

Job Title:	Senior Occupational Therapist
Reports to (job title):	Falls Team Lead
Line Manager to:	Juniors

Job purpose

Working within the Falls Team in the Dartford, Gravesham, Swanley and Swale areas of Kent.

To provide specialist assessment, diagnosis and therapeutic interventions for adult patients living in the community with complex and complicated care needs, referred into the service.

To educate and train multidisciplinary team (MDT) colleagues, other health care professionals and carers on the Occupational Therapy (OT) management of patients referred into the falls service.

Work as a member of the MDT to provide advice and feedback to the MDT on patients referred to the OT or with identified OT needs

To provide patients with the identified support and aids to facilitate the promotion of independent living within their chosen environment.

To actively work as a member of the multi-disciplinary team (MDT) to provide a high quality of therapy intervention to the patient.

In addition, to provide advice, support and education for patients and their families/Carers, voluntary agencies and all those working with the patient regarding their medical condition and how this affects the person's lifestyle and environment in order to maintain relationships, roles and independence. To also work with the MDT including colleagues in the local acute hospital in order to provide a rapid response short term intervention to persons who have been referred on the Discharge to Assess pathway. To offer training to students.

To be able to work independently and as part of a Team, and to participate in innovation and service development to benefit patients and colleagues Base.

Key Responsibilities

This list is intended to summarise the key responsibilities and is not intended to cover every task that may be required of the role: -

Communication / Relationship Skills

1. Communicate highly complex and sensitive information to patients, carers, families and members of the multi-disciplinary team and/or those in other professions, from initial assessment to discharge.

2. Use highly developed communication skills to convey complex information in an easy to understand format where there may be significant barriers to understanding.
3. Work closely with patients/ clients and their carers in goal setting and decision making.
4. Demonstrate expert negotiation and influencing skills, both with colleagues and other professionals as well as patient and carers e.g. motivating patients to engage with the therapeutic process.
5. Use empathy, tact, sensitivity and discretion when communicating life changing events e.g. patient potentially requiring 24hr care
6. Act as an advocate for patients who have difficulty communicating.
7. Deal with initial complaints sensitively, avoiding escalation where possible – this may involve diffusing hostility and aggression.
8. Understand and maintain the required standards of clinical record keeping in line with Organisational and professional guidelines.
9. Work with junior colleagues and students to facilitate their own clinical development.
10. Participate in formal and informal training sessions for other therapists, professionals, carers, local support groups and other third party organisations as requested.
11. Employ excellent presentation skills to promote multi-disciplinary and interagency liaison and collaborative practice to a broad range of audiences.

Analytical / Judgmental Skills

1. To further develop the ability to reflect on core Occupational Therapy assessment and intervention skills
2. To use knowledge and experience to inform sound clinical judgments/decision making for management of client caseload, making differential diagnosis on the basis of evidence from assessment, seeking advice if appropriate.
3. To develop clear care plans based on evidence and best practice.
4. To reflect on own practice with peers and mentors and identify own strengths and development needs.
5. To target training (formal and informal) appropriately to the needs of the course participants.

Responsibilities for human resources including personal and people development

1. To facilitate the development of others' problem solving/negotiation skills within peer review/support.
2. To support more junior staff.
3. To provide full student placements
4. To explain the role of Occupational Therapy to visitors, students and volunteers.
5. To continue to develop own knowledge and skills through personal & Team objectives and the appraisal process.

Health, safety and security

Responsibility to maintain own health, safety and security in the workplace including strict adherence to infection control and Information Governance Policy & Guidelines, and to work with colleagues to maintain the health, safety and security of the public and colleagues in the workplace.

Responsibility for Policy and Service Improvement/ Development

1. To advise the Team Lead on issues of service delivery including under or over performance, service pressures etc. that may affect service delivery.
2. To assume delegated tasks as requested by the Team Lead, including participation in working groups, policy development groups.
3. To develop care protocols/packages relating to specialist area in liaison with the Team Lead, to improve client care.
4. To contribute to interagency/multi-disciplinary team building and policy development.
5. To be aware of, adhere to and implement service and team objectives.
6. To attend and contribute to departmental meetings and Clinical Forums

Responsibility for Audit/Research & Development

1. To share innovative ideas for service development to benefit patients and services.
2. To initiate and undertake Research/Clinical Governance/Audit projects as required.
3. To collect and provide research data as required.
4. Regularly participate in Clinical audit and those included in the annual audit plan e.g. client satisfaction and case note standards.

Quality

- Responsibility to maintain the quality of own work, and improve standards and quality for self and others.

Freedom to Act

1. Be accountable for own professional actions and recognise own professional boundaries.
2. Be able to work independently with support from more senior colleagues where necessary.
3. Actively evaluate the effectiveness of own clinical practice and demonstrate commitment to personal development, accessing appraisal at pre-determined intervals.
4. Take responsibility for updating own clinical knowledge through attendance at relevant training and courses, identified through appraisal.
5. Act within defined departmental, Virgin Care and National protocols/policies and professional codes of conduct.
6. Work as part of a team to ensure that National and local policies and guidelines, relevant to the provision of Occupational Therapy, are implemented into own practice under guidance from more senior colleagues.

Equality, diversity and rights

- Responsibility to support, promote and develop a culture which promotes equality & diversity.

Planning and organisational tasks / duties

1. To manage and prioritise own caseload and workload independently.
2. Plan and implement training programmes to others.

Patient Care Responsibilities

1. Be able to work autonomously, with a specialist, often complex caseload, to assess, diagnose, develop and implement programmes of care. Supported by clinical supervision and Team Leader.
2. Assess, differentially diagnose, formulate treatment plans (in collaboration with patients and carers), write assessment reports, identify and choose appropriate therapeutic or clinical management techniques from a range of options, provide appropriate therapeutic intervention and evaluate treatment outcomes.
3. Demonstrate clinical effectiveness by use of evidence based practice and outcome measures.
4. Provide complex and sensitive information to patients in a manner that they can understand e.g. regarding cognitive changes
5. Refer on for specialist assessment/ intervention. Liaise with specialist services to provide continuity of care and suitable equipment.
6. Liaise with a wide range of professional colleagues and other agencies to ensure comprehensive management of the patient e.g. attendance at ward meetings and case conferences and telephone liaison e.g. with GP's, dieticians and social services.
7. Plan for patient discharge, ensuring appropriate onward referral and liaison as required.
8. Adapt practice to meet individual patient circumstances, including due regard for cultural and linguistic differences.
9. Complete incident forms where appropriate and discuss pertinent issues regarding safeguarding/incidents with Falls Team Lead and others involved.
10. Work with patients with a variety of diagnoses and their carers/families, across the Teams geographical patch. Working flexibly in order to provide an equitable service to all patients, as the caseload determines and to cover periods of staff absence
11. Work with a designated caseload, and carry out work in other areas of the wider therapy team in order to facilitate equity of service provision for all patients (according to level of experience and competence) as requested by the Team Lead, and to further develop own professional practice.

Responsibility for financial and other physical resources

1. Be aware of Team budget, monitor stock levels in own service area and request new resources/equipment as appropriate.
2. Be responsible for the security, care and maintenance of equipment ensuring standards of infection control and safety are maintained.
3. Raise any concerns with the Team Lead.

Responsibilities for information resources

1. To maintain up-to-date and accurate case notes in line with BAOT Professional Standards and National and Local Trust policies.
2. To share information with others, observing data protection and information governance guidelines.
3. To record activity data accurately and in a timely manner.
4. To develop an excellent working knowledge of CIS applications .

Physical Skills

1. Excellent auditory processing
2. Excellent computer skills
3. Excellent listening skills

Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day. At Virgin Care, our values flow through everything that we do, they define who we are, what we stand for and set the expectations of those who use our services and those who partner with us. They have been defined by our employees and have been integral to our journey so far and will be integral to our future as well.

Caring – being present, demonstrating a concern for others, listening to and understanding one another, anticipating needs and wanting to do our very best for others

Fun – making people smile, showing enthusiasm and energy, being optimistic and trying to make things memorable for others

Innovative – leading the pack, challenging the way things are done in order to do things better, showing curiosity and spotting opportunities for change

Outcome-driven – focusing on what is most important, setting stretching targets and finding ways around obstacles. It's about keeping sight of the end goal and delivering results

Outstanding – wanting to be the best, constantly striving to improve on the past performance, when you are truly outstanding you see success as the norm and second best won't do!

Wow – having that wow factor in everything that we do, with the ability to surprise even ourselves by providing great quality and standards

Confidentiality and Information Security

As a Virgin Care employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 1998 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the [Records Management: NHS Code of Practice](#), [NHS Constitution](#) and [HSCIC Code of Practice on Confidential Information](#) and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information Governance Responsibilities

As a HCRG Care Group employee you are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Adherence to the clear desk/screen policy
- Only using email accounts authorised by Virgin Care – eg @virginicare.co.uk, NHSmail etc. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person eg line manager, Head of Information Governance, Information Security Lead
- Only using approved equipment for the use of Virgin Care business

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with Virgin Care policies and procedures.

Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved:

Policies and Procedures

All Staff will comply with the Companies Policies and Procedures which can be found on the company intranet.

General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a "non-smoking" policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

Essential	Desirable
Hold a current, recognised Occupational Therapy Degree/Qualification	Member of and regular attendance at relevant Special Interest Group OR ability to demonstrate knowledge and skills in relevant clinical areas.
Registered with the Health and Care Professions Council	Knowledge/ experience of working in a Rapid Response/Intermediate CareTeam
Member of the British Association of Occupational Therapists	Evidence of contribution to publications and/or locally known within field of emerging expertise.
Understanding of the principles of clinical governance and audit	Evidence of presentations at conferences locally/nationally / or provision of training
Knowledge of standards of record keeping.	Experience of translating government and professional guidance into departmental policy and procedure.
Evidence of continuing professional development with identifiable outcomes.	Working knowledge and appreciation of NHS strategy, policies and research ethics.
Good presentation skills, both verbal & written.	Updated knowledge of National Policies and procedures relevant to working with Older Adults.
Evidence of applying evidence based practice and research.	Evidence showing completion of previous Statutory & Mandatory training e.g. Safeguarding Adults, Mental Capacity Act, Information Governance etc.
Knowledge and experience of working with Older Adults with a varied range of medical conditions	

<p>Excellent interpersonal skills, including advanced observation, empathy and listening.</p> <p>Excellent analytical, auditory discrimination and reflection skills.</p> <p>Excellent experience of setting patient centered goals & providing outcomes.</p> <p>An excellent working knowledge of IT</p> <p>Experience of assisting with training and supporting students.</p> <p>Excellent interpersonal skills including observation, listening and empathy.</p> <p>Able to work as part of a Team but also using own initiative.</p> <p>Good organisational and problem solving skills.</p> <p>Good analytical and reflection skills.</p> <p>Committed to personal/professional development and skill acquisition.</p> <p>Able to take theoretical knowledge and professional skills and apply them to the management of patients.</p>	<p>Evidence of maintaining and ongoing development of clinical skills and theoretical knowledge in area of clinical specialism</p> <p>Experience of supporting students.</p>
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Able to work in busy environment, maintaining calm and a sense of humour.

Able to offer a flexible approach to work and caseloads.

Other requirements: -

- Full driving licence and access to a car, in order to carry out Community visits to patients in their homes, & visit other Team bases for meetings etc.
- The primary base for this position is Gravesend Community Hospital, Bath Street, Gravesend, DA11 0DG

Employee signature: _____

Manager signature: _____