



NHS

**University Hospitals
of North Midlands**

NHS Trust

Job Description and Person Specification

**PROUD
TO
CARE**



Join the UHNM Family

University Hospitals of North Midlands NHS Trust is one of the largest and most modern in the country. We serve around three million people and we're highly regarded for our facilities, teaching and research.

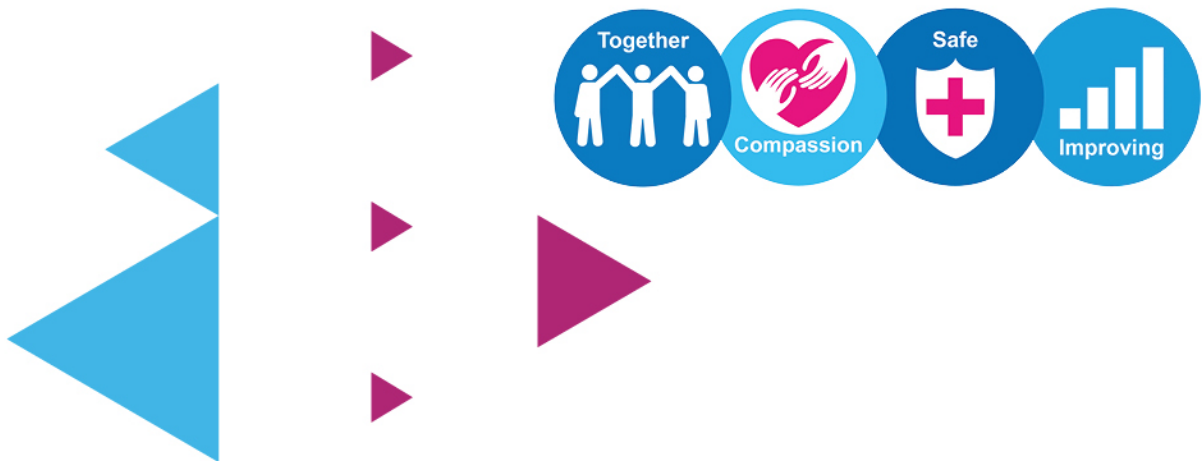
The Trust has around 1,450 inpatient beds across two sites in Stoke-on-Trent and Stafford. Our 11,000 strong workforce provide emergency treatment, planned operations and medical care from Royal Stoke University Hospital and County Hospital in Stafford.

We are a specialist Major Trauma Centre for the North Midlands and North Wales. Happy staff make for happy patients, and with the help of both we have put together a wide range of development and support packages aimed at ensuring that everyone at the Trust has the opportunity to fulfil their potential and meet their aspirations as well as the tools to provide great care.

Our mission to provide the very best health care includes recruiting the best people. Our goal is to be a world-class centre of achievement, where patients receive the highest standards of care and the best people come to learn, work and research.

The Trust also has a vibrant charity arm, UHNM Charity, which provides funds to enable University Hospitals of North Midlands NHS Trust to purchase state-of-the-art medical equipment and to enhance and improve patient experience and comfort.

Many of our staff are passionate about the service they provide and want to be part of something special. You can find out more about how our staff and patients are helping to improve the health, comfort and hospital experience of local people every day at www.uhnmcharity.org.uk



Values & Promises

We have four core values and promises that were co-created by our staff, patients and carers.



Together

- We are a Team – I will be considerate, help others to achieve our goals and support others to make positive changes
- We are Appreciative – I will acknowledge and thank people for their efforts and contributions
- We are Inclusive – I will be open and honest, welcome people's views and opinions and involve people in decisions that affect them



Compassion

- We are Supportive – I will be empathetic and reassuring. I will support and encourage people when they need it
- We are Respectful – I will treat people fairly, with respect and dignity, protect their privacy and help them to feel comfortable
- We are Friendly – I will be welcoming and approachable. I will make eye contact, say hello and introduce myself #hellomyname is



Safe

- We Communicate Well – I will explain clearly, share relevant and timely information and keep people updated
- We are Organised – I will plan ahead, manage my time well and be prompt in what I do
- We Speak Up – I will contribute to ensuring healthy and constructive feedback for all so we can feel safe to challenge inappropriate care and behaviour and promote our values



Improving

- We Listen – I will welcome people's views and ideas, invite people to ask questions and share their opinions and respond to what I hear
- We Learn – I will share best practice, celebrate good performance and support others to use their skills, learn and grow
- We Take Responsibility – I will have a positive attitude, act and encourage people to take the initiative and make improvements

Division: Therapies

Job Title: Senior Therapy Technical Instructor

Band: 4

Location: Royal Stoke/County

Hours: 37.5

Managerially accountable to: Divisional Therapy Manager, Principal, Advanced, Senior and Junior Therapists

Professionally accountable to: Therapy Divisional Managers

Role Summary

- Delivers care to patients by assessing, treating and progressing in accordance to agreed guidelines, specialist competencies, protocols and treatment regime.
- The post holder has the ability to work independently using own initiative, having awareness of your own limitations, as well as working as a team member.
- Education and supervision of apprentices, new or less experienced members of the therapy team under guidance of senior therapy clinicians.

Key Areas/Tasks

- To be a member of a Multi-Disciplinary team and share information with team members.
- Liaise with Multi-Disciplinary Team and other service providers (including Nursing Staff, Consultants, Doctors, SALT, Dieticians, Orthotics, Social Workers and other therapists) including arranging domiciliary visits, outpatient appointments, follow up community therapy, liaising with residential/nursing homes, GP practices reablement teams, equipment services etc.
- To communicate with patient/carers who may have communication difficulties cognitive problems or altered behaviour.
- Develop rapport with patients/clients using negotiation and motivational skills in encouraging participation and consent for therapy intervention.
- Participate in case conferences, ward rounds, ward meetings and goal planning as directed by qualified therapy staff.
- To obtain sensitive information from patients/clients regarding their abilities and lifestyles.
- Obtain and document appropriate relevant social, physical and environmental history from medical notes, nursing care plan, patients and relatives.
- To be responsible for own time management, designated ward areas prioritising caseload in conjunction with service requirements.
- To contribute in the planning and implementation of developments within speciality area and Directorate

- Interpret complex information gained from therapy assessment to determine a treatment regime with acutely unwell patients from a range of treatment options in line with specialised area complexities.
- Completion of patient profiles.
- To use acquired skills and techniques with individual patients and groups as and when required.
- Undertake manual handling techniques specific to speciality area, this may involve training family members and informal care givers e.g. hoist training or slide sheet training.
- To assess and treat patients within agreed protocols and guidelines after checking medical stability and suitability for treatment re indications/contraindications which may include referring to observation charts / medical notes.
- To assist Therapists in implementing patient assessment and treatment
- To assess, following guidelines and protocols, general functioning, ability and response of patients/clients and record the information as requested.
- Obtain and document appropriate relevant social, physical and environmental history from medical notes, nursing care plan, patients and relatives.
- To participate in weekend and bank holiday working/late shifts.
- The post holder will recognise precautions, signs / symptoms and contraindications in relation to the delivery of patient care and will seek the support of an appropriate qualified member of the team
- To accompany therapists on home assessments and access visits.
- The post holder will assess for and prescribe appropriate assistive equipment and educate patients on the safe use and maintenance of this equipment.
- Completion of patient profile/patient pathway/generic discharge summary including delivery of presentations.
- To provide advice, support and information to patient/carers in a 1:1 or group setting.
- To assist qualified staff members with treatment of patients with various conditions e.g. respiratory, neurological, and musculoskeletal.
- To undertake access visits of patients homes following agreed guidelines, specialist competency and protocols.
- To deliver, fix and assess equipment in patients' homes and collect when necessary.
- To provide cover within other specialities within the Therapies Directorate and post holders competencies.
- Independently undertakes initial assessment, treatment planning, treatment evaluation and discharge of patients following agreed guidelines, specialist competencies, protocols and care pathways.
- To assess general functioning, ability and response of patients/clients and record the information as requested.
- To use acquired skills and techniques with individual patients and groups as and when required.
- To manufacture and fit splints and instruct patients in the use of the splints provided.
- Induction/mentor specific to speciality area.
- To work towards national and locally agreed standards of service.
- To adhere to University Hospital of North Midlands NHS Trust and Therapy Services policies, procedures and guidelines.
- To work to the profession specific code of Ethics and code of Professional Conduct.

- To contribute in the planning and implementation of developments within speciality area and Therapies Directorate.
- To be responsible for stock control of equipment / materials and control of loans of assistive equipment.
- To be responsible for the collation of equipment requests and ordering equipment to maintain imprest stock across all UHNM therapy services.
- Delegation of tasks to Band 3 and 2 staff. Supervision sessions and objective setting.
- The post holder will participate in the induction or coaching of new or less experienced staff.
- The post holder will supervise and train new or less experienced staff e.g. Band 2 and 3 therapy staff.
- Mentoring of apprentices/junior technical instructors which includes training, mentorship, supervision and objective setting.
- To maintain patient notes and documentation in accordance with procedures.
- To carry out general administrative and clerical duties.
- Collection of activity data and interpretation of information to collate activity documentation under the direction of Team Leader.
- Input clinical data to electronic and other information systems
- To participate in audit and research projects within own area speciality.
- The post holder will work independently whilst maintaining appropriate links with qualified staff.
- To work to the profession specific code of Ethics and code of Professional Conduct.
- To work across sites as directed by line manager.
- To carry out duties and accept responsibilities, which are commensurate with this grade.
- Undertake manual handling techniques specific to speciality area, this may involve training carers.
- To concentrate for up to one to two hours at a time through the shift whilst reading, interpreting and analysing patient notes, carrying out assessments and treatments (under guidance and appropriate competency) and when documenting treatment outcomes and (discharge) plans for complex patients.
- To change from one activity to another at short notice and appropriately manage frequent interruptions.
- To obtain sensitive and complex information from patients/clients regarding their abilities and lifestyles.
- To give consideration to and manage the emotional, psychological requirements of patients/clients in event of chronic, acute or terminal diagnosis, often reassuring or empathising with anxious patients.
- To manage patients who may present with infectious diseases, sputum, urine, faeces or need special consideration with regards to coping with bodily fluids.
- The principles of “Improving Working Lives” must be upheld at all times.
- To promote and practice customer care and to act in a manner which presents the good image of the trust.
- To contribute to improving standards, performance and efficiency.
- To work to the standards set out in the Data Quality Policy and to promote E&D and H&S standards

Personal/Professional Development

- To take every reasonable opportunity to maintain and improve your professional knowledge and competence
- To participate in personal objective setting and review, including the creation of a personal development plan and the Trust's appraisal process.

Health and Safety

- To take reasonable care for your own Health and Safety and that of any other person who may be affected by your acts or omissions at work.
- To co-operate with University Hospitals of North Midlands (NHS) Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to.
- To comply and adhere to individual and role specific responsibilities as stated in the Trust Health and Safety Policy (HS01) and all other Health and Safety related policies.

Equality and Diversity

UHNM is committed to the implementation of the Equality, Diversity and Inclusion Policy Which ensures equal opportunities for all. UHNM is also committed to embracing diversity and eliminating discrimination in both its role as an employer and as a provider of services. It aims to create a culture that respects and values each other's differences, promotes dignity, equality and diversity and encourages individuals to develop and maximise their potential. All staff are required to observe this policy in their behaviour to other workers and patients/service users

Infection Prevention

Infection Prevention is the obligation of every employee both clinical and non-clinical at the University Hospitals North Midlands NHS Trust. Driving down healthcare associated infection is everyone's responsibility and all staff are required to adhere to the Trust's Infection Prevention policy

All staff employed by the UHNM Trust have the following responsibilities:

Trust Dress Code

- Trust approved uniform/dress code must be adhered to
- When in clinical areas **all** staff must be bare below the elbow, without wrist watches, stoned rings, wrist jewellery, false nails, nail polish or plaster casts
- No personal bags to be worn during clinical duties

Hand Hygiene

- Decontaminate your hands as the per 'The five moments of hand hygiene'

Own Practice

- Lead by example
- Encourage and praise good practice
- Be prepared to accept advice about your own practice

Decontamination

- Ensure that equipment you have been using or about to use has been decontaminated effectively
- Ensure that you are aware of the Trust approved cleaning products, and follow a safe system of works

Trust Policies

- Ensure that you know and strictly follow relevant Infection Prevention policies for your role and apply standard precautions at all times, which is available in the Infection Prevention Manual on the UHNM intranet

Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality

All staff are responsible for ensuring they are familiar with and adhere to the Trust's policies, procedures and guidelines with regards to the Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality. This includes confidentiality, information security, cyber security, secondary use and management of records.

Staff have a responsibility in protecting the "rights and freedom" of natural persons (i.e. live individuals) and to ensure that personal data is not processed without their knowledge, and, wherever possible, that it is processed with their consent. Processing includes holding, obtaining, recording, using and disclosing of information and applies to all forms of media, including paper and images. It applies to both patient and staff information

Hence staff must ensure confidentiality is maintained at all times, data is recorded accurately and you only access this information as part of your job role

Safeguarding Children, Young People and Adults with care and support needs

All staff are responsible for ensuring that they are familiar with and adhere to the Trusts Safeguarding Children and Adults policies, procedures and guidelines. All health professionals who come into contact with children, parents, adults with care and support needs and carers in the course of their work have a responsibility to safeguard and promote their welfare as directed by the Children Acts 1989/2004 and the Care Act 2014. Health professionals also have a responsibility even when the health professional does not work directly with a child or adult with care and support needs but may be seeing their parent, carer or other significant adult.

All staff are required to attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to their role.

This job description is not intended to be an exhaustive list and may be subject to change from time to time. All documents referred to throughout this Job Description can be found on the Trust's intranet, or alternatively copies can be obtained from the Human Resources Directorate

Sustainability



Sustainability and Corporate Social Responsibility are fundamental to the way the University Hospitals of North Midlands NHS Trust (UHNM) work. The Trust has developed a Sustainable Development Management Plan (SDMP): 'Our 2020 Vision: Our Sustainable Future' with a vision to become the most sustainable NHS Trust by 2020. In order to achieve this, we need the support of all staff. As a member of staff, it is your responsibility to minimise the Trust's environmental impact and to ensure that Trust resources are used efficiently with minimum wastage throughout daily activities. This will include minimising waste production through printing and photocopying less, reducing water waste and when waste is produced, it is your responsibility to segregate all clinical waste correctly and recycle. Switch off lights and equipment when not in use, report all faults and heating / cooling concerns promptly to the Estates Helpdesk and where possible minimise business travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

SWITCH to a Sustainable UHNM is a campaign that focuses on the sustainability of the Trust and how we can use resources more effectively to provide better patient care, improve our health and work place. SWITCH is looking to recruit as many Champions as possible to help to bring the campaign to colleagues in their departments / wards and bring SWITCH to life. If you are interested in becoming a SWITCH Champion please contact switch@uhns.nhs.uk

Disruptive Incident & Business Continuity

The Trust needs to be able to plan for, and respond to a wide range of incidents and emergencies that could affect health or patient care. These could be anything from severe weather to an infectious disease outbreak or a major transport accident.

All staff are required to have an awareness of the Trust's business continuity arrangements, as a minimum. All staff will be required to;

- To know how to identify a business continuity incident and the method for reporting;
- To have an awareness of local business continuity arrangements;
- To participate in awareness, training and exercises, as required;

In the event of a disruptive incident, all Trust employees will be required to attend work if they are fit and well and able to do so in line with a Trust risk assessment. Those who are clinically qualified will be required to work flexibly across the Trust to meet the service need in clinical areas. This will include front line clinical staff who will be expected to cover alternative duties as and when required in order to ensure that all essential services are maintained.

Signed Employee _____ Print _____ Date _____

Signed Manager _____ Print _____ Date _____

Senior Therapy Technical Instructor

Person Specification

	Specification	Criteria		Evidence
		Essential	Desirable	
Essential Qualifications	<ul style="list-style-type: none"> GCSE English & Maths Grade C/4 or above Or Evidence of good numeracy and literacy Meets competency framework for Technical Instructor Band 3 specific to work area (core competencies attached) Or NVQ Level 3 plus knowledge and skills development to Diploma level GCSE Science Grade C/4 or above Qualification within Health/Social or Sports Environment A Level/NVQ Qualification 	<ul style="list-style-type: none"> ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✓ 	Application/ Certificates
Knowledge, Skills, Training and Experience	<ul style="list-style-type: none"> High level of background working in Therapies as a Therapy Technical Instructor Acute Hospital experience Is able to describe Care, Compassion, Courage, Commitment, Communication, and Competence in relation to the care of a patient in care setting Ability to recognise own limitations and the need to seek advice Hand Therapy Specific – ability to manufacture thermoplastic splints Able to delegate work to others Ability to make decisions & prioritise Ability to undertake screening and treatment without a qualified therapist being present Ability to work under pressure Ability to demonstrate 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ 	Application/ Interview

	<p>sensitive approach to patients/family facing poor prognosis</p> <ul style="list-style-type: none"> • Ability to communicate well both verbally and in writing • Ability to actively listen & use own initiative • Ability to work as part of a team • Ability to organise own work load effectively • Ability to discharge patients against agreed procedures • Basic counselling skills • Experience of supervising staff • Ability to discharge patients against agreed procedures 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p>	
Personal Qualities	<ul style="list-style-type: none"> • Ability to be flexible • Excellent attendance record/reliable • Ability to undertake A&C duties linked to clinical work • Reliability and trustworthiness • Adherence to the Trusts Uniform Policy • Smart appearance • Car Driver/owner 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>	Interview