from an Occupational Therapist to inform analysis and reasoning, and when more complex needs or situations become apparent.
- Comply with fire, health & safety, infection control and all other departmental procedures.
- Report all complaints/incidents to the immediate senior member of staff and document accordingly.

Patient Care Delivery

- To manage a selected caseload of patients, under regular but not constant supervision of a registered Occupational Therapist, to carry out the assessment and treatment of individual patients with Rheumatology conditions and potentially groups. To assist the occupational therapist on home visits where necessary.
- To arrange, under guidance from an Occupational Therapist, for the provision of standard specialist disability equipment and to teach and demonstrate the use of equipment or other techniques to optimise the patient's functional ability, independence and safety.
- To analyse outcomes of assessments and apply them to the formation of patient centred treatment plans and in engaging patients in therapeutic activities to promote independence and well-being.
- To apply a basic understanding of the effect of disability and relevant conditions on patients and their environments.
- Prioritise and create new referrals on CareFlow ensuring appropriate letter and correspondence are posted to patients and ensuring the rheumatology database is updated accordingly.
- To be responsible for making and updating clinic appointments on CareFlow, at own site, in a timely and accurate manner and arriving patients within required time scales.

- Order, collate and dispatch orthotic orders for individual patients and for stock replenishment.
- Produce and collate patient and group satisfaction surveys as and when required.
- Order patient information leaflets from Verus Arthritis and NRAS and others as required.
- Ensure the department patient database complies with data protection and is maintained and up to date at all times.
- Ensure all patient notes are stored safely in accordance to trust confidentiality guidelines.
- Undertake any duties that may be deemed necessary to support the department's high-quality service.

Learning and Development

- * Attend mandatory training updates as required.
- * Undertake training as necessary in line with the development of the post and as agreed with the line manager as part of the personal development process.
- * Achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- * Identify own learning needs and jointly plan training requirements with your line manager
- * Participate in the Trust's appraisal process to discuss how your role will help deliver the best possible care to our patients and help to deliver any changes in service.

This job description is an outline of the role and responsibilities. From time to time due to the needs of the service, we may ask you to flexibly undertake other duties that are consistent with your role and banding, including project work, internal job rotation and absence cover.

The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the department and the organisation.

Mission and values

The mission of University Hospitals Sussex – what we are striving to achieve – is to provide:

‘excellent care every time’

All our efforts to do this put the interests of our patients first and foremost, and are underpinned by our values:

- Compassion
- Communication
- Teamwork
- Respect
- Professionalism

- Inclusion

These values were selected by our staff, patients and public when we were talking about the merger and the sort of organisation we want University Hospitals Sussex to be.

Our mission and values are extremely important to us and we expect everyone who works at University Hospitals Sussex in any capacity to share and uphold them.

Patient First

- * Patient First is our Trust-wide approach to improving the quality of care for patients and to build and embed a culture where staff can be confident that their views matter and will be heard.
- * The aim is to empower all staff to lead change, raise issues, concerns, identify and implement areas for improvement within the workplace and find solutions collectively as part of a team.
- * Staff will be equipped with skills to identify improvement opportunities and supported to see those through
- * It encourages all staff to be innovative and drive forward quality improvement and positive changes in their areas.
- * The philosophy behind this is centred on:
 - * Standardisation, system redesign and the improvement of patient pathways to eliminate error and waste and improve quality
 - * The patient being at the heart of every element of change
 - * Embedding cultural change across the organisation, where everyone is passionate about delivering exceptional quality every time and “where better never stops”.
 - * Continuous improvement of our services through small steps of change
 - * Constantly testing the patient pathway to see how we can develop
 - * Encouraging frontline staff to lead the redesign processes
 - * Equal voices for all
 - * Engagement of staff is a big factor in job performance.
 - * Good engagement leads to improved quality, mortality and safety measures

Safeguarding Children and vulnerable adults

UHSussex is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. The Trust recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults, and families in their care. Staff are required to comply with Trust policies on Safeguarding and to undertake the appropriate level of mandatory in-service training in this area.

Equality, Diversity and Inclusion

Inclusion and respect are core values at UHSussex, and we are committed to diversity and equality. This means treating colleagues and patients with professionalism, ensuring everyone feels welcome and included, valuing different backgrounds and experiences, and challenging inequalities

Having all our staff feel safe, supported, included and valued will lead to better care and outcomes for our patients – our True North Objective."

All staff have a duty to report any behaviours which contravene this to their managers.

Workplace and Environmental Factors

Physical	Occasional fetching of equipment, lifting and installing equipment such as (perching stools and kitchen trolleys). Standing / walking occasionally if accompanying OT on home visits. Lifting stock and stationary equipment occasionally. Standard Keyboard Skills
Emotional	Ability to deal with people who are emotional and agitated. Giving unwelcome news to patients/ clients/carers/staff Communicating life changing events
Mental	Good communications skills 'Handling Bad News' training
Working Conditions	Rare exposure to unpleasant smells/odours/ Infectious Material/Foul Linen. Occasional contact with dust/dirt on home visits/ Contaminated equipment or work areas. Rare exposure to aggressive verbal behaviour, rare exposure to aggressive physical behaviour Inclement weather Excessive temperatures Driving/Being driven

Person Specification

Requirements	Level required	How assessed	Level required	How assessed
	Essential		Desirable	
Professional Registration	N/A			
Experience/ Qualifications	Good level of education – 4 GCSE's or equivalent	AF, I		
	A recognised qualification in an area related to post or equivalent experience equivalent to NVQ 3 qualification.	AF.I		
Skills	Good verbal and written communication skills Good command of English	AF, I		
	Ability to identify and analyse problems and offer solutions			
	Ability to assist in maintaining own and other's safety			
	Ability to reflect and appraise own performance			
	Ability to collate, organise and respond effectively to information Ability to work under pressure			
	Well organised			
	Evidence of having undertaken own development to improve understanding of equalities issues			

People Management and Development	<p>Ability to develop effective working and therapeutic relationships</p> <p>Experience of dealing with people</p> <p>Experience of working in a team</p> <p>An understanding of disability and social issues and the impact on people's functional ability</p>	AF, I		
Equality, Diversity, and Inclusion	Evidence of having championed diversity in previous roles (as appropriate to role).	I		
Specific Requirements	<p>Commitment to patient centred, non-discriminatory practice</p> <p>Awareness of Health & Safety issues and Risk Management</p> <p>Computer literacy</p> <p>Demonstrates behaviours and attitudes that supports the Trust's Vision of "We Care" by being:</p> <ul style="list-style-type: none"> • Kind • Friendly • Respectful • Professional • Compassionate • A Team <p>Commitment to lifelong learning</p> <p>Self-motivation</p>	AF, I	A current/valid driving license	AF, I

	<p>Enthusiasm</p> <p>A good team player</p> <p>Willingness to undertake tasks such as cleaning equipment, personal care assessments</p>			
<p>Freedom to Act</p>	<p>Identify and adhere to best practice.</p> <p>Responsible for own professional actions and have sufficient autonomy for the delivery of the role.</p> <p>Recognises own limitations and seeks advice and guidance from more experienced colleagues as appropriate.</p>			