

Role Profile

because
you matter

**St Nicholas
Hospice Care**

A Registered Charity No. 287773

St Nicholas Hospice Care is a local charity providing help, advice and support to people in West Suffolk and Thetford, who are facing dying, death and grief.

Job Role	Occupational Therapist
Department	Independent Living
Reports to	Head of Supportive Services
Location	Bury St Edmunds Head Office and Clinical Site

Background Information

St Nicholas Hospice Care provides end of life care both in the community and onsite, at Hardwick Lane supporting patients living with a terminal illness, and their loved ones.

Our vision is: ***Everyone in our communities has choice, dignity and support when facing dying, death and bereavement***

As a registered charity, our services are provided free of charge to our beneficiaries, with much of our funding provided by voluntary donations, gifts and wider activities where our Fundraising and Retail teams have strong connections and participation with the local community.

St Nicholas Hospice Care Occupational Therapists assess and support patients who have complex physical, psychological, cognitive, environmental, social and spiritual needs, which are related to their palliative diagnosis. As part of the multi-disciplinary team our Occupational Therapists aim via specialist input to maintain and/or improve independence, physical function, reduce complications and alleviate discomfort/pain, and other symptoms. They are experts in Advance Care Planning and visit/assess patients in a number of settings.

Job Summary

- To complete specialist, holistic Occupational Therapy assessments of patients with individual and sometimes complex presentations/multiple pathologies using investigative and analytical clinical reasoning skills to diagnose therapeutic need.
- To manage a clinical caseload of palliative patients with varying levels of complexity, prioritising, reviewing and discharging as necessary.
- To be a resource of specialist Occupational Therapy knowledge, advice and support to the hospice staff, volunteers and wider community.
- To develop and lead empowering patient focused self-management therapeutic groups, undertaking and collating outcome measures and feedback as appropriate. Reviewing and re-evaluating group aims and objectives as necessary.
- Influence palliative rehabilitation practice in a variety of care settings as part of the wider patient/carer support team (or) promote and influence the use of the model of Rehabilitative Palliative care within the hospice and in the wider community. Establishing a model that seeks to enhance personal independence and choice.
- Contribute to the service model to equip patient's & carers rehabilitation needs as they experience dying death and grief.
- Actively support and model the SNHC Values: **Compassion, Accountability, Respect and Equity.**

Key Accountabilities & Responsibilities

- Prioritise and manage own clinical caseload, admit and discharge patients, make referrals, reports and recommendations verbally and in writing to the MDT, external agencies and services as required.
- Use evidence based knowledge and advanced clinical reasoning to undertake highly complex clinical assessment, in a relevant location, e.g. nursing/residential home, hospice or in a patient's own home, identifying needs, treatment aims and goals in collaboration with the individual patient and the MDT in a range of highly complex conditions.
- Use effective communication skills negotiate, review and re-evaluate treatment programmes, goal setting with a diverse range of patients often in a sensitive manner including empathy, persuasion, motivation and reassurance.
- Use evidence based knowledge and advanced clinical reasoning to undertake highly complex clinical assessment, in a relevant location eg. nursing/residential home, hospice or in patients own home, identifying needs, treatment aims and goals in collaboration with the individual patient and MDT in a range of highly complex conditions.
- Oversee and evaluate OT treatment programmes, monitoring/supervising junior staff/volunteer input, adapting as necessary.

- Influence and promote a rehabilitative approach to palliative occupational therapy to equip generalist therapists in the hospital and community settings.
- Be a source of specialist knowledge to other local therapists and professional services and agencies regarding specialist palliative care occupational therapy, working in a collaborative way.
- Act as a mentor or preceptor demonstrating clinical expertise in rehabilitative palliative care coaching staff and students.
- Provide line management support for the Hospice Therapy Assistant
- Promote a culture which supports self-management, independence and embeds patient and community involvement within the sphere of practice.
- Proactively support discharge home from Sylvan ward, completing Access Visits and Environmental Risk Assessments where necessary, attending case conferences and negotiating with family or carers.
- Utilise effective problem solving skills to support environmental issues and the use of equipment/assistive technology/equipment, where necessary.
- Utilise specialist knowledge to assist in promoting and maintaining independence for as long as possible, educating staff and families where necessary, reviewing and re-evaluating and in supporting End of Life care at home in a timely manner.
- Contribute to and deliver specialist education and training to other professionals, internal or external, involved in patient care and patient and community focused education, including coaching patients and their families and carers. Support of Induction programmes and student placements.
- Collate and evaluate data to provide evidence of productivity, outcomes and quality, including contributing to the implementation and monitoring of adherence to relevant clinical guidelines.
- Oversee the equipment Peripheral Store within the hospice and its efficient management.
- Overseeing the issue of Medequip equipment by hospice staff and responsibility for new starters application and support.
- Overseeing of wheelchair loans from the hospice utilising a safe, effective method.
- Be involved with recruitment and interviewing of staff as appropriate.
- Maintain accurate and timely patient records using SystemOne
- Demonstrate expertise in multi-professional meetings, such as the Gold Standard Framework, acting as patient advocate and equipping others in palliative rehabilitation.
- Participate in the continual evaluation and development of practice through research projects and/or audits' occurring in the Therapy division within the field of occupational therapy.
- Participate in service review as required, in order to drive service improvement, including promoting patient and public experience feedback to influence innovation and change.
- To participate in Continuing Professional Development via membership of special interest groups, clinical supervision, self-directed learning etc.

Key Working Relationships

- Patients, families and carers – providing individual, practical, problem solving, goal focused support. Teaching new skills where necessary.
- General public – providing information, support and guidance on services and activities
- Colleagues – working collaboratively, with internal and external staff and volunteers sharing information, skills and advice.
- NHS and other care providers – networking, working in partnership with Hospital staff, GPs, district nurses, social service colleagues and district council and Housing association partners.

Job Scope

Decision making level	
Financial resources	
Other resources	
People management	Mentoring of junior staff Line management of Therapy Assistant Support of volunteers
Legal, regulatory and compliance responsibility	HPC registration is current and revalidation is completed Ensuring all that work is carried out is Safe, Caring, Responsive, Effective and Well Led Involvement with CQC inspections

Person Specification

Essential

- Degree or Diploma in Occupational Therapy
- HPC Registration
- Evidence of CPD
- Good knowledge of palliative care theory and practice
- Excellent core rehabilitation assessment and treatment skills
- Excellent communication and caseload management skills
- Experience of multi-disciplinary team working

Desirable

- Advanced Communications Skills Training
- Leadership training/qualification
- Evidence of Master's degree/level study
- Additional qualifications in therapeutic interventions e.g. acupuncture, core counselling

Skills and abilities

- Good communication skills, able to teach and coach patients, carers and colleagues with tact and diplomacy
- Adaptability, able to reflect and adapt practice to suit individuals needs
- Proven experience of developing and delivering therapeutic groups
- Ability to work autonomously
- Ability to motivate and support others
- Willingness to work flexibly to meet patient need
- Resilience in coping with quickly changing needs and sensitive situations
- Good knowledge of specialist equipment
- Experience of community working
- Experience of advanced care planning
- Ability to use a range of IT systems and software, including Word, Excel, PowerPoint, Office 365 and electronic patient record systems (such as SystemOne) as well as virtual systems e.g. Zoom, MS Teams

Other

- Post holders will be required to work across all the various locations: community care including groups and clinics provided at outreach centres and Sylvan ward.
- The service provides care 24/7, 365 days per year and clinical roles are rostered to provide this coverage. Whilst rosters are created 2 – 3 months in advance there may be exceptional circumstances in which the job holder will be expected to change a scheduled rota at short notice in times of clinical staffing crisis. Exceptional individual arrangements may however be agreed and sanctioned by the Director of Personnel.
- The post holder will need to hold a full, valid driving license and be willing to use their own vehicle for business use

Standards and Expectations

Policies and Procedures

All Hospice employees are expected to follow policies, procedures and guidance as well as professional standards and guidelines.

Confidentiality / Data Protection

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person. You should make yourself aware of the requirements of the Data Protection Act and follow hospice procedures to ensure appropriate action is taken to safeguard confidential information.

Health and Safety

You are required to take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions and you should ensure that statutory regulations, policies, codes of practice and safety and good house-keeping rules are adhered to, attending training as required.

Safeguarding and Mental Capacity Act

All employees have a responsibility to safeguard and promote the welfare of adults, children and young adults. It is essential that all safeguarding concerns are recognised and acted on appropriately in line with the policies and training. You must ensure you always act in the best interests of any person lacking mental capacity.

Infection Control

All employees have personal responsibility for Infection Prevention and Control practice. You should ensure you are familiar with, and comply with, all relevant Infection Control policies and training for minimising the risk of avoidable Infection.

Equality and Diversity

We recognise and encourage the valuable contribution that people from all backgrounds and experiences bring. You will treat all individuals on the basis of merit and without prejudice.

Volunteer Assistance

The Hospice has the advantage of being supported by many volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job and at all times you will be expected to treat volunteers with respect and value their contribution.

Job Description

This job description is not intended to be restrictive and should be taken as the current representation of the broad nature of the duties involved in your job and needs to be flexible to cope with the changing needs of the job and the Hospice.

Values

Our core values guide the way we work together to care for our people and support their loved ones. Our values, which are rooted in the charity's early days, create our culture and are a combination of all our actions, behaviours and decisions. **Our values are Compassion, Accountability, Respect and Equity.**

March 2024