Role profile

**Occupational Therapy Support Assistant**

**Our values:**

**We are dedicated, respectful, collaborative. We are Milton Keynes City Council.**

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| **Service** | Adult Social Care |
| **Reports to** | Team Manager Access and Review |
| **Job family** | Care and Welfare |
| **Grade** | E |
| **Political restricted?** | N |
| **DBS required?** | Y - enhanced |
| **Date** | March 2023 |
| **JE Code** | JE2469 |

Key deliverables

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| **1** | To work within Adult Services, responding to incoming enquiries and referrals relating to Occupational Therapy services. Providing advice, information and as and when required conducting assessments for people experiencing challenges in activities of daily living such as accessing and moving around their home, safe mobility, personal care and meal preparation. Enquiries will be triaged over the phone. |
| **2** | Screen and triage incoming work relating to OT, using experience and knowledge to resolve issues wherever possible. Referring cases which require complex work or major adaptations to the relevant team, service or professional. This will include advising on financial assessment processes where appropriate. |
| **3** | Work with customers to problem solve and resolve issues, using skills and technical knowledge to respond to enquiries in an informative and knowledgeable manner, providing advice, information and signposting as well as assessing needs and where required, evaluating and prescribing basic equipment. |
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| **5** | To apply sound judgement skills, to identify and manage information from multiple sources and understanding when to seek guidance from manager or qualified OT. Dealing sensitively with people and their family members who may have high levels of anxiety or emotional distress. |
| **6** | Within a multidisciplinary team consider a range of aspects such as health, social care needs, housing needs and safeguarding concerns when undertaking role, raising concerns or referrals where appropriate. Liaising with colleagues and partner agencies where appropriate to ensure best outcomes for people. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and city council wide needs*

**Essential requirements** Key skills, expertise, and qualifications

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| **1** | Experience of working within a similar environment. |
| **2** | Excellent organisational and administrative skills. To be highly IT literate with applications such as Microsoft Word, Excel and Outlook. |
| **3** | Keyboard skills integral. Precision and speed required. |
| **4** | Ability to communicate to a high standard both verbally and in writing, with ability to and write / record relevant information clearly and concisely. |
| **5** | Ability to work independently, recognising when situations require escalation. |
| **6** | Able to deal with sensitive and confidential information and building positive relationships and networks to help get the job done. |

Job family

**Care and Welfare (Grade E)**

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| **Colleague expectations**   * Be professional at all times * Work together for the good of the team, city council and local people * Promote a supportive culture * Challenge assumptions * Take ownership * Be willing to change and do things differently * Always work in a safe manner | **Manager expectations**   * Be a role model by displaying positive behaviours at all times * Make well-considered decisions * Support, coach and communicate with my team * Be accountable for my team’s performance |

Care and Welfare family jobs have as their primary responsibility the vulnerable members of our community who depend upon the city council for direct advice, guidance and practical assistance. They may personally carry out caring related tasks, or manage those that do, but it is personal interactions with those in our care that are at the centre of these roles.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

**Role characteristics**

At this level job holders provide front-line advice and assistance to vulnerable clients in a variety of settings, assessing their health, welfare and personal development needs on an ongoing basis. They also devise and deliver activities, personal care and diagnostic assessments in the context of wider team responsibilities.

Job holders will work within strict procedural guidelines to ensure the health and welfare of vulnerable clients and the optimum delivery of Council services. A great deal of post holders’ working time will be spent interacting with individuals as part of a wider care team.

**The knowledge and skills required**

The type of skills and knowledge required for these roles will come from a combination of experience in front-line public service jobs and focused formal training and education. Specific sector qualifications may well be a requirement for some roles, but even when this is not the case, job holders will need knowledge of appropriate communication skills and techniques to effectively interact with those in their care.

Many roles at this level will engage with others in assisting with physical tasks requiring greater than normal manual dexterity. This might include cooking, artwork or other domestic and vocational activities.

**Thinking, planning and communication**

Working with vulnerable children and adults presents a number of challenges including the need to swiftly and accurately assess their situation, understand their immediate welfare needs, and identify appropriate responses. A range of problems will present themselves, demanding of an equally wide range of solutions, although these will be drawn from established practice and operational guidelines.

Assessing the immediate needs of others and devising appropriate responses is a central element of roles. Solutions to day to day problems come generally from established practice and guidelines but job holders will also need to be creative in their approach to engaging with those in their care.

Effective communication is at the heart of these roles. Listening to others, assessing their basic needs and working with them to achieve agreed outcomes is central to ensuring their wellbeing. Not all individuals will be able to express themselves eloquently, and others will need straightforward messages couched in accessible terms.

**Decision making and innovation**

Responding to day to day issues and individual needs will see job holders use their initiative to deliver optimum outcomes for those under their care. Although operating under clear general rules and guidelines, there will be a need to make personal judgements in relation to unexpected issues which will inevitably arise.

With the health, safety and welfare of vulnerable individuals of prime importance, it will be necessary for job holders to work within well established guidelines to ensure consistency across the team and service. Within these boundaries, job holders will regularly make minor day to day decisions in relation to such things as daily working priorities, choice of client activities or other practical matters.

**Areas of responsibility**

Job holders are responsible for the accurate and timely assessment of service user needs and the identification and delivery of appropriate care and welfare solutions under a variety of circumstances over more than a day to day timescale.

The prime responsibility for job holders will be to ensure the welfare of the individuals and family groups they serve. They will be in the front-line of the Council’s response to service users’ needs and will carry out tasks or duties which have a direct impact on them.

Other than assisting new colleagues in their induction by demonstrating duties, job holders at this level will not be expected to supervise or manage others.

These roles are unlikely to have any financial responsibilities beyond the occasional handling of modest amounts of cash, sometimes on behalf of others.

Job holders will create and maintain work records, both written and electronic. There will, in addition, be sole or shared responsibility for the safe use and basic maintenance of a range of equipment, premises and/or vehicles.

**Impacts and demands**

With the emphasis on working with others in a variety of settings, these roles will often see job holders either on their feet or engaged in activities requiring some ongoing physical effort.

Awareness of the actions of children, vulnerable adults and others will call for long periods of sensory attention. Job holders will also be required to have moderate periods of concentrated mental attention, for example when report writing or attending case meetings. Given the range of case work involved, job holders will also experience the pressures of deadlines and conflicting demands.

With constant exposure to vulnerable children and/or adults, it is inevitable that many of the working relationships which are central to the role will see job holders needing to exert greater than normal emotional resilience.

Working directly with vulnerable service users will result in some exposure to disagreeable, unpleasant or hazardous environmental working conditions. This may extend to dealing with odours, intimate care and bodily fluids, and will also see job holders exposed to unpleasant or even threatening people related behaviour from time to time.