

Job Title:	Physiotherapist community Neuro Rehab
Reports to (job title):	Clinical Lead Physiotherapist
Line Manager to:	Clinical Lead Physiotherapist

## Job purpose

Provide a community neuro rehab physiotherapy service to patients within Swale.

To provide specialist assessment, diagnosis, and therapeutic interventions for patients with diverse, complex, and complicated presentation and care needs, living in the community.

To provide a specialist service to patients with neurological conditions across Swale.

The aim is to provide a holistic approach to:

- Maintain or improve symptoms
- Promote patient and carer self-management
- Reduce the frequency of exacerbations
- Improve functional ability
- Enhance quality of life
- Reduce hospital admissions

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 provide clinical support and supervision to junior colleagues and offer training to students.

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

## This post is responsible for

- Completing complex holistic assessments in the management of patients with chronic respiratory conditions.

- Providing safe, clinically effective and timely intervention to maximize quality of life and reduce disabilities associated with neurological conditions.
- Communicating effectively maintaining the highest standards of integrity with individuals (patients, relatives, other health care professional and the wider public) at all times.
- Maintains accurate and legible patient records; in accordance with the organisation and HCPC standards.
- Negotiating and planning with the person and carer, the goals and treatment plans whilst working with other professionals to achieve these. This will include leading and participating in meetings and case conferences in response to the needs of the individual.
- Communicate effectively with patients in order to identify physiotherapy goals, motivate and progress with each individual patient.
- Identify the impact of contextual factors on communication and use a range of verbal and non-verbal tools with patients who may have difficulties in understanding or communicating.
- Utilising excellent verbal and non-verbal communication skills with patients, relatives, carers and members of the MDT to ensure that a high standard of patient centred care is achieved and that patients and carers have a good understanding of their individual plan.
- To determine the patients' understanding of the physiotherapy intervention in order to gain valid, informed consent and to be able to work within a legal framework with patients who lack capacity to consent to treatment.

## 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

- 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.
- Use highly developed communication skills to convey complex information in an easy to understand format where there may be significant barriers to understanding.
- Work closely with patients/ clients and their carers in goal setting and decision making.
- 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.
- Use empathy, tact, sensitivity and discretion when communicating life changing events.
- Act as an advocate for patients who have difficulty communicating.

- Deal with initial complaints sensitively, avoiding escalation where possible – this may involve diffusing hostility and aggression.
- Understand and maintain the required standards of clinical record keeping in line with Organisational and professional guidelines.
- Work with junior colleagues and students to facilitate their own clinical development.
- Participate in formal and informal training sessions for other therapists, professionals, carers, local support groups and other third-party organisations as requested.
- Employ excellent presentation skills to promote multi-disciplinary and interagency liaison and collaborative practice to a broad range of audiences.

## **Analytical / Judgmental Skills**

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

## **Responsibilities for human resources including personal and people development**

- To facilitate the development of others' problem solving/negotiation skills within peer review/support.
- To support more junior staff.
- To provide full student placements
- To explain the role of Physiotherapy to visitors, students and volunteers.
- 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**

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

## Responsibility for Audit/Research & Development

- To share innovative ideas for service development to benefit patients and services.
- To initiate and undertake Research/Clinical Governance/Audit projects as required.
- To collect and provide research data as required.
- 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

- Be accountable for own professional actions and recognise own professional boundaries.
- Be able to work independently with support from more senior colleagues where necessary.
- Actively evaluate the effectiveness of own clinical practice and demonstrate commitment to personal development, accessing appraisal at pre-determined intervals.
- Take responsibility for updating own clinical knowledge through attendance at relevant training and courses, identified through appraisal.
- Act within defined departmental, HCRG care group and National protocols/policies and professional codes of conduct.
- Work as part of a team to ensure that National and local policies and guidelines, relevant to the provision of Physiotherapy, 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

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

## **Patient Care Responsibilities**

- 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.
- 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.
- Demonstrate clinical effectiveness by use of evidence-based practice and outcome measures.
- Provide complex and sensitive information to patients in a manner that they can understand e.g. regarding cognitive changes
- Refer on for specialist assessment/ intervention. Liaise with specialist services to provide continuity of care and suitable equipment.
- 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.
- Plan for patient discharge, ensuring appropriate onward referral and liaison as required.
- Adapt practice to meet individual patient circumstances, including due regard for cultural and linguistic differences.
- Complete incident forms where appropriate and discuss pertinent issues regarding safeguarding/incidents with Clinical Lead Therapist and others involved.
- 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
- 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 Clinical Lead Therapist, and to further develop own professional practice.

## **Responsibility for financial and other physical resources**

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

## Responsibilities for information resources

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

## Physical Skills

- Excellent auditory processing
- Excellent computer skills
- 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 but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
<ul style="list-style-type: none"><li>• Inspire</li><li>• Understand</li><li>• Communicate</li></ul>	<ul style="list-style-type: none"><li>• Challenge</li><li>• Improve</li><li>• Learn</li></ul>	<ul style="list-style-type: none"><li>• Accountability</li><li>• Involve</li><li>• Resilience</li></ul>

## Confidentiality and Information Security

As our 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

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
- Only using email accounts authorised by us. 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 DATIX or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting 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 our 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 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 colleagues must comply with the Company 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.

## Personal Specification

### Essential

- Hold a current, recognised Physiotherapy Degree/Qualification
- Registered with the Health and Care Professions Council
- Member of the Chartered Society of Physiotherapists
- Understanding of the principles of clinical governance and audit
- Knowledge of standards of record keeping.
- Evidence of continuing professional development with identifiable outcomes.
- Good presentation skills, both verbal & written.
- Evidence of applying evidence-based practice and research.
- Knowledge and experience of working with Older Adults with a varied range of medical conditions
- Excellent interpersonal skills, including advanced observation, empathy and listening.
- Excellent analytical, auditory discrimination and reflection skills.
- Excellent experience of setting patient centred goals & providing outcomes.
- An excellent working knowledge of IT
- Experience of assisting with training and supporting students.
- Excellent interpersonal skills including observation, listening and empathy.
- Able to work as part of a Team but also using own initiative.
- Good organisational and problem-solving skills.
- Good analytical and reflection skills.
- Committed to personal/professional development and skill acquisition.
- Able to take theoretical knowledge and professional skills and apply them to the management of patients.
- Able to work in busy environment, maintaining calm and a sense of humour.
- Able to offer a flexible approach to work and caseloads

### Desirable

- Member of and regular attendance at relevant Special Interest Group OR ability to demonstrate knowledge and skills in relevant clinical areas.
- Knowledge/ experience of working in a Rapid Response/Intermediate Care Team
- Evidence of presentations at conferences locally/nationally / or provision of training

- Experience of translating government and professional guidance into departmental policy and procedure.
- Working knowledge and appreciation of NHS strategy, policies and research ethics.
- Updated knowledge of National Policies and procedures relevant to working with Older Adults.
- Evidence showing completion of previous Statutory & Mandatory training e.g. Safeguarding Adults, Mental Capacity Act, Information Governance etc.
- Evidence of maintaining and ongoing development of clinical skills and theoretical knowledge in area of clinical specialism.

**Other requirements:**

- Driving Licence and access to a car, with appropriate insurance for work purposes

**Employee signature**

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**Manager signature**

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