

Job Title: Physiotherapy Assistant
Grade: Grade B
Reports to: Physiotherapist
Role Responsibilities: Budget £0 FTE 0

The Role

ECL's vision is to be the supplier of choice for Adult Health and Social Care. The role supports vulnerable adults living in the community to achieve their desired outcomes, including maximising their health, wellbeing and independence, enhancing their quality of life and taking a greater part in their local community. This role therefore requires the ability to deliver a customer centric service.

As a Physiotherapy Assistant you will be working under the direction of Physiotherapist and PT, with individuals, using specific activities to limit the effects of disability and promote independence in all aspects of daily life. As part of the OT team, you will offer practical support to help people overcome problems in carrying out day-to-day activities of their lives. The team help people find ways to continue with activities which are important to them. This might involve learning new ways to do things or making changes to their environment to make things easier.

You will work with Essex Equipment Services to order home adaptations and equipment to maximise safety and maintain at home for the maximum time possible.

This role is key to the development of services utilising assistive technology and you will be expected to work with a team alongside OT's and PT's as well as networking with GP's District Nurses and Social workers in the community representing the short term care team.

Job Purpose

To support vulnerable adults living in the community to achieve their aspirations, including maximising their health, wellbeing and independence, enhancing their quality of life and taking a greater part in their local community.

To work in an enabling way, coaching, demonstrating, promoting and encouraging independence and person centred care.

An expectation of the role is that you will work across all services, in a combination of settings, including customer's homes, the local community and ECL's Regional Hubs.

The role will support the Physiotherapist who hold overall professional accountability for care

To work under the direction of the Physiotherapist following training and assessment of competence to perform the role.

Key Accountabilities

- Work flexibly and collaboratively across structural boundaries as part of cross functional teams, and in support of key functional outputs, regardless of where you sit within the organisation.
- Think creatively, challenging the norms, and constructively challenging those around you (including those more senior) to ensure continuous improvement, commercial astuteness, and inspire the same in colleagues.
- Ensure understanding and the proper assessment and mitigation of risk, including Health and Safety and Business Continuity.

Duties and Responsibilities

- To work as part of an integrated health and social care team
- To implement treatment plans and review equipment or adaptation or activities as directed and prescribed by the Physiotherapist.
- To reduce the effects of disability and promote independence in all aspects of daily life in line with Physiotherapist treatment plans.
- To work with people of all ages with a range of conditions for example helping:
 - someone adapt to life after major surgery such as a hip replacement
 - supporting people living with dementia to develop strategies
 - people following a stroke
 - people suffering from mental illness get back into everyday activities such as work or volunteering
- Under the direction of the Registered Physiotherapist to assess for and order home adaptations and equipment to maximise safety and maintain at home for the maximum time possible.
- To assist with the implementation, monitoring and evaluation of care
- To attend training and meetings with fellow staff for development and sharing of information.
- To support the identification of resources required to enhance capacity/resource to deliver stronger, more resilient out of hospital care for the wider population.
- To support the OT, PT and Registered Manager in regular audit and reporting on clinical practice and KPIs.
- To form effective relationships with other professionals and external providers to support the needs of the customer

- To promote and adhere to the work place values of Essex Cares (See Aspire values below)
- To ensure that customers have choice and control over the service/s they receive and the outcomes they wish to achieve.
- Developing and maintaining good communication with customers, families and carers as well as building relationships with health care providers. Where required providing support to families and carers to help achieve and maintain the customer's desired outcomes.
- To have a clear understanding of own boundaries of knowledge and safe working practices and to demonstrate these in the performance of the role.
- To ensure the consistent delivery of high quality, professional standard of support/enablement.
- To work with the OT & PT to ensure continuation of therapeutic planning following discharge by supporting and instructing patients, families, and caregivers in home exercise programs; recommending and/or providing simple assistive equipment. Feeding back to qualified staff appropriately.
- To record and pro-actively feedback customer progress against their desired individual outcomes. This includes regularly maintaining and updating records and recording achievements in a clear, timely and appropriate manner in line with company policies.
- To alert management immediately to any incident or development that could have a significant impact on the customer or group of customers. This includes safeguarding the wellbeing and welfare of customers being supported.
- To work responsibly within ECL's policies, procedures and guidelines including Health and Safety and to maintain confidentiality at all times. This includes undertaking all mandatory training and attending staff meetings and events that are deemed relevant to the role and contribute to your continuing personal development as well as responding to the needs of the customers.
- To meet outcome based performance targets determined by the business and to contribute to the identification and implementation of new and improved ways of delivering services to customers.
- To support other services and geographic regions, as and when required.

Key Skills & Qualifications

- To have an interest and knowledge base of Occupational therapy and Physiotherapy its application
- To have relevant work experience within OT or a therapy lead/ reablement service
- To be working towards/ achieved level 3 in Health and Social Care

- Caring and compassionate with the ability to encourage and coach individuals in an enabling way.
- Good listening and communication skills, both written and verbal are essential, with experience in building positive working relationships with colleagues and customers.
- Previous experience and a commitment to supporting vulnerable people
- Ability to work on own initiative and within professional boundaries.
- Can demonstrate a willingness to work flexibly within a changing work environment.
- Hold a full, valid driving license, with business insurance
- Keeping accurate customer records

Values and Behaviours

- Ability to demonstrate, understand and apply our Aspire values (see below) and be able to evidence these attitudes and behaviours as part of the application process.

ASPIRE Values

Adaptable	<ul style="list-style-type: none"> • Changes behavioural style or method of approach when necessary to achieve goals • Responds to and embraces change with a positive attitude and a willingness to learn new ways to accomplish work activities and objectives • Always looking for ways to improve services to the customer • Openly communicates changes to methods of delivery in a consultative way with customers and shows a willingness to adjust
Supportive	<ul style="list-style-type: none"> • Identifies ways to work collaboratively with colleagues, services and partners to deliver common objectives • Demonstrates self- awareness and recognises how own behaviours impact on others • Is tactful, compassionate and sensitive, and treats others with respect • Consistently displays empathy when dealing with others and demonstrates an encouraging and reassuring attitude
Performs	<ul style="list-style-type: none"> • Understands what is expected of the role and how this links in with the wider organisations vision and outcomes • Meets and where possible exceeds, targets and objectives and delivers work accurately and to deadlines • Takes pride in achieving results and celebrates the success of others

	<ul style="list-style-type: none"> ☺ Consistently delivers a high quality caring service
Integrity	<ul style="list-style-type: none"> ☺ Upholds the highest standards of professionalism, is respectful of all customers and stakeholders and their opinions and decisions ☺ Builds effective working relationships based on trust and confidence and communicates with customers, colleagues and stakeholders in an honest and open way ☺ Acts as a role model to other colleagues and is passionate about our services
Responsive	<ul style="list-style-type: none"> ☺ Effectively manages customer expectations and responds to their needs in a timely and caring manner ☺ Consistently communicates in a clear and concise style ☺ Focuses attention on meeting agreed priorities and objectives in the most effective and efficient way ☺ Asks for help and responds to the requests from others
Enterprising	<ul style="list-style-type: none"> ☺ Actively seeks out opportunities to continuously improve our services ☺ Takes responsibility for own performance, identifying areas to improve and actively seeks out ways to develop these ☺ Identifies problems at the earliest opportunity and thinks creatively in order to solve them ☺ Understands and embraces the use of technology in creating future value