

JOB DESCRIPTION – OFFICE BASED PHYSIOTHERAPY ASSISTANT

TITLE:	Office Based Physiotherapy Assistant
SALARY:	Dependant on experience
LOCATION:	Employers locations (predominantly in clinic – could also be in-patient, and community settings)
HOURS:	Variable
ACCOUNTABLE TO:	Lead Physiotherapist
CONTACT INFORMATION:	0161 883 0077

JOB SUMMARY

- To write professional website content for a variety of therapy websites.
- To contribute to service delivery via administration duties on reception and in the office.
- To provide support to the directors.
- To undertake general departmental duties such as clerical duties, cleaning, collation of statistical information and ordering of equipment.
- To contribute to the assessment and treatment of patients both individually and in groups, undertaking therapeutic work and supervising patients in activity relating to their treatment.
- To liaise with other health care professionals, carers and relatives directly or via telephone/ email.
- To participate in activities to further develop own development and other service developments.
- To assist qualified therapists in providing physiotherapy assessments and treatments where required.

OUR PHILOSOPHY

Our philosophy is to create satisfied customers by providing unrivalled patient care in exceptional environments. Our philosophy is patient-centred because patients are the reason we exist and are at the heart of everything that we do.

We are dedicated to delivering the highest standard of health care to each of our patients. Every member of our team is committed to helping each and every patient achieve their goals in a professional, caring, safe and supportive environment.

We recruit the most intelligent, enthusiastic, energetic staff and strive to allow them to achieve their career goals.

Our staff respond with kindness to each person's needs, anxieties, pain, and desires and search for the things they can do, however small, to increase each person's quality of life.

DESCRIPTION OF DUTIES

Research, Development and Service Improvement

- To write descriptive website content for physiotherapy websites using an exceptional standard of written communication, language, grammar and spelling.
- To assist with clinical governance such as audit, patient satisfaction surveys and risk assessments.

Organisational

- To demonstrate effective time management and organisational skills during management of own workload and to be able to adapt to an unpredictable work pattern on a daily basis. This includes making patient's appointments, co-ordinating with clinics, and liaising with other professionals for joint assessments and treatments.
- To achieve deadlines for content writing and organise written work effectively.
- To keep accurate and up-to-date records, reports and statistics at all times in line with departmental, professional and legal standards.
- To undertake any other duties that might be considered appropriate by a senior therapist.

Communication

- To utilise company methods of communication e.g. email, telephone to liaise with other staff members.
- To communicate effectively and collaboratively with all health and social care sectors to ensure delivery of a co-ordinated service.
- To use appropriate methods of communication to build rapport with patients and families. Communication skills of persuasion, motivation, explanation and gaining informed consent will be used with a wide variety of patients. Barriers to effective communication will regularly be evident, e.g. expressive and receptive dysphasia, loss of hearing, pain and fear, etc. Take direction from qualified therapists on appropriate communication strategies.
- Under guidance from qualified staff provide advice, teaching and instruction to relatives, carers and other professionals, to promote understanding of the aims of therapy and to ensure a consistent approach to patient care.

- Gain valid informed consent and have the ability to work within a legal framework with patients who lack the capacity to consent to treatment under guidance of the qualified therapists.
- Under guidance of qualified therapists to work in collaboration with NHS colleagues in hospital and community settings in response to identified patient need.
- To contribute to regular goal planning and ensure that information is shared/ communicated on a frequent basis with the qualified therapist.

Teaching, Training and Professional Development

- To attend in-service training. To contribute to in-service training as required.
- To develop a Clinical Professional Development Portfolio and a Personal Development Plan, that documents the progress of gaining knowledge in areas of clinical expertise required for improving standards for self and service.
- To incorporate acquired knowledge into working practise as appropriate.

Clinical Responsibility

- To assist in the delivery of physiotherapy input to people with a variety of musculoskeletal, neurological and other complex conditions where required.
- To liaise with other members of the multi-disciplinary team on behalf of the therapist regarding a patient's therapy.
- Under the direction of the therapists to be responsible for liaising with patients, relatives, carers, equipment services, social and health care professionals and other voluntary organisations or statutory bodies.
- To demonstrate an understanding of physiotherapy and have the ability to convey conditions, treatments and services to potential customers in text.
- To assist in identifying appropriate equipment and adaptations required in patient's own homes.
- To measure, order, supply and adapt mobility aids and other equipment once trained to do so.
- To adapt practice to meet individual patients' circumstances, including due regard for cultural, social, and linguistic differences in addition to their cognitive and physical disabilities.
- To complete records in accordance with professional and departmental standards.
- To work effectively with various members of the therapy team, demonstrating the ability to work flexibly under the guidance of a number of different staff.
- To work within limits of own competence and not to engage in activities outside of scope of practice. Know when to ask for help from the qualified therapist.

Effort Criteria

Physical

- To sit for prolonged periods whilst using display screen equipment.
- To frequently lift, pull and push loads, (weights, equipment and patients) with or without the use of mechanical aids. This may involve intense physical effort e.g. standing an early stroke patient or moderate physical activity e.g. hoisting patients. This will vary in time but may be for several short periods and occasional long periods during each period of work.
- To frequently kneel, crouch, twist, bend and stretch, often working in a sustained position for short periods.
- To accompany clients in activities of daily living (public transport, local amenities), which involves close supervision and responsibility in an open environment.
- To frequently drive moderately to long distances.

Mental

- To communicate frequently with patients, carers and other healthcare professionals, about patient related issues often of a complex and sensitive nature.
- To frequently work unpredictable work patterns with many interruptions.

Emotional

- Frequently give encouragement and motivation to often poorly motivated and depressed patients and patients with severe communication, cognitive, memory and behavioural problems.
- Often deal with patients with long-term illness, young patients with severe complex disability and patients with progressive and terminal illness.
- Sometimes dealing with death and bereavement.
- Very occasionally deal with complaints.

Working Conditions

- Often work in a busy clinic and office environment.
- Occasionally work in isolation in a variety of settings including patient homes.
- Occasionally deal with unpleasant smells and body fluids.
- Occasionally deal with physically and verbally aggressive behaviour associated with brain injury and neurological pathology.

This job description is not meant to be exhaustive and reflects only the current and anticipated responsibilities of the post. The successful applicant will be expected to work flexibly in order to meet the overall needs of the position.

If you have any questions regarding the job description please contact 0161 883 0077.