



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board

CAJE REF:

JOB DETAILS:

Job Title	Occupational Therapist Specialist (Experienced Rotational)
Pay Band	Band 6
Hours of Work and Nature of Contract	37.5 hrs Permanent
Division/Directorate	Localities: Therapies Directorate
Department	OT/ Hospital/Community
Base	Princess of Wales Hospital (rotates across CTMUHB every 12 months)

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Principal OT
Reports to: Name Line Manager	Team Manager Local Authority
Professionally Responsible to:	Head of OT

**MAE EIN
GWERTHOEDD
YN EIN HELPU
NI I FOD AR
EIN GORAU**

**OUR VALUES
HELP US BE AT
OUR BEST**

**RYDYN NI'N
GWRANDO
YN DYSGŪ
AC YN GWELLA**

**WE LISTEN,
LEARN AND
IMPROVE**

**RYDYN NI'N
TRIN PAWB
Â PHARCH**

**WE TREAT
EVERYONE
WITH RESPECT**

**RYDYN NI I GYD
YN CYDWEITHIO
FEL UN TIM**

**WE ALL WORK
TOGETHER
AS ONE TEAM**

Our values and behaviours are fundamental to the way we do things at Cwm Taf Morgannwg University Health Board. They are everything we stand for and aspire to. That includes the way we behave, how we perform our roles and the way we recruit new talent. We look forward to exploring how your values align with ours. This is how we work:

We listen, learn and improve

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***We treat everyone with respect
We all work together as one team***

To find out more about our values, visit: <https://cwmtafmorgannwg.wales/we-are-cwm-taf-morgannwg/>

Job Summary/Job Purpose:

The post-holder will rotate across a variety of physical settings in Health and Local Authority. Occupational Therapists will be required to provide assessment and rehabilitation service to service users referred. The post-holder will be expected to achieve competencies to facilitate role blurring across traditional occupational therapy (OT) boundaries, including work within integrated Health & Social Care teams. Depending on the rotation, the post-holder will be required to work in both hospital and service users homes in the community but will also have access to the health board's therapy departments and Local Authority premises if required. They may also carry out assessments on the wards at the referring hospitals in order to facilitate the well-being of service users and may take the lead in facilitating safe, early supported discharge.

The post-holder will be required to deliver on a range of performance indicators including:

- reduction in length of stay
- improving independence
- delivering and monitoring accredited competency based training e.g. Calderdale
- supporting the achievement of competencies by Health and Social Care Support Workers

The post-holder will assess the ability of service user to ensure safe discharge, prevent admission to hospital and where necessary to undertake a Occupational Therapy rehabilitation programme with support workers. The post holder will liaise with families, carers and advocates as well as the Multi-Disciplinary Team (for example Primary Care, Local Authority and third sector organisations). Within re-ablement service the post-holder will co-ordinate a limited, short term rehabilitation programme and will liaise with long term care providers if these are required and provide a duty Occupational Therapist function.

Rotations may be located in:

District General Hospitals: Prince Charles Hospital

Royal Glamorgan Hospital

Community Hospitals: Ysbyty Cwm Cynon

Ysbyty Cwm Rhondda

Dewi Sant

Re-enablement Bases Kier Hardie Health Park

Bronllwyn, Gelli, Ty Elai

Be professionally and legally accountable for all aspects of own work, including the management of individuals in your care.

Adhere to the HPC Code of Ethics and Professional Conduct.

Demonstrate the ability to work within the remit of professional roles, role blurring

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responsibilities.

Develop a credible and professional contribution to the assessment and rehabilitation process, through maintaining professional status by engaging in continuing professional development. Prioritise own work within the resources available and, where they impact on either the quality or standards of service delivery highlight deficiencies to the Clinical Lead . It is the responsibility of the post holder to ensure they organise regular supervision with their clinical supervisor.

DUTIES/RESPONSIBILITIES:

- Use the Occupational Therapy process autonomously in various settings, including lone working in the community in service users' homes.
- Manage a defined caseload in providing an assessment, rehabilitation and intermediate care service to people referred to the team
- Use evidence based practice/service user centred principles to assess, plan, implement and evaluate interventions in hospital and community settings.
- Maintain clinical records according to local and professional guidelines.
- Develop expert skills and knowledge through an agreed personal development plan.
- Provide leadership for junior and support staff through supervision and allocation of work.
- Supervise students as an accredited practice educator who adheres to the requirements of the defined standards of practice and supervision.
- Provide evidence based training and delivery of competency based practice to the support staff.
- Collaborate with the multi-disciplinary team involved with the provision of health and social care services to service users. This will include hospital staff, intermediate Care Managers, care managers, 3rd sector organisations and primary care.
- Contribute to the review and development of secondary and local authority therapy services.
- Develop local networks with other teams providing similar services, contributing to the wider professional network.
- Demonstrate attitudes that ensure the expressed needs and choices of service users and carers become the focus of the care management process.
- Demonstrate the ability to accept the standards of others without prejudice and regardless of race, religion, politics, socio-economic background and lifestyle.
- Be able to work with service users and colleagues from diverse cultural and ethnic groups.
- Demonstrate personal behaviour congruent with professional status at all times.
- Assess an individual's needs using: observation skills; interview techniques; standardised and non standardised assessments. Individuals may be tearful, angry, frightened, upset or confused during the assessment, therefore excellent communication skills (verbal and non verbal) are necessary to manage this.
- Ensure that all delegated tasks are to a competent and proficient support worker
- Use validated service user outcome measures e.g. MOTOM
- Carry out assessments and interventions within designated target times, requiring excellent time management skills.
- Carry out home assessment visits including risk assessments , fit adaptive equipment, liaise with family and carers and delivery staff to implement a short term rehabilitation programme, daily.
- Be competent in blurred boundary working which will include assessment, recommendation and where appropriate provide and fit a range of low level equipment and/or aids in the individual's own home; to undertake prescribed exercises. To facilitate individuals' independence and promote mobility and independence in the

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home and discharge from hospital.

- Recommend and liaise to provide appropriate support for the individual liaising with other agencies (i.e. care managers, Age Concern, Care and Repair, Meals on Wheels, Community Occupational Therapist) to ensure delivery of a seamless service.
- Gain valid informed consent from individuals regarding assessment and intervention.
- Assume the role of care co-ordinator / key worker when relevant to the delivery of service user centred services.
- Write concise, informative reports detailing intervention outcomes for service user, primary care and referring agencies.
- Be responsible for maintaining an accurate and comprehensive record of service user intervention in accordance with HPC, local authority standards and Cwm Taf Morgannwg Health Board Standards of Practice.
- Ensure all written and electronic documentation is recorded promptly, kept secure and confidential as per Local Authority and Health Board guidelines.
- Demonstrate fine motor skills including: high levels of dexterity and hand eye coordination e.g. application of cognitive/perceptual assessments on a daily basis.
- Demonstrate high level skills in manual handling skills, in line with local risk assessment and legislation to include single handed care procedures and use of mechanical aids e.g. wheelchair, on a daily basis.
- Demonstrate high level therapeutic handling skills to promote optimum physical recovery of service users.
- Maintain and demonstrate updated knowledge to apply validated techniques in the care and constraint as appropriate to level of training and in accordance with local risk assessments.
- The post holder will work within a close multi agency team to deliver assessment, discharge planning, rehabilitation and intermediate care to promote independence within the hospital and community.
- Use a range of verbal and non verbal communication techniques to communicate effectively with individuals and/or their family or carers in order to elicit co-operation and establish an appropriate intervention plan. This may include potentially difficult or stressful situations or where there may be barriers to understanding e.g. cognitive problems, hearing, visual, or speech impairment, confusion, anxiety, cultural, or language barriers.
- Create an environment that promotes effective communication with individuals and their family/carers, and the multidisciplinary team by establishing effective communication networks and demonstrating skills in empathy, reassurance and the ability to motivate others.
- Communicate complex assessment and treatment plans to individuals and their family/carers; dealing sensitively with distressing or emotional issues which are potentially emotive and respecting the dignity and rights of the individual and their family/carers. E.g. encountering resistance, anger or aggression from carers/family who believe that the service user should be admitted to hospital.
- Establish and maintain excellent communication networks with members of the multiagency team, statutory organisations, private and voluntary sector as appropriate when planning a service users intervention.
- Be a point of reference for the team with regards to complex service user cases within the specialised area.
- Take a lead role in education and development of competencies of support staff via formal talks, on the job evaluation and competency based assessments.
- Contribute to educating individuals, carers, health professionals, about the management of health impairment and management within the service users social and physical environment
- Maintain good working relationships with individuals'; their family/carers, colleagues, and personnel from statutory and non statutory agencies.
- Deal appropriately and professionally with general enquires regarding the rehabilitation programme in accordance with local authority and health board procedures and the operational policies: this may involve a pro-active approach to dealing with complaints.
- Provide education / training to: other health and social care professionals internal and

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external to the team; statutory and non-statutory agencies and the general public. Prepare presentations and handouts for these sessions.

- Use supervision and/or consultation in order to promote personal effectiveness.
- Develop specialist skills and expertise within the field of acute assessment and community rehabilitation. Undertake reflective practice and to contribute to the debate on a range of clinical issues relating to the delivery of services for across organisation boundaries.
- Contribute in the development of standards and outcome measurement for good practice for service users.
- Provide an effective and efficient discharge planning and rehabilitation programme.
- Contribute to the development and planning of the multi agency team
- Work jointly with the Clinical Lead in identifying methods or changes in practice to remediate deficiencies.
- Be responsible for and facilitate a safe environment, recognising individual's requirements for privacy and dignity.
- Be responsible for organising and planning a frequently fluctuating clinical workload. To remain flexible to provide cover at times of staff shortage and allocate work to Occupational Therapists, support staff and other designated staff as required to support the needs of the service.
- Contribute to planning and evaluation of the service through use of audit and research projects.
- Use advanced clinical reasoning skills and assessment techniques to identify barriers to improved health status and functional independence.
- Work with the individual to develop an appropriate intervention plan. The management of the individual's barriers will potentially evoke extreme emotional responses from them. This will require sensitivity and empathy from Practitioners.
- Formulate individual intervention plans for service users based on a sound knowledge of evidence based practice and intervention options using clinical assessment, reasoning skills and knowledge of treatment interventions.
- Demonstrates sound judgement regarding achievement of support worker competencies and subsequent delegation of work within a competency based framework.
- When within the Reablement service will participate in an out of hours duty response to referrals that come into a Single Point of Access (SPA) from Community Professionals (e.g. GP, District Nurse, Paramedic). This will require a review of the SPA information to determine an appropriate response which may include an assessment at home (this will include a moving and Handling risk assessment), provision of assistive equipment, advice to carers, or feedback to SPA if further services are required.
- ☐ Be responsible for supervising and training support staff, Therapy students and educating students from other professions on the specific role.
- ☐ Work collaboratively with the university sector to provide an effective programme of fieldwork education for a student.
- ☐ Facilitate the student's learning activities to achieve desired student competence.
- ☐ Modify own educational strategies to support the learner, using a variety of teaching and learning techniques.
- ☐ Facilitate the students' clinical reasoning and reflective practice.
- ☐ Model good practice and professional standards in the workplace to students.
- ☐ Develop learning objectives for fieldwork in collaboration with fieldwork co-ordinator, students and college.
- ☐ Provide formal, accredited training to support workers.
- ☐ Assess and monitor competencies of support workers through an accredited framework.
- ☐ Teach enabling approaches to support workers and informal carers.
- ☐ Provide regular clinical supervision to designated support workers.
- Manage clinical risk and document within own service user caseload.
- Work in accordance with Local Authority and Health Board team procedures when working as a lone practitioner in the community.

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- Be responsible for protecting participant identifiable data in line with Caldicott and Data Protection Principles.
- Work within the HPC Code of Ethics and Professional Conduct and within Local Authority and Cwm Taf Morgannwg Health Board policies and procedures.
- Ensure that own actions, and those of the staff supervised, support equality, diversity and the rights of individuals and their families.
- Adhere to agreed service specifications, protocols and workload agreements and participate in the regular reviews of these.
- Work within the guidelines of the Health Board/Local Authority and within related professional guidelines.
- Have a good working knowledge of national and local standards and to monitor own and others' quality of practice as appropriate.
- Contribute to any proposals and implementation of new service developments.
- Contribute to the development and implementation of policies and guidelines relevant to the delivery of a discharge and rehabilitation programme.
- Work with members of the team to promote changes in practice in line with current innovation and to facilitate these changes by supporting colleagues and families through the 'management of change' process.
- Attend and represent Occupational Therapy and/or the reablement/ intermediate service at agreed meetings and professional activities with statutory and voluntary care agencies.
- To ensure equipment used in the assessment and treatment of individuals is fit for purpose and to take appropriate action to ensure the safety of individuals, carers and staff using the equipment.
- Keep up-to-date and accurate clinical records on service user caseload, observations and treatments within the Codes of Practice and professional guidelines and appropriately inform others of the individual's status, aims of treatment and ongoing management plan.
- Using electronic records and mail, telephone, letter, meeting, case conference, to ensure complex service user related information is shared appropriately and to maximise collaborative working.
- Provide and maintain appropriate statistics and workload records including clinical outcome measures and data on quality assurance and other agreed standards.
- Be aware of changing trends in treatment and promote evidence-based/best practice within the team and interpret this into own specialist area of work, in order to provide the highest standard of care to service users.
- Identify potential areas and actively participate in clinical audit of the service, participate in Occupational Therapy and Multidisciplinary research programmes: disseminating results and sharing best practice
- Evaluate an individual's progress using valid and reliable outcome measures, to reassess and alter interventions programmes if required.
- Undertake the measurement and evaluation of own work and current practices through the use of evidence based practice projects and audit outcome measures either individually or with other health professionals.
- Keep up-to-date with current research and good practice.
- Actively review research and present relevant data.

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PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	Degree/Diploma in Occupational Therapy Post graduate training/ accreditation in fieldwork education Registered member of the Health Professional Council Evidence of commitment to CPD Knowledge of broad range of medical, surgical and orthopaedic conditions Knowledge and understanding of factors which can influence discharge planning including: cognitive, physical, psychological and cultural Knowledge and application of principles of clinical governance and risk management Knowledge of the roles of other professionals and the principles of partnership working Detailed knowledge and understanding of professional ethics/standards and code of conduct, and their application in practice Health and safety awareness Knowledge of issues relating to health records and the ability to apply this (e.g. Freedom of Information Act, Data Protection Act) Evidence of critical appraisal/analytical thought. Knowledge of graded therapeutic interventions.	Membership of professional body Post-graduate training in motivational interviewing, goal planning Management qualifications e.g. ILM Knowledge of standardised and non-standardised assessments that can be used with service user group Knowledge of national drivers for health provision for service user group e.g. Setting the Direction, Together for Health, Integrated Approaches, NSF Interest and involvement in quality, audit and service evaluation Understanding of the theory and practical application goal orientated approach	Application Form Pre employment checks Interview References
Experience	Post graduate clinical experience in area of physical medicine Experience of service delivery in a variety of different clinical physical health settings Experience of effective one-to-	Experience of advising/teaching other professions Experience of presenting	Application Form Interview References

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	<p>one interactions</p> <p>Experience of research and audit</p> <p>Experience of applying professional theory to practice</p> <p>Experience of delivering training and education to support staff</p> <p>Experience of supervision</p>	<p>information to a variety of audiences</p> <p>Experience in an acute setting and/or the community.</p> <p>Experience of cross organisational working</p>	
Aptitude and Abilities	<p>Ability to work well under pressure within a multi/inter disciplinary team</p> <p>Ability to work within a multi-agency team</p> <p>Presentation skills</p> <p>Able to present and interpret data</p> <p>Excellent interpersonal and communication skills</p> <p>Ability to reflect and critically appraise own performance</p> <p>Well-developed written and verbal communication skills and the ability to communicate in a way which will neither offend nor antagonise.</p> <p>Autonomous practitioner with excellent personal organisational skills for caseload management, including time management and prioritisation skills</p> <p>Ability to work independently with individuals</p> <p>Computer literate and able to use software packages/internet</p> <p>Demonstrable clinical reasoning skills, and able to make effective clinical decisions following assessment of complex cases</p> <p>Ability to negotiate with others where opinions differ</p>	<p>Ability to speak Welsh.</p> <p>Awareness of current professional issues</p> <p>Ability to use reflective practice based on current evidence.</p> <p>Evidence of effective teaching skills</p> <p>Evidence of delivering competency based learning</p>	<p>Interview</p> <p>References</p>
Values	<p>Using own initiative and is self-motivated, innovative and creative.</p> <p>Flexible approach to work and respond to unpredictable, challenging work environments</p> <p>Approachable and considerate</p> <p>Reliable, conscientious and hard-working</p>		<p>Application Form</p> <p>Interview</p> <p>References</p>
Other	<p>Ability to travel around geographical patch to undertake duties in a timely manner</p> <p>Successful DBS Check</p>		<p>Application Form</p> <p>Interview</p> <p>References</p>

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GENERAL REQUIREMENTS

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation 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.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection Act 1998:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 1998 and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory

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legislation (Data Protection Act) and the HB Disciplinary Policy.

- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
 - **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
 - **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report and form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
 - **DBS Disclosure Check:** In this role you will have * direct / indirect contact with* patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau *Standard / Enhance Disclosure Check as part of the HB/Trust's pre-employment check procedure. *Delete as appropriate.
The post holder does not require a DBS Disclosure Check. *Delete as appropriate.
 - **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
 - **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board Infection Prevention & Control Policies and Procedures.
 - **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board sites, including buildings and grounds, are smoke free.
- Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

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Signed: (Post Holder) _____ Date: _____

Signed: (Directorate Manager) _____ Date: _____

Signed: (Divisional Manager) _____ Date: _____

Date Job Description compiled: _____

Date for Review: _____

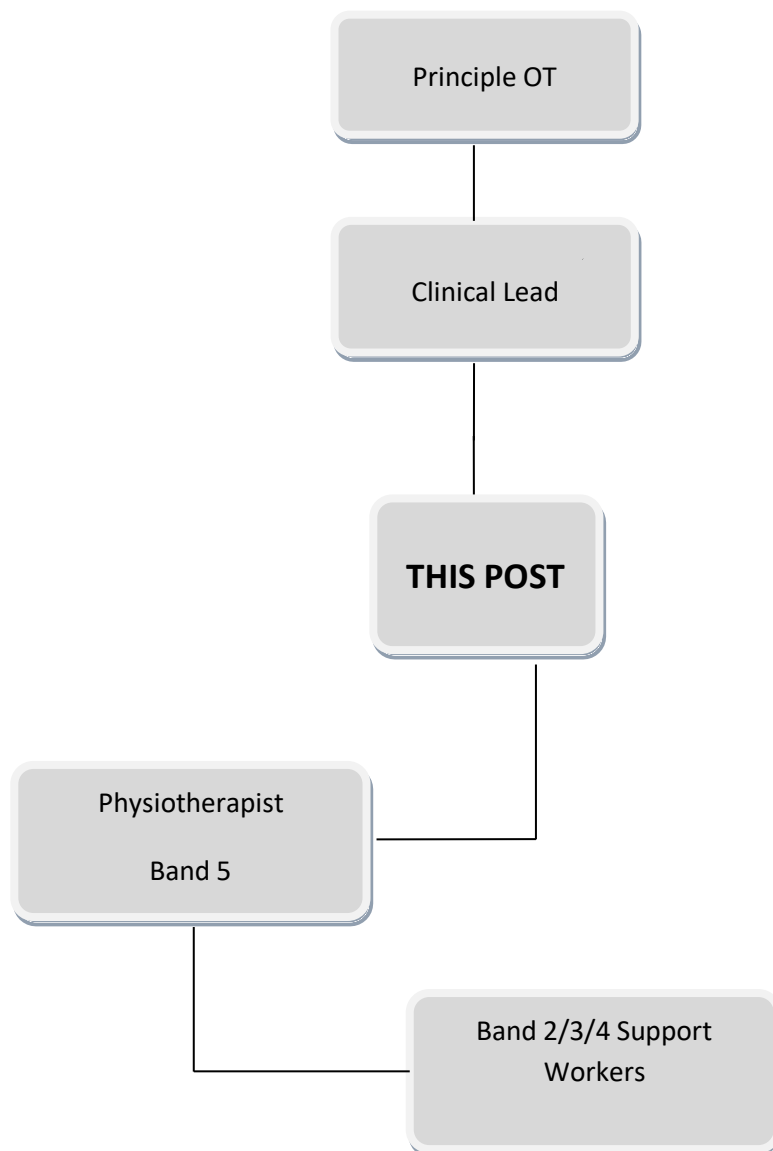
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Job Title: _____

Organisational Chart

The Organisational Chart must highlight the post to which this job description applies showing relationship to positions on the same level and, if appropriate, two levels above and below.

Complete, add or delete as appropriate the text boxes below showing the organisational relationships.



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Job Title: _____

Supplementary Job Description Information

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

Physical Effort

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, such as:

'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B. Walking /driving to work is not included'**

Examples of Typical effort(s)	How often per day / week / month	For how long?	Additional Comments
Service users frequently have severe physical limitations and the post holder is required to expend moderate to heavy effort in manual handling and therapeutic handling procedures to carry out therapeutic interventions for several periods of the working day	Daily	Varies	
Use moderate degrees of manual handling on a daily basis for fitting and transporting specialist equipment.	Daily	Varies	

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Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day, e.g. :

'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
Maintain prolonged periods of concentration when undertaking interventions especially to those service users with cognitive difficulties.	Daily	Varies	
Demonstrate the ability to maintain high levels of concentration, alertness and awareness in unpredictable environments and settings to include lone worker situations in the community on a daily basis.	Daily	Varies	

Emotional Effort

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This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding.

Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with.

For example, 'processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Be able to manage one's own personal emotional responses as a result of prolonged exposure to service users' and carers emotions when they communicate their thoughts and feelings associated with their health condition and its resulting limitations.	Daily	Varies	
Deal sensitively with individuals and family/carers who have high levels of anxiety and depression, pain, and/or limited functional capacity/rehab prospects. Demonstrate an ability to adapt emotionally to regular exposure to distressing circumstances e.g. profound disability, bereavement.	Daily	Varies	

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Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable **(even with the strictest health and safety controls)**, such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month.

Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations - ***Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
The job will involve daily exposure to body fluids as an integral part of personal care interventions and unpleasant working conditions on an irregular basis including occasional exposure to animals, pests and verbal aggression.	Daily	Varies	

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