



JOB DESCRIPTION

**Form
JD1**

JOB TITLE: Community Occupational Therapist

POST NUMBER: 1100FEM

REPORTS TO (Job Title):

Service Manager Physical Disability Occupational Therapy Team

DEPARTMENT: Adult Social Care

GRADE: 9

JE REF:

4161

PANEL DATE:

02/04/2019

1. MAIN PURPOSE OF JOB

To work as part of a team to provide a high quality professional Occupational Therapy (OT) service to customers and carers, relevant to their health, equipment and social care assessed needs, with the aim to prevent, reduce or delay future care requirements.

- To hold and manage a complex case load working as part of the Occupational Therapy team.
- To screen and prioritise customers identifiable needs, to carry out an assessment, usually by telephone to establish the urgency.
- To provide a specialist overview of the customer's functional abilities to include all aspects of daily living in order to optimise safety and maximise independent living at home, using strength and assets based approaches to support planning.
- To carry out timely assessments as identified during the screening process, including moving and handling, major adaptations and specialist equipment. Using clinical knowledge to provide customers, carers and professionals with advice and information on the full range of equipment and adaptations available.
- To work closely with partner agencies, particularly with the housing standards and adaptations team including a technical officer to plan and carry through major adaptations.

2. KEY TASKS:

- i. To provide an assessment for customers and their carers who have been screened as having functional difficulties and may be in need of equipment or adaptations. This will involve adhering to the council's lone working policy for home visiting and arranging joint visits where appropriate. Applying any eligibility criteria, including financial assessments in line with corporate policy and procedure.

		Responding to all assessment requests within the team's priority guidelines. Keeping the customer informed of the process.
	ii.	To undertake initial assessments and decide on what action to take for customers with Adults Social Care or Health needs (in collaboration with the customer and relevant parties). To work within relevant legislation, providing advice, information, equipment/adaptation provision and signposting customer to other professionals and partner agencies.
	iii.	Following the initial assessment, usually face to face at home, prescribe suitable equipment/adaptations, arrange delivery and installation, review equipment to ensure safe use, and where identified needs are very complex, involve other relevant professionals.
	iv.	Following assessment and where a customer does need to be referred on, to take responsibility for ensuring that this is done accurately, in a timely manner, securely and to the correct person or agency.
	v.	To advise on how to manage risks in the home environment and consider customer needs by providing timely professional occupational therapy advice and support, including emotional support, conflict resolution, negotiation and mediation where there is a difference of opinion between the customer, carers and families.
	vi.	Following an initial home visit, if customer is then identified as a vulnerable adult at risk of abuse, where appropriate, to follow the appropriate process regarding Safeguarding Adults investigations.
	vii.	To establish and maintain close working relationships with other team members and both internal and external stakeholders. To take responsibility for specialist clinical areas, ensuring up to date legislation and policy is communicated to the rest of the team to maintain a high level of customer service.
	viii.	To work as part of a team and contribute to the development of service planning, policy and procedures and good practice guidance.
	ix.	To ensure that a holistic approach is taken to each customer's needs. To ensure that protocols, policies and procedures are adhered too, in order to prevent, reduce and delay need for care, working to the ethos of the team to deliver the most appropriate outcome to each customer.
	x.	To ensure that all information and case records for customers are kept up to date, stored securely and assessments/support plans shared with customers as appropriate.
	xi.	To provide a high level of customer service, assessment and service provision at all times.

	xii.	To contribute to the development of and compliance of Key Performance Indicators and Service Level Agreements
	xiii.	To keep up-to -date with clinical practice as well as localised activities and information.
	xiv.	Engage with and attend necessary / specialist training and be aware of the Safeguarding Procedures, DoLS (Deprivation of Liberty Safeguards), Care Act, Mental Health Act and the Mental Capacity Act.
3.	SUPERVISION / MANAGEMENT OF PEOPLE	
	<ul style="list-style-type: none"> • Where required to provide formal supervision to Occupational Therapy Assistants. • To provide day-to-day support informally to other members of the OT team. • Sharing and discussing with the team any specialist areas of resources, e.g. new equipment on the market, and or new legislation or policy. • Shadowing opportunities and inducting of new OT Assistants, OT's, and students where appropriate. 	
4.	CREATIVITY & INNOVATION	
	<ul style="list-style-type: none"> • Having an awareness of customers' sensory needs/requirements. • A high level of creativity and innovation is required in order to explore different channels to meet customer needs in a diverse and constantly changing field. • Ability to creatively apply knowledge across a wide range of professional disciplines in assessing a person's circumstances both within the range of services available in Adult Social Care, and the independent and voluntary sector. • Dealing with very elderly and vulnerable customers means the OT may be presented with problems in a customer's home which were not known or mentioned at the point of referral and are unique and complex for which there are no guidelines. Therefore the OT must find innovative solutions which meet the needs of the customer by using their professional skill, judgement and knowledge of equipment/adaptations. This may involve explaining risk and safety to a customer who is refusing to use equipment which would increase their safety, involving decisions on the customer's mental capacity. • Contribute to development and innovative use of the website for self-assessments for the OT team. • The OT will tailor, where appropriate the methods of communication to suit the needs of the customer; i.e. respecting their need for 	

	<p>privacy, seeking an interpreter for British Sign Language customers or for those where English is not their first language.</p>
<p>5.</p>	<p>CONTACTS & RELATIONSHIPS</p> <ul style="list-style-type: none"> • Welcoming and encouraging feedback evidenced through surveys from Customers, carers and their families on the assessment process and reviewing the equipment provided before closing the case, or assigning to the correct workflow/s. • Regular contact with the 2 Senior Occupational Therapy Practitioners in the team and where appropriate to escalate to the Service Manager and professional Adult Social Care Teams – Long Term Teams, Warden Call, Safeguarding, Mental Health, Learning Disability and Hospital Team to liaise with various specialist workers re customers needs for support. • The OT is expected to identify which services the customer may already be accessing or instances when it might be beneficial for them to do so and advise the team receiving any onward referrals accordingly. At times there will be a need to negotiate with other teams about who should take the lead in providing support to the customer. • Regular contact with other service areas directly connected with equipment and adaptation provision, e.g. Housing Standards, and the 2 providers for health and social care equipment. Ordering through the on line systems, currently Medequip and Be Independent. Consulting different catalogues for non-stock equipment to ensure best value before completing a case of need. • Regular contact with customers, their carers and families applying the eligible guidelines during a home visit (without access to a manager) in order to determine whether a customer is likely to qualify for a major adaptation, before referring on to housing standards to start the work. The OT will (with the customer's permission) where necessary, request a financial assessment. • The OT will require strong negotiating and persuasive skills if a customer is refusing to accept recommendations or equipment. They will help the customer to manage risk and promote resilience through customers' abilities and their chosen support network. • Professionalism should be maintained at all times as home visits may be with people who are distressed, angry or confused. The OT will need to be able to remain calm and reassuring whilst often eliciting information of a very personal nature. • Regular contact with health professionals – GPs, Community Nurses, Community Psychiatric Nurses, Discharge and PALS staff in York Hospital Trust, and the ordering and provision of equipment through the current providers. • Regular contact with representatives of voluntary organisations, e.g. Age UK.

6.	<p>DECISIONS - <i>Discretions and Consequences</i></p> <ul style="list-style-type: none"> • For all assessments the OT needs to apply discretion in deciding when to refer a person on to more specialist assessment within Adult Care, or request a joint visit with a specialist equipment supplier representative. • The OT is expected to risk assess any issues during a home assessment visit that may be considered as Safeguarding concern. • Case notes and assessments recorded by the OT must be concise and accurate as this may be used in a court of law where, in exceptional circumstances, the OT may also be required to attend, • The OT is responsible for providing contractors with specific guidance on the fitting of their recommended adaptations. Review any ongoing financial implications for maintained equipment in the future. • Timely and appropriate discussion in supervision with a Senior Practitioner OT to seek necessary approvals for specialist/non-stock items of equipment and more complex major adaptations.
7.	<p>RESOURCES – Financial & Equipment <i>(Not budget, and <u>not</u> including desktop equipment.)</i></p> <p><u>Description</u></p> <p>CYC smart phone</p>
8.	<p>WORK ENVIRONMENT – work demands, physical demands, working conditions & work context</p> <p>WORK DEMANDS</p> <ul style="list-style-type: none"> • The demand across the working day varies depending on the number of home assessments. Some customers are moving and handling with falls risk, requiring urgent assessment. • Certain referrals for assessment, e.g. unable to access the toilet, or feed themselves, need rapid action, with an urgent home assessment and equipment provision, usually the same day as the referral comes in. <p>PHYSICAL DEMANDS</p> <ul style="list-style-type: none"> • There is some lifting and moving of equipment as part of assessments/interventions. • Transferring and moving customers during assessments and when demonstrating equipment.

	<p>WORK CONDITIONS</p> <ul style="list-style-type: none"> • Out of hour visits to coincide with care calls. • Hot-desking and home working. <p>WORK CONTEXT</p> <ul style="list-style-type: none"> • The OT is often in a position, during a home visit, of having to explain that the council is not in a position to provide certain types of equipment or adaptations wanted, because of its policies and is the 'voice' of the council for some customers. This can lead to some antagonism and the OT needs to be skilled in defusing volatile situations and handling the reactions of customers and their families, recording this appropriately in a timely manner, and keeping their line manager informed of such situations. • The nature of the home visits and assessments means the OT can often deal with people who are distressed, confused, unrealistic, or angry. • Attend regular supervision or more urgent 'debriefs' if required. • Customers can be angry distressed or abusive because of their circumstances e.g. mental health, or because they are under the influence of alcohol or drugs. • Occupational Therapist's may be directly verbally threatened and very occasionally experience physical assault. They must be aware of, and apply the council lone working guidance, as they often visit alone and a situation can escalate without this being anticipated
9.	<p>KNOWLEDGE & SKILLS</p> <ul style="list-style-type: none"> • Essential qualification degree/diploma in Occupational Therapy, and to be registered with Health Professionals Council, adhering to the Code of Ethics and Professional Conduct. • Core Occupational Therapy Skills • Further knowledge and skills to be developed through on-the-job training and experience, and post-graduate training courses. • Knowledge of legislation underpinning practice, including an in-depth knowledge of community care and housing legislation. • A systematic understanding and critical awareness of current issues in OT and affecting OT practice e.g. government policy, National Service Frameworks and NHS initiatives. • Working knowledge of housing adaptations including housing legislation, techniques, planning and building regulations. • Comprehensive understanding of moving and handling legislation and techniques. • Extensive knowledge of the full range of specialist disability equipment.

	<ul style="list-style-type: none"> • Good communication skills, including verbal and non-verbal skills, formal and informal, face-to-face contact, telephone, electronic. • Good observation skills. • Competence in IT skills for data collection, storing/ using customer database. • Enhanced DBS Check <p>Ability to converse and provide advice and guidance to members of the public, in spoken English, to Common European Framework of Reference for Languages (CEFR) - level C2 - Mastery or proficiency - Can express him/herself spontaneously at length with a natural conversational flow, avoiding or backtracking around any difficulty so smoothly that the person with whom they are conversing is hardly aware of it. Can understand with ease virtually everything heard or read.</p>
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10.	<p>Position of Job in Organisation Structure</p> <pre> graph TD A[Job reports to: Head of Integrated Occupational Therapy Services] --> B[Community Occupational Therapist] A --> C[Other jobs at this level: Selby and York PCT employed Occupational Therapists in the Multi-professional teams] B --> D[Jobs reporting up to this one: None] </pre>
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