

## **JOB DESCRIPTION**

### **Physiotherapy Assistant**

Grade:	Band 2
Hours:	27.5 hours a week Interim Post – review after 6 months.
Location:	The Chilterns MS Centre (CMSC) Wendover, Buckinghamshire
Reports to:	Band 6 or 7 Physiotherapist
Responsible to:	Head of Integrated Clinical Services Deputy Head of Integrated Clinical Services The Chief Operating Officer and Trustees
Relationships with:	Senior leadership Team, Clinical staff, Volunteers, staff colleagues, members and visitors.

#### **Job Purpose**

- To work with registered Physiotherapists to provide a responsive and effective physiotherapy service within the Chilterns MS Centre (CMSC).
- To assist the physiotherapist, and to treat a delegated caseload of patients, who have previously been assessed by a physiotherapist.
- To actively contribute to the Continuous Quality Improvement (CQI) of the service through the implementation of clinical audit, patient surveys and the evaluation of outcome measures.

Ongoing advice and support is available from the Deputy Head of Integrated Clinical Services and regular supervision will be provided.

The Physiotherapy Assistant will be required to work in the Centre and also with the scope to support patients in community settings as required.

The CMSC does provide a Saturday morning service and the post holder may be required to cover this on a rotational basis.

This post is subject to obtaining satisfactory clearance in respect of Disclosure of Criminal Convictions and references.

## **Responsibilities**

### **Principle Duties: Clinical**

- To be responsible for a broad range of delegated aspects of clinical intervention, working without direct supervision and providing feedback to Registered Therapists regarding assessment of patient's progress.
- To manage and prioritise own workload as delegated by the Registered Therapist.
- To support patients with their physiotherapy programme, individually or in a group.
- To support and deliver hydrotherapy interventions and techniques under the guidance of a Physiotherapist or qualified hydrotherapist. To provide pool side assistance and maintenance as required.
- To maintain accurate and up-to-date documentation, in line with Department policy.
- To complete general light housekeeping duties within the physiotherapy department.
- To complete regular equipment checks as per procedure and report any deficiencies in a timely way through the correct reporting route.
- To ensure patient dignity is enhanced throughout service delivery.
- To support the collation and monitoring of performance data as required implementing corrective action where appropriate.
- To be responsible for safety and cleaning of specific equipment in line with organisational policy prior to use or issue.

### **Management**

- To manage and prioritise own workload with the support of a Qualified Physiotherapist.
- To support the implementation of initiatives to improve the service, efficiency, quality of care received and the experience of patients and their carers.
- To ensure the safety and security of patients, staff and organisational property at all times, using the systems in place.



## **Communication**

- To communicate routine information effectively and appropriately to patients and carers. Establish and maintain appropriate therapeutic relationship with patients and/or carers. To use communication skills of encouragement, motivation and explanation.
- To be aware of barriers to effective communication which may be evident such as cognitive impairments, expressive and receptive communication difficulties, embarrassment, anxiety, pain and visual or hearing impairments. To seek the guidance of a qualified therapist to implement strategies to overcome these difficulties.
- Use appropriate clear and effective verbal/non-verbal communication with patients and colleagues.
- To use communication skills to address language and cultural diversity issues.
- To communicate progress/outcome of treatment with the patient, clinical supervisor, relatives, carers and the physiotherapy team.
- To attend staff meetings.
- To achieve and maintain a level of information technology relevant to all areas of work.
- Gather and collect information to plan intervention/liaise with others.
- Provide feedback on treatment sessions at agreed intervals in a clear and concise manner.
- Return calls/send out information relating to patients in consultation with qualified therapist.
- Demonstrate a clear understanding of your own and other peoples' responsibilities.
- Recognise discrimination to colleagues and people who use the service and be able to advocate on people's behalf when necessary.
- To make every effort to resolve verbal complaints in the CMSC department and to manage complaints according to CMSC policy with support from Qualified Therapists.

## **Education & Professional Development**

- Ensure a good working knowledge of MS, national and CMSC standards.
- To attend any training as requested.
- To actively participate in an annual performance review (appraisal) and the development and implementation of a personal development plan.



- To take responsibility for own professional development ensuring professional standards are maintained and statutory and mandatory training is in date.

### **Code of Conduct**

- To support the organisation in developing an effective work/life balance for employees that meets the needs of the organisation.
- To ensure that the health and wellbeing of patients is at the centre of all activities and that all staff engage and communicate with patients appropriately.
- To always promote quality and safety of patients, visitors and staff.
- To follow the Centre's code of conduct.
- To display actions and behaviours that represent the Centre values.

### **Equal Opportunities/Diversity**

- To be aware of the legislation around equality and diversity and provide equality of treatment and opportunity to employee's, service users and service providers irrespective of sex, sexuality, age, marital status, ethnic origin or disability.

### **Health & Safety**

- To take responsibility for the health & safety of themselves and other persons who may be affected by their omissions or actions at work.
- To co-operate with the organisation to ensure that statutory and departmental regulations are adhered to.
- Report accidents, incidents and near misses, implementing corrective action where necessary.

### **Infection Control and hand hygiene**

- To comply with policies for infection control and hand hygiene such as hand hygiene, decontamination policy, uniform and workwear code and standard precautions policy to reduce the spread of healthcare-associated infections (HCAIs).
- Employees with clinical responsibilities must incorporate into their clinical activities up-to-date evidence that supports safe infection control practices and procedures, such as hand washing and use of PPE.



## Confidentiality and Data Security

- To comply fully with the duties and responsibilities outlined in the Information Governance leaflet.
- To comply with the Data Protection Act 1998, NHS Confidentiality guidelines (e.g. Caldicott, GMC.) and any code of practice on Confidentiality and Data Protection, as accepted by the organisation.
- To ensure that all information collected, stored and used is done so in compliance with the above Act and any relevant Policy.
- To preserve the confidentiality of any information regarding patients, staff records in your area (in connection with their employment) and the organisations business. This obligation shall continue in perpetuity.
- To raise any matters of concern with the Head of Integrated Clinical Services.

## Safeguarding

- To recognise that promoting the welfare and safeguarding children, young people and adults is everyone's business and access training and supervision as appropriate to the role.
- To support the organisation in ensuring service users are protected from abuse, or the risk of abuse and their human rights are respected and upheld.
- To ensure any safeguarding concerns are reported promptly to the named Safeguarding Lead.
- To comply with recruitment and other checks as requested by the organisation including undertaking an Enhanced Disclosure via the Criminal Records Bureau.

## Other

- To be aware of and work in line with all policies and procedures.
- To carry out any other tasks as reasonably directed.

This job description should be regarded only as guidance to the duties required and is not definitive or restrictive in any way. It may be reviewed in the light of changing circumstances following consultation with the post holder.

Signed..... Date..... Signed ..... Date.....  
(Post holder) ( Line Manager)

## **Person Specification**

<b>Qualifications / Experience</b>	Essential	Desirable
Good general education including English and Maths	X	
Record of personal development and reflective practice		X
Training / Courses / Qualifications relevant to the post		X
Knowledge of Multiple Sclerosis and its implications		X
Experience of working in a care setting		X
Experience of working in a team	X	
Knowledge and experience of manual handling		X
<b>Skills / Abilities</b>		
Basic administration tasks such as filing, photocopying, record keeping,	X	
Effective verbal and written communication skills	X	
Able to organise self and complete tasks on time	X	
Able to work on own initiative	X	
Able to recognise own limitations and happy to ask for help	X	
Awareness of how to adapt approach when working with people with different needs (Physical, cognitive, emotional needs).	X	
<b>Personal Qualities</b>		
Positive attitude to work	X	
Motivated and enthusiastic	X	
Well presented	X	
Happy to work individually and as part of a team	X	
Strives to develop own skills / knowledge	X	