

JOB DESCRIPTION

JOB DETAILS	
Job Title	Head of Acute Occupational Therapy (Eastern)
Reports to	Head of Acute Therapy
Band	8a (subject to formal matching)
Department/Directorate	Specialist Services

JOB PURPOSE
<p>The role of the Head of Acute Occupational Therapy (OT) will be to support the Head of Acute Therapies in providing clinical knowledge and expertise to ensure the operational and professional day to day running of the OT service, including the direct line management of the Clinical Leads within the acute department. This post is based on the Royal Devon and Exeter site in Wonford, although some travel to other sites may be required.</p> <p>The post holder will ensure that staffing levels within the teams are appropriately managed, keeping the rotas in each of these areas covered and ensuring adequate capacity is in place to be able to ensure smooth running of the services. The post holder will also have budgetary responsibility for the OT budgets circa £1.76M (45 WTE).</p> <p>The post holder will represent the departments at Trust wide meetings and support the professional leadership and development of the services. They will be actively involved in Governance, HR, Finance and Performance of the services.</p> <p>The role will ensure continuity of service and work in conjunction with the Head of Acute Physiotherapy and in the absence of the Head of Acute Therapies to enable all work streams to continue.</p> <p>They will continue to maintain their clinical knowledge and skills, supporting the service across 7 days to the occupational therapy service as required.</p>

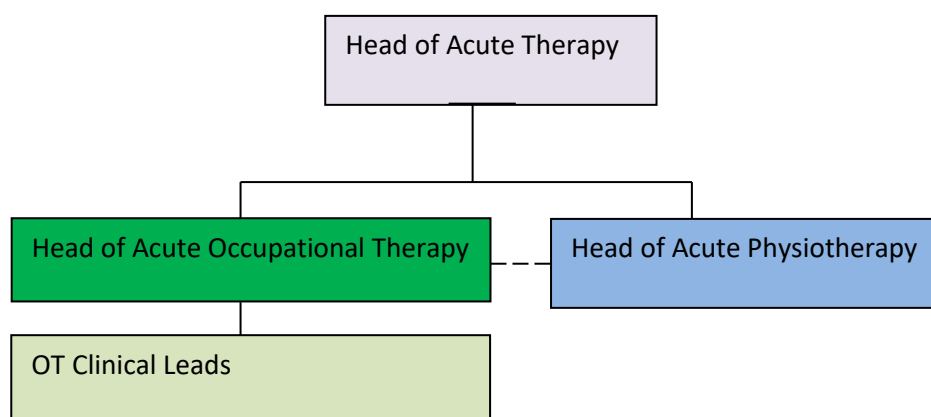
KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> To ensure effective and efficient OT services are delivered within the acute wards of the RD&E FT, Pain Management and Hand Therapy. Be responsible for matching skill mix to workload, setting priorities, monitoring activity and quality as well as active management of resources to achieve an equitable comprehensive service to patients, within the given financial constraints. To ensure that the training matrix and performance reviews for the OT staff are maintained at 85% compliance and that all relevant HR processes are managed in a timely and supportive manner. Be responsible for ensuring that any escalation area that is open is safely staffed and fit for purpose working collaboratively across the organisation with the operational teams, and medical and surgical divisions. To be responsible for recruitment and retention of staff within the service, including any workforce planning as required. To ensure that staff within the OT teams have the correct level of training, knowledge and skills to facilitate the standardised safe delivery of therapy.

- To deputise for the Head of Acute Therapies in their absence, or as requested.
- To be conversant in and comply with, all relevant local and national policies, procedures, directives and statutory acts; reacting appropriately to breaches or transgressions of any of these.
- To provide weekend support for the OT service.

KEY WORKING RELATIONSHIPS

- Head of Acute Therapies
- Head of Acute Physiotherapy
- Senior Operations Manager and Operations Managers
- Therapy Clinical Leads
- Heads of other Therapy Services across acute and community
- Infection Control Team
- Operations and Patient Flow Team
- Ward Teams

ORGANISATIONAL CHART



FREEDOM TO ACT

- Be the lead practitioner responsible for service area, working autonomously to plan and organise workload to meet multiple and often conflicting deadlines
- Work in a complex and unstructured multi-disciplinary environment, be able to act with minimum guidelines and be able to set standards for others.
- Work effectively under pressure, including working directly with staff who may be anxious or antagonistic, prioritise work, meet short deadlines and an unpredictable work pattern which requires regular revision of plans.
- Be professionally and legally accountable for all aspects of your own work, within the context of an autonomous practitioner

COMMUNICATION/RELATIONSHIP SKILLS

- To communicate with staff and key stakeholders on a range of clinical and service subjects which can include communicating highly sensitive and complex information.
- To manage everyday enquiries from patients, staff, GPs and others in matters that pertain to the OT service including complaints and concerns.
- To develop and implement approaches to care that address barriers to understanding.
- Be able to motivate and negotiate with staff using highly developed listening and influencing skills to implement change within the service and manage any impact on other service areas.
- Lead and attend meetings to communicate service related information to senior managers, staff and external agencies.
- Give formal presentations, talks, demonstrations on current and future services and developments.
- Chair relevant area therapy/ clinical lead meetings, taking responsibility for the agenda, dissemination of information etc.
- Convene and participate in multidisciplinary and cross agency meetings case conferences and visits to support OT colleagues as appropriate.
- To communicate highly complex and sensitive information about the patient's condition and diagnosis.

ANALYTICAL/JUDGEMENTAL SKILLS

- The post holder will be required to review and analyse complex information or data arising from reports, enquires, complaints, incidents, workforce issues that require interpretation, comparison of a range of options; and provide sound advice and judgements so that appropriate recommendations are made to ensure that services are safe and maintain quality and safeguarding standards.
- To maintain and submit statistical and other information as required eg for PAF

- To ensure that mechanisms are in place to monitor/modify and evaluate service delivery appropriately to ensure high quality patient care.
- Be able to manage and/or disseminate complex, sensitive or contentious information including differential diagnoses and treatment options.

PLANNING/ORGANISATIONAL SKILLS

- To plan and deliver work on a day to day basis with consideration of a broad range of personal, clinical and complex organisational demands.
- To ensure that work plan and priorities fit with the needs of the service and others involved in delivering it.
- Demonstrate ability to develop plans in dynamic situations, for example, deployment of OT staff when hospital site is full escalated.
- To demonstrate flexibility and sensitivity to service requirements
- To collaborate with other members of the team in planning and delivering services
- Ensure the service is delivered in line with appropriate operational policies

PATIENT/CLIENT CARE

- Provides highly specialised advice concerning the care or treatment of identified groups or categories of patients/clients,
- Undertake a comprehensive, holistic clinical assessment of patients presenting with complex multi-factorial problems using advanced analytical skills and clinical reasoning.
- To provide patients with a reasoned, rational explanation of the decisions around occupational therapy input and discharge planning.
- Adhere to and ensure team members adhere to professional and organisational standards of practice.
- Identify and lead on evidence-based care pathways and protocols
- To be point of contact for advice and guidance regarding complex clinical issues within the designated area/ department and provide expert clinical opinion within specialist area of practice for staff within the Trust.

POLICY/SERVICE DEVELOPMENT

- Keep abreast of professional and related NHS/Social Services developments in liaison with colleagues.
- Update Occupational Therapy teams in developments in the NHS, community and Social care.
- To be responsible for ensuring that occupational therapy standards of practice are understood integrated into the work of the team and ensuring compliance with Trust guidelines and protocols.
- Identify and implement service improvements, taking account of resources available. This impacts outside of own area across other Eastern teams and will be the OT voice for patient flow with senior site team.
- Lead the operational planning and implementation of policy and service development within the team, leading on priorities in the Care Group.
- Ensure that staff are aware of and follow health and Safety at Work Act and national/local guidelines and are aware of correct procedures for reporting incidents.
- Report and review any accidents/ untoward incidents/ near misses to self, patients or carers, to the manager in accordance with Trust policy.
- Give advice on clinical policy making, matching local needs to the national agenda.

FINANCIAL/PHYSICAL RESOURCES

- The post holder will also have budgetary responsibility for the OT budgets circa £1.76M (45 WTE).
- Responsible for and effectively manage the acute OT budget for pay and non-pay
- Ensure best use and monitor allocated resources and contribute to the development of more effective use of resources e.g. efficiency savings etc
- Monitor skill mix within teams to ensure the most effective service, clinically and financially.

- Understand and apply the eligibility criteria for services and assess for, prescribe and order equipment and resources.

HUMAN RESOURCES

Responsible for the direct line management of OT Clinical Leads to ensure:

- Recruitment and retention of staff
- Staff rotations developing a broad base of learning for all newly qualified and senior staff
- Support clinical educators to undertake their role
- Training and continuing professional development for all team members
- Implementation and monitoring of systems and processes within the team including rotas, absence, study leave, duties, etc
- In conjunction with the Head of Acute Therapy skill mix and plan for the appropriate workforce.
- Disciplinary and complaints procedures.
- Participate in clinical supervision as supervisor and supervisee.
- Participate in staff appraisal as appraiser and appraisee.
- Participate in and where necessary lead and teach at training sessions for staff and other agencies.
- Be prepared to share areas of knowledge and experience both formally and informally
- Ensure that HCPC registration is maintained, for self and team members.
- Work with the Managers to ensure clinical cover across the area is maintained especially at times of service pressure.
- Ensure staff are aware of and follow professional, national and local standards.
- To take responsibility for and be proactive in continually maintaining and improving the professional knowledge and competence of the staff through the CPD process.
- To ensure clinically competent OT staff with the correct standard of training and development to deliver appropriate patient care.
- To promote best practice to occupational staff both at the Royal Devon and Exeter Wonford site and elsewhere.
- To contribute to the national working groups to develop knowledge and understanding of the acute OT role.

INFORMATION RESOURCES

- To maintain timely, accurate, adequate and accessible records according to Trust policies for documentation and record management including use of the MyCare system
- Ensure all personal information is correctly documented and stored safely.
- To use OT knowledge to analyse statistical and financial data as pertains to the OT service to ensure effective performance on a monthly basis.

RESEARCH AND DEVELOPMENT

- Maintain an up to date knowledge of all areas of clinical practice using a variety of CPD methods and to maintain a CPD portfolio.
- Provide support and leadership to the team members, at least weekly, to participate in clinical governance activities e.g. audit, research, clinical reviews.
- Adhere to all professional and organisational standards of practice and policies.
- Use audit skills to enable the specialist team and other health professionals to improve quality of care by undertaking audits of clinical practice and actively contribute to the implementation of the findings/ recommendations.

PHYSICAL SKILLS

- Direct contact with patients during clinical work
- To utilise a range of highly developed occupational therapy skills, such as complex needs assessment and liaison with community care.
- Standard IT skills to maintain patient records, use email and skills to manage the OT service e.g. database, spreadsheets.

PHYSICAL EFFORT

- Carry out assessments and treatments of chosen specialised area, which may include frequent repetitive movements on a daily basis. The post holder will be expected to stand, squat, support, use physical effort to test patient strength and functional abilities for clinical specialist area.
- To carry out effective, safe manual handling.

MENTAL EFFORT

- Manage competing demands of this leadership role with clinical role
- To use excellent prioritising and time management skills to meet the unpredictable and conflicting needs of the service with frequent interruptions e.g. requests from staff and patients requiring an immediate response to clinical issues.
- Nature and complexity of clinical caseload requiring complex clinical reasoning.
- Work in an unpredictable work pattern.
- Responding to requests for information with short time scales.
- Long periods of concentration, particularly when using a VDU.

EMOTIONAL EFFORT

- Exposure to distressing or emotional circumstances, at least monthly, e.g. imparting unwelcome news to patients about prognosis.

WORKING CONDITIONS

- Be adaptable to work in variety of clinical settings in the acute and to be adaptable to meet patient needs within changeable environment.
- To be able to work in an open plan office liable to frequent distractions and interruption.
- Working with patients with a wide range of complex conditions involving exposure to highly unpleasant working conditions on an occasional basis including contact with bodily fluids such as blood, sputum, urine, vomit; fleas and lice.
- Regular user of the VDU for long periods of time.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you. Undertake a Display Screen Equipment assessment (DSE) if appropriate to role.

APPLICABLE TO MANAGERS ONLY

Leading the team effectively and supporting their wellbeing by:

- Championing health and wellbeing.

- Encouraging and support staff engagement in delivery of the service.
- Encouraging staff to comment on development and delivery of the service.
- Ensuring during 1:1's / supervision with employees you always check how they are.

DISCLOSURE AND BARRING SERVICE CHECKS

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

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Requirements	Essential	Desirable
<u>QUALIFICATIONS/SPECIAL TRAINING:</u> Recognised Occupational Therapy training BSc Occupational Therapy Masters in Occupational Therapy or equivalent demonstrable experience HCPC registered Evidence of continuing professional development Management qualification Member of RCOT	E E E E E	D D
<u>KNOWLEDGE/SKILLS:</u> Evidence of:- Highly developed leadership skills Excellent communication skills both written and oral Strong relationship development skills with senior management, peers and clinical colleagues Excellent interpersonal skills including the ability to resolve conflict, facilitate and negotiate with staff Excellent analytical and numeracy skills Ability to interpret complex clinical information for clinical decision making Ability to communicate sensitive, complex and contentious information Conflict resolution skills Advanced keyboard skills Coaching/mentoring experience/skills Detailed knowledge of clinical governance and risk management A good understanding of the changing NHS environment	E E E E E E E E E E E E	D
<u>EXPERIENCE:</u> Extensive clinical experience in a range of specialties Wide-ranging knowledge of patient flow, capacity and demand Experience of working across organisational boundaries Wider health service sector experience Evidence of ability to lead successful change Operational management of staff Budgetary management Project management, audit and service change	E E E E E	D D D
<u>PERSONAL ATTRIBUTES</u> Behaves in an open, ethical and professional manner Aware of own strengths and limitations Able to balance own plans and priorities with those of the service and other team members Able to demonstrate a level of personal confidence necessary to overcome barriers Very high levels of emotional resilience so as to be able to deal with the most sensitive and political issues e.g. in staffing, service development Ability to work across departmental and organisational boundaries Models Trust values	E E E E E E E	
<u>OTHER REQUIREMENTS</u> Demonstrates ambition and clear personal career planning Car driver to travel to community sites and meetings	E E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y		X		
Exposure Prone Procedures	Y	X			
Blood/body fluids	Y	X			
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				
Heavy manual handling (>10kg)	Y				
Driving	Y				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y		X		
Mental Effort	Y				X
Emotional Effort	Y			X	
Working in isolation	Y			X	
Challenging behaviour	Y		X		