



The Shrewsbury and
Telford Hospital
NHS Trust



Higher Therapy Support Worker

INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

A MESSAGE FROM OUR CEO

Thank you for your interest in this role.

Our Trust's Vision is to provide excellent care for the communities we serve. We are striving to provide high quality, safe care for our patients in an environment which our colleagues are proud to work in.

We are looking for an inspiring, motivated individual who demonstrates our values, and who can provide clear vision and direction as we continue to move forward.

You will know that our Trust is on an improvement journey. Our recent Care Quality Commission inspection demonstrates that we are making progress towards our aim of Getting to Good, despite the challenges of a pandemic. We also know that we have more to do and that we must sustain the changes if we are to keep on improving. We are wholeheartedly committed to this and have plans in place to support this including our exciting Hospitals Transformation Programme. This will support the reconfiguration of where and how we deliver our services and the modernisation of our facilities and infrastructure, so that we can deliver better quality care for all of our communities.

It is a really exciting time to be a part of our Trust. I hope that you will join us to help steer and support us on our journey.

Louise Barnett

Louise Barnett
CHIEF EXECUTIVE OFFICER

A MESSAGE FROM OUR DIRECTOR OF NURSING

Thank you for your interest in this role.

Our Trust's Vision is to provide excellent care for the communities we serve. We are striving to provide high quality, safe care for our patients in an environment which our colleagues are proud to work in.

Here at SaTH we strive to provide excellent care for our communities, and nursing is an integral part of our workforce to enable this to be achieved.

The role of a nurse is incredibly rewarding. As nurses we are often a source of great comfort and hope to patients during some of life's most pivotal moments, and you could play your part in that journey.

I have been a nurse for 30 years and every day I see the dedication and commitment our nurses show. When you join our team, you will be given the support, guidance and opportunities to develop and flourish here at SaTH.

Hayley Flavell

HAYLEY FLAVELL
DIRECTOR OF NURSING

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



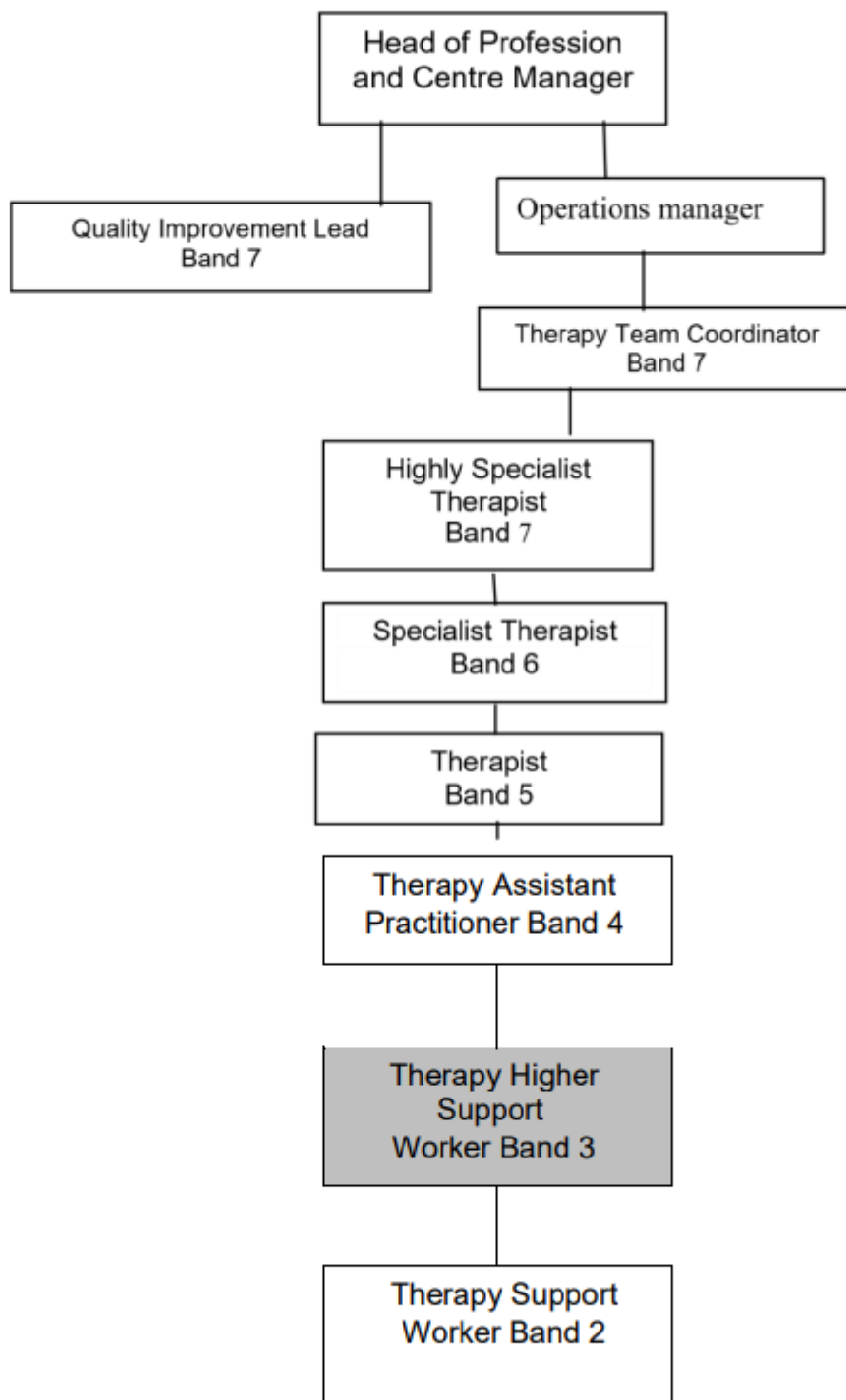
JOB DESCRIPTION

| | |
|-----------------------|--------------------------------------|
| Job Title | Higher Therapy Support Worker |
| Band | 3 |
| Department | Therapy Centre |
| Accountable to | Therapy Manager |
| DBS Required? | Yes |

JOB OVERVIEW

- To support the qualified therapist (Physiotherapist, Occupational Therapist Dietitian and Speech and Language Therapist) in providing a high standard of
- Therapy intervention following protocols agreed by professional colleagues.
- To work as a positive and proactive member of the multidisciplinary team
- To perform screening assessments and treatment programmes as per agreed protocols with delegated patients.
- To hold responsibility for own delegated caseload following discussion with the Therapist.
- To work within a competency framework to ensure safe practise.
- To use the Trust values at all times as a framework for own behaviour and encourage others to do likewise, ensuring the values underpin all that is done by the Therapy teams.

2. Organisational position:



Competency Framework

This job description should be read in conjunction with the competency framework for the post

Main duties and responsibilities:

- To carry out identified assessments with specific patients referred to therapy.
- To carry out the therapy treatment programme with the patient, monitor progress and develop treatment regimens under the guidance of the Therapist and within agreed protocols.
- To assess the patient understanding of treatment proposals, gain consent and feedback to the therapist information regarding the patients who lack capacity to consent to treatment.
- To progress the patient treatment programme in accordance with plans developed by the Therapist within agreed protocols.
- To liaise with relatives/carers to gain their views / needs as part of the overall assessment, treatment, and discharge planning process.
- To support the Therapist as required during visits across a variety of community settings.
- To provide accurate feedback to the Therapist regarding the patient's condition and the progression of treatment
- To make referrals to external agencies as requested by the Therapist.
- To liaise with the other members of the multidisciplinary team, attending board rounds and meetings, as appropriate, referring patients on and actively contribute to the discharge planning process.
- To be aware of clinical risk within own patient caseload escalating issues to senior staff and act in accordance with Trust policy.
- To comply with legislation regarding patient confidentiality.
- To comply with the Trust and Therapy Centre policies, procedures and guidelines.
- To be responsible for maintaining accurate and comprehensive treatment records in line with the Trust and Therapy Centre standards of practice.
- To be responsible for the collection of statistical data.
- To be aware of the need to continually maintain own competency in accordance with the therapy competency framework and to maintain a portfolio of evidence.
- To participate in Annual appraisal and Personal Development Opportunities, including regular clinical supervision
- To be an active member of the in-service training programme by attendance at, and participation in, CPD and in-service training programmes, tutorials, individual training sessions, external courses, and peer review.
- To attend all Trust statutory and mandatory training as required.
- To be aware of the safety of patients and staff at all times and to carry out duties in line with the Health and Safety at Work Act.

Organisational: -

- To support the Therapist for the team, in organising and planning own caseload to meet service and patient priorities, readjusting plans as situations change / arise.
- To provide training to other staff members regarding role as required.
- To provide training programmes as required to patients or carers in individual or group settings.

Systems and Equipment:

- To be responsible for the safe use of any equipment needed for the assessment of patients
- To use appropriate equipment within the remit of the post ensuring all items are appropriately decontaminated and cleaned.
- To maintain competence in the delivery, fitting, demonstrating/training to ensure safe use of standard equipment including patients' homes.

Decisions, judgements, and freedom to act:

- To accept referrals and organise own caseload, working within agreed protocols and reporting back to the Therapist.
- Work is supervised and reviewed on a regular basis.
- To be responsible for organising own time on a day-to-day basis.
- To respond positively to service change and development, and together with the team members identify areas for future development.

Communication and relationships:

- Use a range of verbal and non- verbal communication skills to communicate effectively with patients. This will include patients who may have difficulties in understanding or communicating
- To develop and maintain the skills required to provide and receive sensitive or contentious information, from patients and carers. The skills required include those of persuasion, motivation, negotiation, training, empathy, and reassurance.
- To demonstrate effective listening skills.
- To use information gained to communicate with members of the multi-disciplinary team regarding patient issues, respecting the confidentiality of patient information disclosed.
- To be aware of referral mechanisms to outside agencies both verbal and written and to carry out these tasks when required. The focus will include patient information in order to continue seamless patient care.

Physical, Mental and Emotional demands of the job

- To perform tasks involving the handling of patients or loads on a frequent and repetitive basis
- The workload is frequently complex and challenging and is delivered under significant time constraints.
- To develop and maintain the ability to cope with and prioritise delegated caseload
- To continually develop own competencies within the competency framework for the role.
- The post holder will encounter frequently unpleasant working conditions.
- Frequent periods of concentration are required to record patient information ensuring accuracy at all times.



PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

QUALIFICATIONS

| ESSENTIAL | DESIRABLE |
|---|-----------|
| <ul style="list-style-type: none"> • GCSE Grade 9 – 4 in Literacy and Numeracy. • Evidence of Knowledge and skills sufficient to demonstrate the ability and willingness to study and work at a level equivalent to NVQ level 3 • NVQ level 3 in Health (Allied Health Profession support – Physiotherapy and Occupational Therapy) or be prepared to commencement one | |

EXPERIENCE AND KNOWLEDGE

| ESSENTIAL | DESIRABLE |
|--|-----------|
| <ul style="list-style-type: none"> • Knowledge of Therapy intervention acquired through training or experience within a healthcare setting to NVQ3 equivalent level. • Knowledge of the role and boundaries of a higher support worker | |

SKILLS

| ESSENTIAL | DESIRABLE |
|---|-----------|
| <ul style="list-style-type: none"> • Ability to work independently to an agreed protocol/treatment programmes following discussion with the qualified therapist • To give consistent and accurate feedback. • To demonstrate organisational skills and the ability to manage delegated workload. • Interact appropriately with patients, Developing rapport with patients, carers, and staff. • Safe moving and handling skills • Good interpersonal skills. • Good communication skills both verbal and written. • Flexible in working practise. • Able to make accurate and legible entries into patient and therapy notes. • Ability to learn through experience and receive feedback from others. • To demonstrate a positive attitude to working with people of all ages. • To demonstrate empathy with clients and carers. • To display coping strategies for dealing with individuals who have barriers to understanding or exhibit challenging behaviour • Ongoing commitment to personal development and receive training. | |

OTHER

| ESSENTIAL | DESIRABLE |
|---|-----------|
| <ul style="list-style-type: none">• Able to meet the travel requirements of the post• Able to work at all Trust sites• Flexible working across 7 days when required by profession | |

GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and

- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

INFORMATION GOVERNANCE

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.
- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

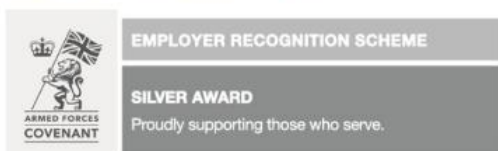
The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





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[Getting to The Royal Shrewsbury Hospital](#)

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