

## ROLE PROFILE

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|-------------------|-------------|----------------------------|------------------|----------------|
| <b>Job family</b> | <b>Care</b> | <b>Role profile number</b> | <b>CA11-2814</b> | <b>Grade K</b> |
|-------------------|-------------|----------------------------|------------------|----------------|

**Job purpose:** Undertake assessments, determine care packages/support plans and manage a large and complex caseload to maintain or improve the wellbeing of clients. Professionally supervise and support other colleagues.

The most common grade for professional level posts across the organisation. Grade K posts are higher in 'Creativity & Innovation' and 'Decisions', with a requirement for problem solving higher than grade J posts. These posts are required to give recommendation and implementation of solutions which have a direct impact on relevant stakeholders. These posts require not only a relevant professional qualification, but also practical experience of applying the skills obtained through study, in the workplace.

| <b>Factor</b>                           | <b>Relevant Job Information</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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| Supervision and/or Management of People | No full management of a team but will be required to monitor the quality and quantity of the work of others.<br>Will provide advice, guidance and support to colleagues to ensure whole team achievements are met.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Indicative Qualifications               | Degree or equivalent experience/skills.<br>ITQ 2 or equivalent skill and ability demonstrating significant experience in IT systems.<br>Professional qualification in area of specialism.<br>Licence / certificate / qualification required for the role.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Knowledge and Skills                    | Some relevant professional experience post qualification in a similar work environment.<br>Expert knowledge of relevant policy, systems, work practices, professional guidelines, legislation in the area of specialism.<br>Excellent ICT skills including use of Microsoft applications and specialist systems.<br>Experience of multi-disciplinary and partnership working and awareness of the issues involved.<br>Planning and workload management skills.<br>Proven assessment and investigation skills appropriate to the scope of the role. Ability to carry out complex client assessments.<br>Experience of using professional knowledge to work within referral systems according to established criteria.<br>Proven ability to work with challenging client groups and situations.<br>Excellent interpersonal and communication skills.<br>Proven ability to deliver training.<br>Accurate record keeping and report writing.<br>Good presentational skills.<br>Knowledge of financial assessment processes.                                                                           |
| Creativity and Innovation               | Apply professional knowledge and experience to interpret and recommend policy, resolve complex issues, proactively anticipate problems and deliver solutions which enhance the quality and efficiency of services.<br>Responsible for meeting performance standards within a policy framework and regulatory guidelines. Considerable scope to exercise initiative in taking action - within the boundary of well-defined policies.<br>Contribute to long term strategies.<br>Responsible for professional advice, assessments or referrals, ensuring interventions are timely and cost effective.<br>Manage a complex and varied caseload within a framework of policy and procedures –subject to managerial control and review of results.<br>Research information to support and develop services for the client group.<br>Prepare standard reports and contribute to reports for court/tribunals as required, representing the service at court/tribunal attendance as required.<br>Assess and oversee adaptation work including advice and demonstration of specialist equipment to clients. |
| Contacts and Relationships              | Provide advice and guidance on complex issues which could be contentious and challenging in nature.<br>Ability to build relationships and engage successfully with colleagues /partners /customers / contractors and suppliers.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

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|                                       | <p>Liaise with professional colleagues, providers and external agencies to co-ordinate actions and interventions where required.</p> <p>Negotiation showing tact and diplomacy to deal with conflicting requirements or opinions and the ability to make decisions on the most appropriate action to reach an acceptable conclusion.</p> <p>Contacts will include: Senior managers, leadership team, councillors, stakeholder, external bodies, and partners.</p> <p>Support parents or carers regarding development issues including complex problems.</p>                                                                                                                                                                                                                       |
| Decisions – Discretion & Consequences | <p>Using general guidelines and utilising a wide range of relevant information, make decisions which impact on the whole organisation. Advice is not normally available.</p> <p>Assess the options and take appropriate action, where only general guidelines exist.</p> <p>Decisions to ensure outcomes are achieved which serve the best needs of the customer and as a consequence can result in improved services.</p> <p>The consequences of the decisions will have an impact across the organisation.</p> <p>Conduct statutory and / or complex / specialist assessments of clients' circumstances and issues to determine intervention / referral to the appropriate service.</p> <p>Provide financial advice to support service provision and/or individual clients.</p> |
| Resources                             | Little or no responsibility for physical or financial resources.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Work Demands                          | Work subject to interruptions and at times may be competing demands of work priorities.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Work Environment                      | <p>Work may require some physical effort.</p> <p>Work potentially involving some risks due to nature of activities being provided and / or environment or public / customers.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Our Identity                          | <p><a href="#">Our Identity</a> sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire.</p> <p>All of us are expected to demonstrate the seven elements of <a href="#">Our Identity</a> in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working.</p>                                                                   |
| Health & Safety                       | All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Equalities                            | Wiltshire Council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via <a href="#">the whistleblowing policy</a> .                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Authority to work in the UK           | All employees must have the legal authority to work in the UK. Non-UK nationals must have the relevant approval to work in the UK from the Home Office. Copies of any relevant documents provided as proof of right to work are retained for our records. By providing these proofs the council will treat this as consent.                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The council reserves the right to amend this role profile as necessary.

## ROLE DESCRIPTION

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| <b>Role description:</b>              | Physiotherapist |         |
| <b>Role profile family:</b>           | Care            |         |
| <b>Role profile number and grade:</b> | CA11-2814       | Grade K |
| <b>Number of posts:</b>               | 3               |         |
| <b>Service/Team:</b>                  | Reablement      |         |
| <b>Reports to:</b>                    | Team Manager    |         |

### Job Family overview

#### Care job family overview:

Support and assist the well-being of individuals and groups to assure their protection, security and development

- Safeguarding, protection and care
- Community, residential, day or field settings
- Ongoing risk/needs assessment of and advice for individuals/groups
- Specification of any non-council provision
- Individual or small group emphasis
- May involve personal care activities
- Likely to involve immediate response to client

### Service / Function Context

The overall responsibilities of the service/function are:

As a physiotherapist, you'll focus on identifying and maximising movement to improve the health and wellbeing of your patients.

Your role is vital in working with a variety of conditions such as:

- neurological (stroke, multiple sclerosis, Parkinson's).
- neuromusculoskeletal (back pain, fractures, arthritis).
- Post hospital discharge recuperation collaboratively with Reablement support team.
- Proactively working to encourage transfers and mobility.

## Job Purpose

Specific duties and responsibilities include:

- Provide comprehensive assessment, treatment, management, onward referral, and discharge for a diverse range of customers referred to the service, ensuring each receives appropriate advice and/or signposting for onward support.
- Prioritise workload while managing the demands of customer needs, families, other professional staff, and agencies, adapting to an increasing caseload complexity and delivering the service in a way that suits the customer's preferred communication method.
- Maintain professional record-keeping standards, ensuring records are accurate, current, and aligned with professional codes as detailed by HCPC and Chartered Society of Physiotherapists (CSP), service standards, and organisational requirements.
- Plan and implement treatment support plans based on assessment results, applying clinical reasoning skills, and adjust these plans as needed based on customer progress.
- Ensure informed consent for assessments and treatments, providing customers with a clear understanding of their condition and rehabilitation potential, and assess their capacity to consent to treatment, with due consideration to insight where capacity is questioned or potentially affected as result of cognitive or other impairment.
- Monitor and review customer progress, adjusting support plans and treatment goals as needed based on review outcomes to ensure the most effective approach is being utilised.
- Comply with local policies, procedures, and professional standards, as outlined by the Health and Care Professions Council. Customers may include vulnerable adults therefore develop a working knowledge of relevant procedures including Protection of Vulnerable Adults and other legal frameworks.
- Uphold safeguarding responsibilities, ensuring that adult safeguarding is carried out in accordance with the law, local policy, and Wiltshire Council policy guidance, including identifying concerns and participating in safeguarding investigations.
- Create a positive, caring environment where customers can expect high-quality, professional service, and where adherence to treatment and self-management is encouraged for optimal outcomes.
- Undertake complex manual handling techniques (with appropriate training), ensuring safety and adherence to organisational policies for risk assessment and equipment use.
- Order necessary equipment to support treatment and ensure it aligns with customer condition and support plans.
- Work in accordance with standards of practice set out by Chartered Society of Physiotherapy (CSP) and relevant national and local guidelines, ensuring treatment meets all professional and organisational requirements.
- Promote customer adherence to treatment and self-management, aiming for the best possible outcomes in line with customer goals.
- Utilise manual therapy techniques, demonstrating skill in dexterity, coordination, palpation, and sensory assessment to enhance treatment effectiveness.
- Address psychosocial factors in customer treatment plans, using appropriate techniques to consider mental and emotional factors impacting customer's recovery.
- Be an ambassador for the council at all times, always representing the council positively, professionally and appropriately at meetings with customers, external partners and agencies.
- Provide supervision and training as required by service to support development of less experienced team members and continued development of service.
- Undertake and be responsible to own Continued Professional development to maintain registration responsibilities outlined by HCP and CSP.

Specific requirements for this post:

- Ability to travel on a daily basis and to undertake visits to customers in their own homes or in other settings e.g. hospital.
- There will be a requirement to occasionally work outside of standard hours, including weekends to meet the needs of the service, for example assessing customers' abilities at different times of the day or provide support to other team members. To be flexible and work in other reablement teams as required.

### Person Specification

Specific qualifications, knowledge, and skills required for this role:

#### Essential

- Degree in Physiotherapy or equivalent qualification (SCQF Level 9) recognised by the Chartered Society of Physiotherapy with at least 2 years post-qualifying experience.
- Registered with the Health and Care Professions Council.
- Excellent interpersonal and communication skills both written and verbal.
- Proven ability to work with challenging client groups and situations.
- Proven ability to interpret situations, analyse behaviours to make judgements and deliver interventions to achieve outcomes.
- Experience with providing supervision.
- Ability to communicate clinical and non-clinical information to individuals with communication difficulties and individuals requiring a translator.
- Ability to sensitively communicate information regarding diagnosis and prognosis to patients.
- Able to demonstrate empathy and understanding to customers in stressful and emotional situations.

#### Desirable

- Experience working within a range of settings including rehabilitation-based setting.

### Career graded posts

This post does not form part of a career grade.

## Supporting information

| Driving classification                                                                                                                                                                                                                                                                                                         |                                     |
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| <b>Occasional driver</b><br>A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.                                                                                                                                                   | <input type="checkbox"/>            |
| <b>Regular Driver</b><br>Must hold a valid UK driving licence and have access to either their own car or a pool car in order to undertake the duties of the role, unless other forms of transport are available and viable to perform the role, including public transport, or unless a reasonable adjustment has been agreed. | <input checked="" type="checkbox"/> |
| <b>Required Driver</b><br>Must hold a valid UK driving licence and will drive a vehicle supplied by the council in order to undertake the duties of the role.<br><br>Employees should refer to the Corporate Driving at Work policy for further information.                                                                   | <input type="checkbox"/>            |

| Driving trigger points                                                                                                                                                                                                                                                        |                                                     |                                                                 |                                                                 |
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| The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.                                                                                                                                  |                                                     |                                                                 |                                                                 |
| Trigger Points                                                                                                                                                                                                                                                                | Corrective Driver Training Course or further action | Additional corrective training if appropriate or further action |                                                                 |
| Points on driving licence                                                                                                                                                                                                                                                     | 6                                                   | 9                                                               |                                                                 |
| Trigger Points                                                                                                                                                                                                                                                                | Discussion and advice on expected driving standards | Corrective Driver Training Course or further action             | Additional corrective training if appropriate or further action |
| At fault accidents within a two-year period (whether work or personal)                                                                                                                                                                                                        | 1                                                   | 2                                                               | 3                                                               |
| Job applicants who drive must have 9 or less points on their driving licence and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.                         |                                                     |                                                                 |                                                                 |
| If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case. |                                                     |                                                                 |                                                                 |

| Political restriction |
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| This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party. | <input checked="" type="checkbox"/> |
| This role is not politically restricted.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <input type="checkbox"/>            |

| Professional fees and related occupational costs                                                                                                                                                                                                                                                                                                   |                                     |
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| As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council. | <input checked="" type="checkbox"/> |
| This role does not have any professional or occupational membership requirements.                                                                                                                                                                                                                                                                  | <input type="checkbox"/>            |

| Clearances – Disclosure & Barring Service (DBS)                                                                                                                                                 |                                     |
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| This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service. | <input checked="" type="checkbox"/> |
| This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an <b>Enhanced</b> DBS check before appointment can be confirmed.                                            | <input checked="" type="checkbox"/> |
| This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a <b>Standard</b> DBS check                                                                                  | <input type="checkbox"/>            |
| The role requires a <b>Basic</b> DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.                 | <input type="checkbox"/>            |
| This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.                                                                  | <input type="checkbox"/>            |

| Clearances – Baseline Personnel Security Standard (BPSS)                                                     |                                     |
|--------------------------------------------------------------------------------------------------------------|-------------------------------------|
| This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check. | <input type="checkbox"/>            |
| This role is not subject to a BPSS check.                                                                    | <input checked="" type="checkbox"/> |

| Clearances – Non-Police Personnel Vetting (NPPV)                                                                                                                                                                                                                                                                                                                                                                                                                         |                          |
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| This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at <b>level 2*</b> . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').                                                                                                                                                 | <input type="checkbox"/> |
| This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at <b>level 3*</b> (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members). | <input type="checkbox"/> |



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| This role is not subject to a NPPV check. | <input checked="" type="checkbox"/> |
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| Safeguarding                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                     |
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| For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.                                                                                                                                                               | <input type="checkbox"/>            |
| For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager. | <input checked="" type="checkbox"/> |
| For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.                                                                                                                                                                 | <input type="checkbox"/>            |