

Job title: Physiotherapy Assistant	
Reports to: Lead Physiotherapist (and Physiotherapist in the absence of the Lead Physiotherapist)	Reporting to job holder: Not Applicable
<p>Overall purpose: To work as part of the Physiotherapy Team and assist the Lead Physiotherapist to deliver of high quality, customer focused and person-centred physiotherapy/hydrotherapy services to customers within the Centre. To contribute to the continuous improvement and development of physiotherapy/hydrotherapy services within the Centre to meet the needs of current and prospective customers.</p>	
<p>Principal accountabilities:</p> <p><u>Planning and organising</u></p> <ul style="list-style-type: none"> • To contribute to the maintenance of person-centred culture and approach within the physiotherapy/hydrotherapy service to support the delivery of high quality, customer focused and person-centred physiotherapy/hydrotherapy services to customers in order to maximise their independence and quality of life. • To assist as directed, in the care and preparation of all customers undertaking physiotherapy, hydrotherapy, individual and group treatments. • To implement effective moving and handling practice to ensure the safe transfer of customers to the physiotherapy/ hydrotherapy service. • To provide existing physiotherapy treatments to customers under direction of the Lead Physiotherapist/Physiotherapist. • To support recreational swimming. • To assist in the smooth running of the department by ensuring that therapy clinical areas (including the assessment kitchen), equipment and laundry is clean and ready for use. • To assist in escorting and movement of customers within and outside the centre. • To assist in the toileting and other daily living needs of customers when in the Therapy team’s care. • To participate in the provision, serving and clearing of refreshments as required, including assisting dependent customers as necessary. • To complete and update customer treatment plans and other records as directed by the Lead Physiotherapist/Physiotherapist. • To contribute to the implementation of quality assurance programmes within the Centre’s physiotherapy/hydrotherapy service. <p><u>Business focus</u></p> <ul style="list-style-type: none"> • To comply with current Fire, Health & Safety at Work and associated legislation by ensuring that Ben’s policies and procedures are implemented within physiotherapy/ hydrotherapy services and that safe procedures and practices are carried out at all times, following appropriate reporting arrangements as required. • To always work within Ben policies and procedures. • To follow current infection control guidelines to minimise risk to customers, visitors, and Ben. 	

- To identify and report any incidents of alleged or known abuse by or to any customer, complying with Ben's Safeguarding guidelines and reporting procedures.
- To comply with Ben's protocols and requirements on maintaining confidentiality.

Communication

- To communicate effectively and appropriately with customers, their families and visitors to the Centre.
- To report any change, however slight, in customer's condition verbally and in writing where required to do so to the Lead Physiotherapist/Physiotherapist and seek guidance and assistance on the appropriate course of action to implement.
- To report immediately or as soon as reasonably practical any complaints, accidents or incidents involving colleagues, customers or visitors to the Lead Physiotherapist/Physiotherapist.

Managing performance

- To support the delivery of a culture of performance and service excellence within physiotherapy/hydrotherapy services.
- To contribute to the assessments and evaluations of the quality and effectiveness of physiotherapy/hydrotherapy services provided to customers.
- To support and assist in the induction of new colleagues, under the supervision of the Lead Physiotherapist/Physiotherapist and act as a mentor to new starters as required.

Stakeholder relationships

- To represent Ben and the local Centre in a positive manner.

Achieving customer service excellence

- To contribute to the delivery of consistent, high-quality Physiotherapy/hydrotherapy services to all customers, ensuring an experience which often exceeds expectations and that the Centre is viewed in a positive way.
- To value and support diversity and equality of opportunity for our residents and colleagues.

Additional duties

- To attend meetings and training sessions as required to support continuous learning and development and performance improvement.
- To undertake any other duties specified from time to time by the Lead Physiotherapist.

This job description is not intended to be an exhaustive list of responsibilities and will be regularly reviewed and amended as necessary after consultation.

Deliverables – Key measures:

Planning and organising

- To contribute to the delivery of Physiotherapy/hydrotherapy services following person-centred principles and practice to ensure that customers' needs are met whilst ensuring their dignity, choice, and independence are maintained at all times.
- To participate in audits and other quality assurance programmes to evaluate the standard of physiotherapy/hydrotherapy delivered to customers.

Business focus

- To ensure that all aspects of the regulatory and organisational policy/procedure frameworks are met.
- Problems are avoided due to policies and procedures being followed.
- Safeguarding issues are identified and reported in a timely manner and in line with legislative and organisational requirements.

Communication

- Regular and effective communication with customers, their families, and the wider multi-disciplinary team results in a safe and secure environment for customers to live as independently as possible and ensures a positive customer experience.

Managing performance

- To assist the Lead Physiotherapist to meet Key Performance Indicators (KPI's) for Physiotherapy/hydrotherapy services.
- New colleagues receive dedicated assistance and mentoring from a more experienced colleague to improve their induction experience within their role and to address issues/concerns in a timely manner.

Stakeholder relationships

- Stakeholders experience professional, positive, and helpful interactions with Ben colleagues.

Achieving customer service excellence

- To contribute to the delivery of a consistent quality service to customers which meets or exceeds their expectations ensuring the Centre and Physiotherapy services are viewed in a positive way.
- Residents and colleagues experience a positive and engaging environment where they are treated with respect and their differing needs are recognised, valued and responded to appropriately.

Additional duties

- Accept ad hoc tasks/duties as required.

PRIDE values

To embody and deliver the role of *[insert Job Title] in line with our values:

Passionate

Respectful

Inclusive

Driven

Empowered

Experience required:

- Experience of working in a physiotherapy assistant or support role is desirable although not essential.

Technical Knowledge:

- Apprenticeship standards level 3 or equivalent in health-related subject is desirable.

Other significant role requirements:

- Demonstrate the Core Behaviours for the role.
- Ability to deliver with appropriate professionally qualified support relevant treatment service to customers which meets their needs in a sensitive and respectful manner and which maintains a maximum level of independence.
- Ability to build good relationships with Customers, Colleagues and other visitors to the centre.
- Strong interpersonal skills.
- Written communication skills to be able to record information accurately and produce basic reports.
- Able to work in partnership with customers, their relatives and other professionals to achieve positive outcomes for the customer.
- Ability to maintain all aspects of confidentiality and to comply with all legislative requirements in relation to customers and colleagues.
- Able to demonstrate a commitment to diversity and the achievement of equality of opportunity in both employment and service delivery.

Date updated: April 2023