Community Occupational Therapy Assistant

JE Code: 2199

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| **Job Title** | Community Occupational Therapy Assistant– Adult Services  |
| **Service** | Adult Services  |
| **Reports to:** | Deputy manager/ Qualified OT  |
| **Job Family** | Care & Welfare (CW) |
| **Grade:****Date:****JE Code:** | FJanuary 2022JE2199 |

**Key Deliverables**

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| **1.** | To work within Adult Services, responding to incoming enquiries and referrals relating to Occupational Therapy services. Providing technical 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.  |
| **2.** | Screen and triage incoming work relating to OT, using experience and specialist 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 autonomously with customers to problem solve and resolve issues, using specialist 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 equipment. Assessments will be completed in people’s homes, via video call or over the phone.  |
| **4.** | To ensure all recording is to a high standard in accordance with MKC policy and legal requirements and guidance. This will include recording data which will be reported on to improve and monitor service delivery. |
| **5.** | To apply sound judgement skills, to identify and manage complex information from multiple sources 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.** | To independently manage a case load, recommend equipment, basic or minor adaptations and simple major adaptations. . Fitting and demonstrating equipment as required, reviewing this with the person and / or carers to ensure positive resolution. |
| **7.** | 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. . |
| **8** | Provide expert advice to internal colleagues on matters relating to OT practices. |

**Essential Requirements**

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| **1.** |  Experience of working within a similar environment |
| **2.** | Confident ICT skills and ability to learn systems as required. |
| **3.** | Proven ability to exercise highly developed judgement and assessment and support planning skills. |
| **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** | Hold a driving license and have access to a vehicle to use for work. |
| **Our Values** | **Our Expectations**We all will…* Be professional at all times
* Work together for the good of the team, 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
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***The level***

Role Specification

Job Family – Care & Welfare (CW)

At this level roles are front line positions working directly with vulnerable children and adults. The roles are of two principle types;

1) Jobs requiring a theoretical understanding of social work or associated disciplines but without a management or supervisory component.

2) Jobs which have a significant management or supervisory responsibility with a strong technical and procedural knowledge base.

Job holders in both types will require highly developed communication and problem solving skills to meet the demands of the service users in their care.

***The knowledge and skills required***

The knowledge underpinning the duties and responsibilities of these roles may be either a sound grounding in the theoretical basis of social work practice achieved through formal education leading to appropriate certification, or an equivalent level of technical and procedural knowledge of the care function in a local government environment.

In the former type of role, job holders at this level will not have experience necessary to fulfill management or supervisory responsibilities, whereas those in the second category often will, as their knowledge base will be based upon extensive direct experience in caring roles.

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

***The type of thinking, planning and communicating necessary***

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.

Job holders need developed communication skills to engage at the appropriate level with service users. Two-way communications where inherent barriers exist is regularly challenging and post holders must couch their advice and persuasive messaging in terms which can be understood. These skills are likely to have been gained through specific experience and training.

***The freedom to make decisions and innovate***

The procedures, approaches and techniques required to fulfil the duties of these roles may be professionally based and/or defined by internal recognised protocols, but job holders will organise their own workload in accordance with changing demands and priorities. Although independently responding to problems - some of which may not have been encountered previously - job holders will have access to advice and assistance from team managers or supervisors when serious issues arise.

***The areas of responsibility***

Jobholders 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.

Grade F roles fall into two broad categories in relation to supervisory responsibilities. The first is roles which do have line management or formal supervisory accountability within their team. These job holders are generally those whose managerial authority is a result of their lengthy experience in subordinate roles. These roles are unlikely to have any financial responsibilities beyond the occasional handling of modest amounts of cash, sometimes on behalf of others.

Part of the duty of care delegated to jobholders will be the careful generation and maintenance of 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.

***The impacts and demands of the role***

With the emphasis on workng 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, while report writing, attending case meetings etc will call for moderate periods of concentrated mental attention. Given the range of case work involved, job holders will also experience the pressures of deadlines and conflicting demands.

The nature of these roles is such that most of the client relationships job holders are required to develop and maintain will need them to exert greater than normal emotional resilience, with some particularly challenging service users placing intense emotional demands upon them.

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 jobholders exposed to unpleasant or even threatening people-related behaviour from time to time.