Job Description

Job Title: Therapy Assistant

Responsible to: Allied Healthcare Professional Lead

Accountable to: Advanced Clinical Practitioner - AHP

Job Purpose:

Provide support within the therapies team in the provision of patient care for the in-hospice setting and community setting. This includes working with individuals and groups, managing equipment and assisting with the coordination of volunteers and students.

Main Duties:

Clinical care

1. Working with children, young people and families to develop and deliver treatment plans alongside Registered Therapists (e.g. Physiotherapists, Occupational Therapist, SALT etc), with a focus on patient centred goals and outcomes
2. This includes but is not limited to planning and delivering individual and group sessions (including education, relaxation, and exercise); supporting Therapists with assessments and interventions within the hospice and in the community; delivering, demonstrating and installing equipment and in partnership with NHS providers.
3. To assist the Multidisciplinary team in the delivery of self-management and educational groups such as symptom specific programmes including supporting with the management of programme waiting lists.
4. Complete competencies in the delivery of treatment interventions specifically designed for the management of specific symptoms
5. To undertake delegated tasks to contribute to the safe and smooth running of the therapy service seeking support as needed.
6. To attend and participate in multi-disciplinary team meetings and handovers to ensure the coordination of the child or young persons care and to feedback key information to qualified therapists and wider team.
7. To promote quality care at every contact demonstrating high standards of care.
8. Ability to analyse and evaluate interventions and to adapt treatment plan and goals accordingly to support clinical judgement. Seeking support from the therapy team when needed and reporting back to an allocated therapist.
9. Maintain clear and contemporaneous paper and electronic records in line with Acorns Policy
10. Compassionate and skilful communication with children, young people, their families and colleagues. Including people who have cognitive and physical disability, mental health difficulties and/or are experiencing the emotions associated with loss and grief.
11. Provide health education information to the child and family, to promote a healthy lifestyle and where appropriate address public health issues.
12. To empower children, young persons and their families to make decisions about their care and to exercise choice.

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13. To promote communication with the children and young people, encouraging them to express their wishes and concerns to their best ability (this may include non-verbal, electronic or alternative communication methods).
14. Work autonomously and as part of a team to deliver care.

Governance

1. Maintain standards and ensure clinical governance is central to the function of the service.
2. To report incidents, near misses and potential complaints in line with Acorns policy and procedures
3. Completion of annual appraisals– fulfilling own responsibility for appraisal process and agreed personal development/ training plan.
4. Always remaining professional, acting as a role model to other team members whilst maintaining professional boundaries.
5. Work closely with senior staff to facilitate the development, implementation, monitoring, evaluation and audit of appropriate policies, protocols, guidelines and standards ensuring that they meet current practice and professional regulations.
6. Participate in research and audit relevant to development and delivery of the service.

Management

1. Managing equipment from Hospice local equipment store and own therapy stock.
2. Taking responsibility for liaising with facilities and store manager to support the maintenance/safety of equipment, stock and safe storage ensuring infection prevention and control standards are met.
3. Assisting with the organisation and coordination of volunteers and students in the Therapies team.
4. Using email, intranet, and other IT for efficient working. Using admin support colleagues for efficient working.
5. Prioritise own work according to needs of the child, young person and family and capacity of team. This will require being flexible and adaptable, organised and having good communication and relationships in the team.
6. To assist in the promotion of the therapy service and service development activities as required.

Education

1. Contribute to the education of students, volunteers, and other staff by demonstrating own duties and competence. Sharing knowledge and skills from training and own experience both formally and informally with team.
2. To undertake appropriate training to ensure competence to practice as directed by the line manager.
3. To develop and maintain a working knowledge of specialist palliative care.

Infection Prevention and Control

All Employees and Volunteers of Acorns will be expected to follow all infection prevention and control policies and procedures to ensure a safe and healthy environment. This includes maintaining best hygiene practices, using personal protective equipment (PPE) as required, and adhering to safety protocols to minimise the risk of infection. It is everybody's responsibility to promote a clean and safe environment for staff, children, young people and their families.

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Health and Safety

All Employees and Volunteers of Acorns are required to comply with all health and safety policies and procedures in accordance with the Health and Safety at Work Act 1974. This includes taking reasonable care of their own health and safety, as well as that of others who may be affected by their actions. The role involves using personal protective equipment (PPE) when necessary, following established safety protocols, reporting hazards or unsafe conditions, and participating in health and safety training. All Employees and Volunteers of Acorns must actively contribute to maintaining a safe and healthy environment and cooperate with the employer to ensure compliance with relevant health and safety legislation.

Environmental sustainability

All Employees and Volunteers of Acorns are required to support in minimising environmental impact wherever possible, including recycling, switching off lights, computers, monitors and equipment when not in use. Helping to reduce paper waste by minimising printing/copying and reducing water usage, reporting faults and heating/cooling concerns promptly and minimising travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

Safeguarding

Acorns is committed to safeguarding and promoting the welfare of children and adults and expects all staff and volunteers to share this commitment. It is the responsibility of all staff to always safeguard and protect children and adults at risk, staff must report any concerns as per safeguarding policies and procedures which are available on Acorns internal systems. Every staff member must undertake regular mandatory safeguarding training at a level relevant to their role.

Data Protection and Confidentiality

All Employees and Volunteers of Acorns are required to comply with all relevant data protection laws, including the Data Protection Act 2018 and the General Data Protection Regulation (GDPR). This includes ensuring the confidentiality, integrity, and security of personal and sensitive information. All Employees and Volunteers of Acorns must handle all data in accordance with organisational policies and procedures, ensuring it is only used for its intended purpose and is not disclosed to unauthorised individuals. The role may involve safeguarding personal data, reporting any data breaches, and always maintaining strict confidentiality to protect both individuals' privacy and the organisation's legal obligations.

Equality, Inclusivity and Diversity

All Employees and Volunteers of Acorns are required to promote and uphold the principles of equality, inclusivity, and diversity in all aspects of their work. This includes ensuring that all individuals are treated with respect and fairness, regardless of their race, gender, age, disability, sexual orientation, religion, or any other characteristic protected by law. All Employees and Volunteers of Acorns must comply with relevant legislation, including the Equality Act 2010, and contribute to creating an inclusive environment that values diverse perspectives. The role involves actively challenging discrimination and bias and supporting the organisation's commitment to providing equal opportunities for all.

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Other Duties:

1. To act as an ambassador for Acorns raising awareness of its charitable aims and objectives and enhancing its reputation through exemplary behaviour, conduct and team working.
2. To contribute to Acorns fundraising aims by raising awareness with your stakeholder groups about how vital fundraising is to the charity's mission and sharing opportunities for fundraising support
3. To put the needs and interests of Acorns children and young people and their families first in all aspects of their work.
4. To ensure compliance with Acorns policies for diversity, employment, equal opportunities, health and safety, information governance and safeguarding.
5. To actively participate in an annual performance and development review process and any training and development identified to further enhance your role with Acorns.
6. Promote a coaching culture within Acorns and provide coaching expertise as a resource across the organisation.
7. To carry out any other reasonable duty as requested by your line manager.

Acorns adheres to the United Nations Convention on the Rights of the Child. As an employee you will be a Duty Bearer for Children's Rights and support all children to be Rights Holders.

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acorns children's hospice

Person Specification: Therapy Assistant

	Essential	Desirable
Qualifications	> Evidence of a high standard of numeracy and literacy to meet standards required for the role including the need for accurate and relevant documentation and ability to complete clinical documents (for example risk assessments and outcome measures). > Care Certificate/NVQ Level 2 Health and Social Care or above or equivalent qualification	> Hydrotherapy Qualification (or be willing to work towards)
Experience	> Previous relevant experience of working as a therapy support worker/assistant. > Considerable experience of planning and providing therapeutic interventions, including group and 1:1 work. > Significant experience of working in multidisciplinary team. > Substantial understanding of acute, community and voluntary sectors. > A working knowledge of and training in manual handing techniques, safeguarding concerns, information governance and infection prevention and control methods.	> Knowledge and experience of working with people preferably children faced with life limiting illness and their carers individually and in groups. > Palliative care experience > Experience of working in community settings. > Experience with hydrotherapy
Skills and Ability	> Judgement > Ability to prioritise own caseload and to balance clinical and non-clinical duties. > Ability to recognise safety concerns. > Knowledge of when to seek senior/colleague assistance, willingness to do so. > Experience of analysing and managing risk to include completing planned and dynamic risk assessments for both clinical and non-clinical situations. > Knowledge and experience of lone working and ability to judge and minimise risk. > Organisation and management > Ability to plan and organise group activities for patients. > Ability to use own judgement to react flexibly to the changing needs of the service. > Ability to support the management of equipment stores > Competent use of diary to coordinate time and work with colleagues. > Physical skills > Ability to facilitate own travel if required in the community setting > Ability to safely handle patients and equipment. > Personal skills > Support with distressed or anxious children, young people and families > Support with challenging family circumstances or situations	> Experience of managing prioritisation across multiple settings to include hospice and community.

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	Essential	Desirable
	> Ability to manage own wellbeing with support from team where needed. > IT skills > Knowledge and ability of using a variety of software including use of spreadsheets.	
Behaviours	> Will challenge the status quo > Positive, enthusiastic approach & can-do attitude > Curious, always seeking to understand and improve experience of customers > Open to change and continuous improvement > Innovative mindset and passionate about learning > Commitment to the Acorns strategy & its success	

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Terms and Conditions of Employment

Job Title:	Therapy Assistant
Responsible To:	Allied Healthcare Professional Lead
Accountable To:	Advanced Clinical Practitioner - AHP
Location:	Acorns in Birmingham Hospice 103 Oak Tree Lane Birmingham B29 6HZ
Salary:	Acorns Pay Level C £28,050 to £29,582 per annum (pro rata)
Notice:	8 weeks
Hours:	22.5 hours per week
Holidays:	27 days plus statutory bank holidays (pro rata)
Pension:	Contribution to Group Personal Pension Plan or NHS Pension Scheme (if already in scheme).
Life Assurance:	Acorns Group Life Assurance Scheme or NHS Pension Scheme Life Assurance cover (if already in scheme)

All terms and conditions will be detailed in writing together with Employee Handbook which must be read and observed.

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