

**JOB FAMILY ~ Adult Social Services - Personal Care**

**JOB DESCRIPTION: Occupational Therapist – Single Point of Access Team (SPA) grade JG7/JM1 (Career Grade)**

**Level descriptor – Level 7 (Grade JG7)**

**Role purpose:**

To offer an Occupational Therapy Service to older people and adults with a physical and/or sensory impairment and their carers' in North Somerset.

Expected to undertake specialist or technical assessments/activities and make decisions based on those assessments within a service function using skills that would have been gained through professional qualifications. Assessment takes place within the contact centre by telephone and through face to face assessment at the Multi-Disciplinary clinics held at the Equipment and Demonstration Centre. Occasional visits to service users' homes are required.

Roles at this level are the entry level for newly qualified professionals.

**Typical activities**

Triage health and social care Occupational Therapy referrals received by the contact centre in a timely and efficient way. Risk managing the urgent referrals.

Identify referrals that are appropriate for other teams and ensure onward referrals are completed efficiently and within recommended timescales.

Accurately assess the occupational therapy needs of service users on the telephone and develop a programme of interventions to meet their needs.

Manage a caseload of service users, through short-term interventions, in a contact centre and clinic setting. Occasional visits to service users home.

Provide support and advice to identified groups or individuals as detailed within the assessment framework, provide equipment or minor adaptations to address identified need within the agreed limits. This could also include recommending major adaptations under the Disabled Facilities Grant process and/or other sources of funding.

Take a lead role in developing a range of interventions with clear outcomes within the remit of the Single Point of Access team.

Contribute to the development of others and participate in duty rotas as required to ensure service provision is covered.

**Knowledge, skills & experience**

Diploma or Degree in Occupational Therapy.

Registered as an Occupational Therapist with Health and Care Professionals Council.

Participate in the in-service training of other staff and support students. Provide clinical advice on an informal basis to Occupational Therapy Aides.

Knowledge and understanding of assistive equipment/aids including Telecare.

Knowledge and understanding of manual handling procedures.

Knowledge and understanding of legislation relating to Occupational Therapy in health and social care settings including safeguarding adults, Mental Capacity Act, Data Protection, Housing Grants, Construction and Regeneration Act 1996, Care Act, Equality and Diversity. NHS Act.

Ability to analyse designated areas of work and make decisions to improve them.

Ability to communicate with service users and partner agencies within the relevant codes of practice values (dignity, respect etc)

<p>Introduce or give information and advice to service users about other services available to them to address other underlying needs. Establish &amp; maintain appropriate links between service users and other professionals to encourage a clear understanding of each other's priorities and ways of working.</p> <p>Advise other health and social care staff, service users, family and carers' on the ongoing management of disabilities.</p> <p>Communicate effectively with multi agency partners, colleagues and service users, both verbally and in writing, through the appropriate use of case notes on health and social care databases and other record keeping within information sharing protocols and record keeping policies.</p> <p>Contribute to the service development of the team to improve service standards and achieve service delivery within the Single Point of Access Team.</p> <p>Undertake any other duties as required and as commensurate with the grade of the post.</p> <p>The post holder may be required to work at any location within the authority determined by the Adult Social Services Directorate.</p> <p>The post holder may on occasion be required to work outside office hours.</p> <p>The post holder may be exposed to uncomfortable, unfavourable and particularly difficult working conditions.</p>	<p>Ability to work under pressure and manage/organise own work to meet agreed deadlines</p> <p>Understanding and recognition of professional &amp; personal boundaries.</p> <p>Ability to adhere to the lone working policy to maintain own safety.</p> <p>Satisfactory enhanced DBS disclosure certificate (relevant applications and checks will be carried out before and job offer is confirmed).</p> <p>Competent using Information Technology.</p>
<p><b>Performance measures</b></p>	<p><b>Competencies</b></p>
<p>Quantifiable objectives ~ e.g. number of cases held at any one time, impact evaluation of intervention, quality of records, etc</p> <p>Feedback from service users, colleagues and partner agencies</p> <p>Key Performance Indicators (where available)</p> <p>Line manager assessment, regular supervision and appraisals.</p>	<p><u>Team Working</u> ~ cooperation and flexibility, follows principles of integrated working, sharing best practice to develop self and others</p> <p><u>Ongoing Professional Development</u> ~ Commitment to develop and maintain competent practice within professional standards of conduct, performance and ethics and HCPC standards of proficiency.</p> <p><u>Service user/ outcome focused</u> ~ delivery of service achievement of results through appropriate decision making, evidenced based interventions, and personalised Occupational Therapy intervention plans.</p> <p><u>Problem solving &amp; initiative</u> ~ develops solutions, makes links between identified potential issues and possible solutions.</p>

	<p><u>Planning &amp; Organising</u> ~ Prioritises work, organising work for self and others <u>Business Awareness</u> ~ understands the role of others in relation to the impact on own role and recognises how decisions made in other areas can impact on their's.</p>
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**JOB DESCRIPTION: Occupational Therapist – Single Point of Access Team (SPA) grade JG7/JM1 (Career Grade)  
Level descriptor – Level 8 (grade JM1)**

**Role purpose:**

To offer an Occupational Therapy Service to older people and adults with a physical and/or sensory impairment and their carers' in North Somerset.

Expected to undertake specialist or technical assessments/activities and make decisions based on those assessments within a service function using skills that would have been gained through professional qualifications and practical experience. Assessment takes place within the contact centre by telephone and though face to face assessment at the Multi-Disciplinary clinics held at the Equipment and Demonstration Centre. Occasional visits to service users' homes are required.

Roles at this level are for qualified Occupational Therapists with significant relevant experience who are responsible for creating appropriate work plans/programmes/interventions for self and others.

Roles at this level can involve supervising/managing the work of others within an overall management framework.

Typically roles at this level deliver a specific service, are part of a collaborative team responsible for professional activities within an overall service and contribute to specific service developments.

**Typical activities**

Triage health and social care Occupational Therapy referrals received by the contact centre in a timely and efficient way. Risk managing the urgent referrals and provide support to other members of the team.

Identify referrals that are appropriate for other teams and ensure onward referrals are completed efficiently and within recommended timescales.

Accurately assess occupational therapy needs of service users on the telephone and develop and arrange a programme of interventions to meet their needs.

Manage a caseload of service users with complex needs though short-term interventions, in the contact centre and clinic setting with occasional visits to service users' home.

Be involved in direct service delivery especially for the more complex cases and the development of service improvements within an integrated service plan.

**Knowledge, skills & experience**

Diploma or Degree in Occupational Therapy.

Registered as an Occupational Therapist with Health and Care Professionals Council.

Considerable practical experience at level 7, giving rise to a variety of technical skills and thorough understanding of the principles of the services available, legal responsibilities, work practices and processes.

Participate in the in-service training of other staff, providing clinical advice on an informal basis to the Occupational Therapy Aides.

Participate in the supervision of students as nominated practice educator.

Knowledge and understanding of a wide variety of assistive aids and equipment.

Knowledge and understanding of manual handling procedures for service users groups. Ability to investigate and follow up on potential issues.

<p>Provide support and advice to identified groups or individuals as detailed within the assessment framework, provide equipment or minor adaptations to address identified need within evaluated professional standards and within the agreed limits. This could include recommending major adaptations under the Disabled Facilities Grant legislation and/or other sources of funding.</p> <p>Take a lead role in developing a range of specific services or projects with clearly identified outcomes within an overall service plan.</p> <p>Contribute to the supervision, management and development of others and participate in duty rotas as required to improve service standards and achieve service delivery.</p> <p>Work in partnership with service users and other agencies to develop and implement multi agency services and initiatives. Establish &amp; maintain appropriate links between service users and other professionals to encourage a clear understanding of each other's priorities and ways of working. Advise other health and social care staff, service users, family and carers' on the ongoing management of disabilities.</p> <p>Communicate effectively with multi agency partners, colleagues and service users, both verbally and in writing through the appropriate use of case notes on health and social care databases and other record keeping within information sharing protocols and record keeping policies.</p> <p>Undertake any other duties as required and as commensurate with the grade of the post.</p> <p>The post holder may be required to work at any location within the authority determined by the People and Communities Directorate.</p> <p>The post holder may on occasion be required to work outside office hours.</p> <p>The post holder may be exposed to uncomfortable, unfavourable and particularly difficult working conditions.</p>	<p>Knowledge, understanding and application of legislation relating to Occupational Therapy in health and social care settings including safeguarding adults, Mental Capacity Act, Data Protection, Housing Grants, Construction and Regeneration Act 1996, Care Act, Equality and Diversity.</p> <p>Ability to analyse areas of work and make decision to improve them.</p> <p>Ability to communicate with service users and partner agencies within the relevant codes of practice values (dignity, respect etc)</p> <p>Ability to work under pressure and manage/organise own work and that of others to meet agreed deadlines.</p> <p>Understanding and recognition of professional &amp; personal boundaries.</p> <p>Ability to adhere to the lone working policy to maintain own safety.</p> <p>Satisfactory enhanced DBS disclosure certificate (relevant applications and checks will be carried out before and job offer is confirmed).</p> <p>Competent using Information Technology.</p>
<p><b>Performance measures</b></p>	<p><b>Competencies</b></p>
<p>Quantifiable objectives ~ e.g. number of cases held at any one time, impact evaluation of service delivery, quality of records, etc</p>	<p><u>Team Working</u> ~ cooperation and flexibility, Is able to give and receive constructive criticism and solicits ideas from others.</p>

<p>Feedback from service users, colleagues and partner agencies</p> <p>Key Performance Indicators (where available)</p> <p>Line manager assessment, regular supervision and appraisals.</p> <p>360 feedback from staff and colleagues</p> <p>Performance of the team</p>	<p><u>Ongoing Professional Development</u> ~ Commitment to develop and maintain competent practice within professional standards of conduct, performance and ethics and HCPC standards of proficiency.</p> <p><u>Service user/ outcome focused</u> ~ achievement of results through appropriate decision making, evidenced based interventions and personalised Occupational Therapy intervention plans.</p> <p><u>Problem solving &amp; judgement</u> ~ develops solutions, makes links between identified potential issues and possible solutions and is confident in making decisions within guidelines.</p> <p><u>Planning &amp; Organising</u> ~ Prioritises work, organising work for self and others to agreed deadlines</p> <p><u>Business Awareness</u> ~ Understands the contribution the role makes to the service and organisation as a whole and recognises how the actions of others impact on own role.</p> <p><u>Leadership Standards</u> ~ demonstrates the behaviours set out in the council's leadership standards.</p>
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### **Organisational Context**

This is a career graded post. Occupational Therapists will be expected to undertake the full range of activities as part of their development. Occupational Therapists at level 7 will be given appropriate supervision and support dependent on the complexity of the cases allocated. Progression to level 8 will be dependent on assessments of competence and through a structured review system. Post holders at Level 8 will be expected to work with minimal professional supervision.

### **Equality and Diversity**

We expect all employees to act professionally and to treat colleagues and the public with dignity and respect. This means setting a strong personal example of good equality and diversity practice at all times and ensuring they are sensitive to the needs and views of others and reflect this in the way they behave. Managers have additional responsibilities of managing others effectively by recognising and valuing each team member as an individual and always challenging inappropriate language and behaviour.

### **Health and Safety**

We all have a responsibility to work within health and safety legislation, associated codes of practice, North Somerset Council's policies and procedures and our local safe systems of work and emergency arrangements.

### **Continuous Development**

Our jobs and the way we do things evolve over time and we need to keep abreast of new technologies, legislation and methodologies for our own subject areas. We are responsible for reviewing and developing our own professional practice.