

GENERIC ROLE PROFILE

Organisational Fit	
ROLE TITLE: Practitioner II – Clinical, Occupational Therapist	REPORTS TO: Service Manager/Team Leader
DEPARTMENT: Service Performance	GRADE: 3 PAY RANGE: Non-Standard High
ROLE PURPOSE: To support the Service Manager/Team Leader to deliver high quality person centred occupational therapy services in line with the Business Plan. To work as part of the team in delivering the service. To support the line manager to meet the statutory requirements of the service specification and report any variance immediately	

Key Accountabilities	Key Activities / Decision Areas
1. First line supervision	To provide support and guidance to the team by:- <ul style="list-style-type: none"> Allocating work to team members Overseeing the completion of tasks in a timely and effective manner Ensuring that required quality standards are met Encouraging a participative style and an environment of continuous improvement Coaching team members in the proper way to undertake the tasks Undertaking return to work interviews after absence, liaising with the Service Manager/Team Leader regarding areas of concern Inducting new employees and liaise with Service Manager/Team Leader regarding probationary period reviews Under guidance undertaking requirements of the performance management system (PDPO) liaising with the Senior Practitioner regarding the level of performance and competency of team members
2. Quality	To ensure quality standards are maintained by:- <ul style="list-style-type: none"> Monitoring own performance to ensure it meets expectations and agreed performance criteria Reporting variances to expected team performance to the line manager Participating and utilising management information and data collection systems as appropriate
3. Own Development	To continuously review own performance and development needs to assist growth and development by:- <ul style="list-style-type: none"> Participating in open two-way dialogue during Performance Management meetings agreeing own task and development objectives and reviewing these and overall performance against the competency framework. Participating in training and other development opportunities as agreed within the Performance Management process.
4. Health & Safety & Risk Management	To ensure Health and Safety standards are maintained and risk is mitigated to the lowest level possible by:- <ul style="list-style-type: none"> Ensuring a safe working environment for self, and where appropriate, the team Ensuring good standard of housekeeping is maintained with own area Ensuring risk assessments are completed when appropriate Taking personal responsibility for own safety e.g. reporting concerns, ensuring appropriate vaccinations and eye tests etc. are obtained Complying with all H&S policies and procedures including serious untoward incidents and accident reporting
5. Compliance	To ensure compliance with internal and external standards and codes of conduct by- <ul style="list-style-type: none"> Meeting all regulatory requirements Complying with Turning Point's Code of Conduct, policies and procedures

6. Miscellaneous	<ul style="list-style-type: none"> ▪ To undertake any other duties reasonably requested by the line manager
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Service Performance Specific Key Accountabilities	Service Performance Specific Key Activities/Decision Areas
7. Service Users	<p>To proactively deliver a high quality and person centred service provision that meets the needs of the service users by:-</p> <ul style="list-style-type: none"> ▪ Promoting peoples' rights and responsibilities ▪ Working as an effective member of the team ▪ Providing advice and information to Service Users, their families and friends and professionals regarding their support. ▪ Developing, in consultation with Service Users, flexible and realistic support packages/person centred plans within agreed guidelines or service models ▪ Ensuring that a collaborative approach is used, with effective communication links with external professional groups e.g. GPs, Social Services, etc. and to work as an effective member of any multi-disciplinary team ▪ Providing written reports to professionals and other organisations, such as, GPs, probation services, social care services, Court reports etc. ▪ Ensuring record keeping is maintained to the required standard at all times and contributing to service monitoring requirements ▪ Undertaking responsibility for clinical risk and needs assessment and the formation and implementation of management plans ▪ Agreeing and formulating individual action/care plans
8. Clinical	<p>To provide effective occupational therapy interventions and services by:-</p> <ul style="list-style-type: none"> • Undertaking comprehensive assessment of the service users and formulate treatment • Leading and facilitating Occupational Therapy treatments • Being responsible for ensuring all assessment/programmes/treatments are adhered to • Assessing the physical needs of service users with complex needs • Developing and implementing evidence based practice • Being aware of current issues, treatments and developments in occupational therapy • Carrying out daily evaluation of service users • Arranging for services users to visit GP/hospital/other clinical professionals as required
9. Service	<p>To assist the Service Manager/Team Leader in the implementation, development and delivery of the service by:-</p> <ul style="list-style-type: none"> ▪ Assisting in the development and implementation of Service record keeping, procedures and policies ▪ Attending relevant internal and external meetings as requested including multi-agency meetings and Statutory Sector Services. ▪ Ensuring that all joint working Policies and Procedures are adhered to where the Service is run on a partnership basis
10 Service Development	<p>To work collaboratively to develop the service by:-</p> <ul style="list-style-type: none"> ▪ Developing and co-ordinating professional links with other statutory and voluntary service providers, ensuring a corporate approach is adopted. ▪ Assisting in establishing formal communication / support / education structures for statutory and voluntary service providers throughout the Local area. ▪ Ensuring the service and the wider organisation of Turning Point is represented in a professional manner at all times. ▪ Proactively contributing to continuously improving the service by making positive suggestions, providing constructive feedback and assisting in the implementation of agreed new ways of working. ▪ Ensuring day to day delivery of service provision embeds and extends Turning Point's person centred approach. ▪ Meeting agreed performance targets and outcomes

Sector Specific Key Accountabilities	Sector Specific Key Activities / Decision Areas
11. Sector Quality Standards	To ensure all services are delivered in accordance with recognised standards by: - <ul style="list-style-type: none"> Ensuring all services are delivered within DANOS, QuADS, CSCI, Health Care Commission, LDAF, or Supporting People requirements as appropriate

Other Duties	

Role Dimensions	
<i>Financial (limits/mandates etc.)</i> <ul style="list-style-type: none"> Manage the agreed occupational therapy budget 	<i>Non-financial (customers/staff etc)</i> <ul style="list-style-type: none"> Works on own initiative Case load as required by service Supervises small team (3+)

Main Contacts (external and internal)		
<i>Contact group</i> <ul style="list-style-type: none"> Service Users Service Manager/Team Leader Team Members Carers/Friends/Family members Partner agencies in local area Regulatory bodies Locality manager and TP Central Support services Local community members Advocacy /Service User forums Commissioners 	<i>Frequency</i> <ul style="list-style-type: none"> Daily Daily Daily As required As required As required As required As required 6 monthly 	<i>Purpose</i> <ul style="list-style-type: none"> Provide support and guidance. Ensure service delivery effectiveness and user involvement/consultation Guidance, support, advice and provision of information To deliver service and provide reciprocal support/guidance and management as required Provide support and guidance. Communications, service delivery and health and social support to service users Service monitoring and review Corporate issues, national guidance, ensuring continuity of high quality service. Community issues Discuss ethical issues regarding service users Report on progress to the that demonstrates best practice

Person Specification (Essential only)*Technical / Professional Skills, Expertise and Qualifications*

- Proven verbal and written communication skills with the ability to tailor the message to the audience
- Collaborative team working skills
- Experience in supervising a small team
- Adaptable and able to work in a challenging and changeable environment
- Ability to deliver against agreed objectives and targets

Additional Service Performance & Service user Sector Specific Requirements (Essential only)*Technical / Professional Skills, Expertise and Qualifications*

- Diploma/Degree in Occupational Therapy
- Current State Registration Certificate
- Proven track record of working with service users with complex needs
- Working knowledge and understanding of mental as well as physical health issues and the ability to recognise the indicators of deteriorating mental health
- Able to deliver a range of services/treatments/interventions in a person centred, non-judgemental manner.
- Able to demonstrate flexibility and creativity when developing support packages/care plans
- Experience in managing a caseload of service users with complex needs
- Proven track record in managing incidents of verbal and violent aggression
- Able to demonstrate a good knowledge and value base in a relevant service specialism

PROGRESSION IN ROLE

PRACTITIONER II – CLINICAL, OCCUPATIONAL THERAPIST

What does this role look like when done at varying levels of competency?

COMPETENCY	INEFFECTIVE	PROFICIENT	ADVANCED
<p><u>Commitment to Customer Service</u> <u>Provides a quality, inclusive customer-focussed service</u></p> <p>The Clinical Practitioner's aim is to achieve personal customer-focused excellence and to encourage this in any team they are providing 1st line supervision to</p>	<ul style="list-style-type: none"> Often generates customer complaints Does not comply with organisational procedures and legal requirements Makes promises that cannot be delivered Is unresponsive, unhelpful and inflexible with customers Ignores service failure Allows unsafe working environments to continue and go unreported Fails to treat individuals with dignity and respect 	<ul style="list-style-type: none"> Is proactive, reliable and delivers high quality person centred service provision, always meets expectations regarding quality standards. Takes personal responsibility for own customer service and quality; is open to, and acts positively on feedback received Actively involves the service users in the development and delivery of their care plan on a daily basis Proactively collects feedback from service users or significant others as appropriate and responds quickly and positively to content. Takes corrective action when necessary, sharing learning with others Maintains a safe working environment at all times and ensures that problems or issues are identified and followed through 	<ul style="list-style-type: none"> Work on a daily basis consistently exceeds expectations and quality standards, bosses and peers alike recognise the employee as someone who 'goes the extra mile' Spontaneous feedback is often received from service users, other agencies and peers and is consistently positive Shares their expertise supportively with colleagues to improve the overall service's customer focus. Anticipates and acts to resolve issues as appropriate that may result in poor quality and service standards To actively develop innovative person centred approaches
<p><u>Delivering Positive Outcomes</u> <i>Working towards and achieving agreed outcomes</i></p> <p>The Clinical Practitioner's aim is to deliver agreed outcomes</p>	<ul style="list-style-type: none"> Uses resources inefficiently and/or wastefully Takes decisions without considering the consequences or consultation with others as appropriate Does not keep others informed Consistently fails to meet agreed objectives Takes inappropriate risks Endangers the health & safety of self and/or others Creates barriers to effective performance 	<ul style="list-style-type: none"> Always completes care/support plans for each service user that meet the required quality standards Takes a positive approach to achieving the agreed outcomes for each service user and contributes to service targets Proactively manages risks, identifies obstacles and seeks assistance to overcome them Completes own tasks within the agreed time, budget, and standards and ensures that work is always completed in a thorough manner 	<ul style="list-style-type: none"> Regularly achieves more than agreed either through own objectives, expected outcomes or accepted quality standards Stays motivated and energised under pressure and is resilient when faced with set backs When discussing problems/issues has suggestions for a solution Regularly volunteers to help out team mates to achieve their own outcomes Is instrumental in ensuring that the Service is known for consistently delivering the highest standards.

		<ul style="list-style-type: none"> ▪ Maintains, monitors and evaluates reporting systems ▪ Maintains all service user records to the required standard and in a logical and ordered manner ▪ Effectively delivers operational priorities and uses initiative to resolve issues and/or work through obstacles to their achievement 	<ul style="list-style-type: none"> ▪ Providing a consistently high quality person centred service with Service Users with whom other peers fail to support as effectively.
<p><u>Showing Personal Leadership</u></p> <p><i>Taking personal responsibility and displaying integrity and professionalism at all times</i></p> <p>The Clinical Practitioner's aim is to effectively manage self in a professional manner and act with integrity at all times</p>	<ul style="list-style-type: none"> ▪ Bad mouths Turning Point ▪ Does not lead by example ▪ Takes credit for others' work ▪ Does not keep up to date with development in own professional area ▪ Blames others for own mistakes ▪ Does not deal with conflicts appropriately ▪ Fails to keep things in perspective; causes anxiety and stress for others 	<ul style="list-style-type: none"> ▪ Understands Turning Point's vision and values and acts in a manner supportive to these aims ▪ Acts in a fair and unbiased manner with all, acknowledging and appreciating differences of all kinds ▪ Helps new or inexperienced workers settle into the service by inducting, coaching and supporting them. ▪ Works cooperatively, is helpful and adaptable. ▪ Is sensitive to the impact of own actions on others choosing appropriate style and language. ▪ Seeks out opportunities to learn and develop by all appropriate means (i.e. not just attending training courses when required to) ▪ Projects a positive image of Turning Point externally never attracting negative feedback on behaviour 	<ul style="list-style-type: none"> ▪ Keeps calm in a crisis and keeps emotions in check when under stress or in difficult situations ▪ Reflects on own performance and shows an open and honest perspective in performance management meetings and at other times ▪ Is keen to gain new knowledge and expertise and actively seeks the opportunity to do so ▪ Helps others to learn and develop by voluntarily sharing knowledge, showing people how to do things and giving colleagues support when trying out things that are new to them. ▪ Effectively communicates key organisational messages actively supporting the wider aims of Turning Point as an organisation ▪ Consistently works in accordance with Turning Point values on a daily basis and challenges others if and when negative behaviours are displayed
<p><u>Effective Communication</u></p> <p><i>Listening and communicating clearly and openly</i></p> <p>The Clinical Practitioner's aim to be utilise effective</p>	<ul style="list-style-type: none"> ▪ Fails to communicate effectively ▪ Interrupts and/or over-talks others ▪ Is rude and insensitive ▪ Writes ungrammatical and/or illogical communications ▪ Uses aggressive or inappropriate body language ▪ Uses jargon ▪ Communicates inaccurately through lack of 	<ul style="list-style-type: none"> ▪ Reports, letters and/or emails are written in clear and concise language avoiding unnecessary jargon ▪ Displays active listening and questioning skills when communicating verbally to ensure understanding (misunderstandings are rare events) ▪ Always chooses appropriate style of communication for the audience/recipient(s) and communicates the right information to 	<ul style="list-style-type: none"> ▪ Demonstrates the effective use of a range of communications tools and techniques ▪ Point of view is always based on reason and logic and quality conversations with others come naturally ▪ Is seen to initiate the conversation with others especially in difficult situations and approaches these with tact.

interpersonal communication skills	preparation	<p>the right people at the right time.</p> <ul style="list-style-type: none"> ▪ Maintains confidentiality and security of information appropriately regarding both service user and other personal records that are accessed. ▪ Represents the organisation, service users and peers in meetings 	
<p><u>Building Relationships</u></p> <p><i>Works collaboratively internally and externally with others to achieve Turning Point's vision</i></p> <p>The Clinical Practitioner's aim is to build effective and robust relationships with colleagues and customers</p>	<ul style="list-style-type: none"> ▪ Allows personal agendas to override others ▪ Avoids involving others ▪ Displays unethical behaviour ▪ Commits beyond own remit ▪ Is inflexible and unable to adapt personal style ▪ Does not recognise appropriate boundaries; oversteps the mark 	<ul style="list-style-type: none"> ▪ Creates and maintains effective external relationships that assist the expansion of the service ▪ Builds productive and cooperative working relationships with colleagues demonstrating a willingness to compromise for the overall good of the service ▪ Always maintains appropriate professional work-focussed relationships at all times ▪ Respects individual differences and contribution acknowledging and appreciating same 	<ul style="list-style-type: none"> ▪ Voluntarily gets on with their fair share of unpopular tasks ▪ Takes the wider team issues into account when doing their job ▪ Works effectively across role boundaries ▪ Works on personal differences between colleagues to minimise the impact of these at work ▪ Willingly offers and provides support and assistance to colleagues
<p><u>Innovation & Change</u></p> <p><i>Delivering service improvement through innovation and change</i></p> <p>The Clinical Practitioner's aim is to solve problems and positively embrace change at a personal level</p>	<ul style="list-style-type: none"> ▪ Unwilling to see things from others' perspectives ▪ Always finds a reason for not doing something new ▪ Is resistant to new ideas ▪ Says 'we've always done it this way' ▪ Creates barriers to prevent change 	<ul style="list-style-type: none"> ▪ Displays an open minded approach, listens to others and seeks solutions to problems ▪ Shows a positive approach to change, willingly adopting new approaches to existing tasks ▪ Keenly responds to implementing person centred service approach ▪ Actively suggests new ways of working that improves existing processes ▪ Actively contributes ideas and suggestions ▪ Anticipates changing needs, communicating and planning accordingly 	<ul style="list-style-type: none"> ▪ Shows enthusiasm for new experiences ▪ Develops new ways of involving service users in provision of high quality and innovative services ▪ Identifies new opportunities for improvement for service development and seeks ways to develop them ▪ Voluntarily motivates colleagues to find solutions to problems and challenges ▪ Actively supports Team Leader/Nurse II in ensuring that improvement in service delivery is an ongoing process

<p><u>Developing & Applying job knowledge and skills</u></p> <p><i>Contributing to the provision of social care by developing, maintaining and applying own job knowledge and skills</i></p> <p>The Clinical Practitioner's aim is to develop and apply job knowledge and skills to own role, coaching others as appropriate</p>	<ul style="list-style-type: none"> ▪ Does not meet minimum knowledge and skill requirements ▪ Avoids sharing knowledge and skills ▪ Does not complete required learning and development activities ▪ Discourages new thinking or ways of working ▪ Fails to apply knowledge and skills in practice 	<ul style="list-style-type: none"> ▪ Maintains and develops own areas of professional skill ▪ Applies appropriate theories and knowledge in a practical manner ▪ Complies with all regulatory, statutory or internal knowledge standards/requirements and skills ▪ Shares knowledge in areas of service delivery in which they have demonstrable expertise 	<ul style="list-style-type: none"> ▪ Develops knowledge and skill beyond the immediate requirements of their job ▪ Active member of relevant professional body ▪ Voluntarily coaches others to help their development across a broad range of skills ▪ Provides training in areas of own expertise
<p><u>Business and Financial Acumen</u></p> <p><i>Managing and growing the business</i></p> <p>The Clinical Practitioner's aim is to operate within budgets and financial parameters</p>	<ul style="list-style-type: none"> ▪ Poor financial management & control ▪ Wastes resources ▪ Provides inaccurate or misleading financial information ▪ Makes unauthorised decisions regarding finances 	<ul style="list-style-type: none"> ▪ Feeds information into the budgetary cycle ▪ Shows awareness of financial impact of decisions and/or actions ▪ Recycles waste effectively ▪ Maintains accurate financial records ▪ Ensures expenditure is authorised by line manager and appropriate procedures are followed 	<ul style="list-style-type: none"> ▪ Displays an understanding of the importance of financial planning and monitoring ▪ Identifies and communicates costs savings
<p><u>Applying Management Information</u></p> <p><i>Managing and interpreting business and</i></p>	<ul style="list-style-type: none"> ▪ Sends out inaccurate and/or out of date information ▪ Produces misleading information ▪ Produces unnecessarily complex information ▪ Withholds information or provides too much ▪ Breaks confidentiality 	<ul style="list-style-type: none"> ▪ Is computer literate and uses a broad range of data sources ▪ Checks data for accuracy and inputs carefully into systems/records maintaining up to date files ▪ Ensures gaps in data/information are filled and input to systems and/or records. 	<ul style="list-style-type: none"> ▪ Identifies new ways of using existing data systems to manage information more effectively ▪ Uses technology to improve the efficiency of data collection and analysis

<i>operational information</i> The Clinical Practitioner's aim is to enter data and collage management information		<ul style="list-style-type: none">▪ Appropriately shares information in line with internal and external guidelines▪ Effectively implements information management policies and procedures with minimal support from service managers or team leaders	
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