

Job Title:	Clinical Specialist Occupational Therapist for Urgent Care
Reports to (job title):	Deputy Head of Reablement
Line Manager to:	Urgent Care Reablement Support Workers

## Job purpose

The Urgent Care team provides a two-hour assessment & short-term intervention following a referral where a service user is at risk of admission to hospital. The purpose of this role is to:

- Provide comprehensive assessment & intervention to avoid admission & prevent further deterioration
- Provide of expert advice and management of complex patients
- Work within a virtual MDT to manage service users safely
- Be part of the clinical triage of referrals, at CCC, ensuring the correct practitioner responds first
- Keep up to date with new local and national guidelines and policies in relation to reablement & complex service user management
- Lead on clinical training, competency, maintaining evidence-based practice, audits, and research.

Following an initial assessment and in consultation with the service user, a care plan and rehabilitation programme is established. Service users are encouraged to take an active part in the development of their plans and are supported to make informed choices regarding their care. The virtual multi-disciplinary team will consist of Matrons, ACP's Physiotherapists, Occupational Therapists and therapy support workers, HCA's. They will work closely with family, health and social care colleagues and voluntary organisations to provide person centred care.

## Base

The role is required to cover across the BaNES area, working primarily out from the Care Co-ordination Centre In Peasdown-St-John

Mobile and home working is essential. Regular virtual team meetings take place. The post holder will receive regular supervision and CPD is actively encouraged.

Currently the hours of UCR service are spread over 7 days - 8am to 8pm however this may be subject to change in the future

## Key responsibilities:

- Responsible for the initial holistic assessment, implementation, and evaluation of programmes of care for patients who are acutely and chronically unwell, often with complex frail needs.
- Awareness of the UCR pathways for therapy and experience at the appropriate level in managing a case load under the pathways
- Autonomous and lone working
- Use clinical reasoning skills to assess, plan, implement and evaluate the patient-centred rehabilitation programmes using an evidence-based practice approach.
- Demonstrate advanced clinical reasoning, to maintain a service user safe at home
- Promoting high quality and harm free care
- Responsible for proactive service and own caseload management
- Be part of a multi-disciplinary team and have a significant role in the ongoing development, delivery, and evaluation of a high-quality specialist service.
- Share skills, knowledge, and interdisciplinary working to enable a flexible workforce that delivers high-quality person-centred care.
- Undertake skilled and specialist assessment of service users to formulate individualised management and treatment plans using evidence based clinical reasoning skills and utilising a wide range of treatments and options
- Work with service users and their carers towards shared goals, providing advice education and training and assessing for and providing specialist equipment.
- Encourage independence and enable service users and their carers to manage their condition.
- Provide specialist support and advice to other services
- Be responsible for a clinical caseload working within a multidisciplinary team ensuring service users receive optimum level of rehabilitation within available resources.
- Contribute to Urgent Care Team development initiatives (e.g. audits, review of outcome measures, etc)
- Participate in continuing professional development as identified through supervision and annual appraisal and keep abreast of new National developments.
- Provide clinical leadership for staff working with this client group through supervision and training

- Provide support for the Service Leads, Head and Deputy Head of Reablement
- Provide supervision for registered and non-registered team members. Experience of supervising is essential
- Assume professional accountability and responsibility for a broad aspect of service-Delivery.
- Role model advanced communication skills, including active listening, negotiation, managing sensitive news and justifying own viewpoint.
- Exercise professional judgement to manage risk, including positive risk-taking, especially in complex and unpredictable situations, and support others to do so.
- Embed the evaluation of impact into practice, across all settings and at an operational level.
- Provide band 7 clinical support for locality Reablement teams and their band 7 leads as needed.

## 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 2018 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 CIRIS 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

<u>Essential</u>	<u>Desirable</u>
<ul style="list-style-type: none"> <li>• Hold a recognised professional qualification at degree level</li> <li>• Registered with HCPC</li> <li>• Willingness to participate in specific training modules</li> <li>• Able to effectively lead a team with senior support when required</li> <li>• Able to model and promote interdisciplinary working in order to ensure efficient and person centred care</li> <li>• Have relevant experience of working closely and effectively in a multidisciplinary team and with other health, social care and voluntary sector colleagues</li> <li>• Have expert clinical knowledge and experience of working with complex people and demonstrate an understanding of the long term impact on individuals and their carers</li> <li>• Experience of working in a variety of settings including community working</li> <li>• Demonstrate comprehensive knowledge of relevant professional, national and organisational guidelines and standards required for safe and effective service delivery</li> <li>• Demonstrable continuing professional development</li> <li>• Hold a post graduate certificate or modules of expertise or management</li> <li>• Trained in professional and management procedures within own area and across several related disciplines relevant to the service area</li> </ul>	<ul style="list-style-type: none"> <li>• Hold a post graduate Diploma or Master's degree in area of expertise or management</li> <li>• Trained in professional and management procedures within own area and across several related disciplines relevant to the service area</li> <li>• Experience of undertaking large scale service reviews and service redesign</li> <li>• Work towards Advanced Practitioner Role</li> </ul>

# Job Description

<ul style="list-style-type: none"><li>• Experience of undertaking large scale service reviews and service redesign</li><li>• Work towards Advanced Practitioner Role</li><li>• Ability to manage own caseload effectively and delegate to rehabilitation assistant appropriately</li><li>• Demonstrate flexibility and ability to respond to changing service priorities</li><li>• Experience of providing clinical supervision, education and support to staff to identify learning objectives and personal development opportunities</li><li>• Good levels of IT literacy including good knowledge of service related systems</li></ul>	
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Employee signature

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Manager signature

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