

# Job pack

## Falls Prevention Physiotherapy Assistant



## This pack contains the following sections:

- About the employer: Age UK Hillingdon, Harrow and Brent
- How to apply
- Role description and Person Specification

Age UK Hillingdon, Harrow and Brent is the leading provider of services for older people across the three west London boroughs. We are an independent local charity and are affiliated through a brand partner agreement to Age UK.

Age UK HHB provides support and services to around 15,000 older people per annum under the following broad categories:

### Information and Advice

A core service across our three boroughs and an entry point for older people into receiving support. We provide quality assured (AQS) advice on a range of issues such as benefits (including support with form filling), housing, blue badge applications, taxi-card and dial-a-ride applications, council tax relief, will writing etc. We support older people to access over £1 million of unclaimed benefits each year.

### Community Support

We facilitate a wide range of social activities and other well-being support.

### Hospital Services

We provide services at Hillingdon Hospital & Northwick Park Hospital supporting older people both at A&E and on discharge, helping to reduce the need for unnecessary admission or readmission. We also provide a physio led Falls prevention programme which provides individually tailored support for older people at risk of falling in their own home.

### Paid for Services

We run a successful domiciliary support service – our staff can support older people to go shopping, attend hairdresser/GP appointments etc or carry out domestic tasks at home. We also provide a Homeshare scheme where older people who have a spare room and would like some companionship and support are paired up with younger people in search of affordable lodgings. We also provide a Trusted Trader service that vets local traders with a view to making it more difficult for rogue traders to take advantage of older people.

### Partnerships

Age UK HHB is a founder member of 3ST and supports delivery of a range of wellbeing and community services provided through this and other local partnerships. We are also a member of Harrow Together and thematic lead for Older people services in Brent. We deliver services in partnership with a number of local charities. We are lead for the Hillingdon Advice Partnership and also deliver services under the H4All brand with local Hillingdon partners. We provide hospital discharge services for Harrow and Brent residents in partnership with Harrow Carers and we deliver hospital discharge services and dementia services in partnership with Age UK Bucks and Carers Bucks

## How to apply

For more detailed information on how to make the most of your application, please see the **Application Guidance Notes** on our website [Working for Us \(ageuk.org.uk\)](https://ageuk.org.uk)

Candidates are advised to structure their essential information in the application form in line with the points in the person specification, and to provide clear examples of their experience that demonstrate their skills and knowledge. Please note we do accept CV's but it will need to be accompanied by Age UK HHB Application Form.

Candidates are warmly invited to arrange an informal discussion with the recruiting manager, before submitting their application, which can be arranged by contacting [hr@ageukhbb.org.uk](mailto:hr@ageukhbb.org.uk)

## What we offer

- Flexible Working
- Hybrid Working
- Compressed hours available
- Job share considered/ Part time hours considered
- Training and development
- 5% pension contribution
- Health plan with employee assistance and 24 hour support
- 26 days annual leave (plus bank holidays) rising to 30 days
- London Living Wage employer

**Closing date for applications: Friday 18<sup>th</sup> July**

# The Role: Falls Prevention Physiotherapy Assistant

**Salary:** £15,125 pro-rata

**Hours:** Part time – 21 hours per week

**Contract:** Permanent

**Responsible to:** Lead Physiotherapist

**Employed by:** Age UK Hillingdon, Harrow and Brent

**Based at:** Townfield Community Centre, Townfield Road, Townfield Road, Hayes, UB3 2EL

We offer a hybrid and flexible working policy on successful completion of induction

**ACCESS TO A CAR AND A CLEAN FULL DRIVING LICENCE IS A REQUIREMENT OF THIS POSITION**

## Role Purpose

### Main purpose of the job:

To work with people age 65+ to minimise their risk of falling and hospital admittance, through practical measures and short-term support.

## Main duties and responsibilities (role profile)

### Service Delivery

- Supporting clients to participate in community group activities where appropriate.
- Work under the supervision of the senior qualified staff to deliver an effective and efficient service
- Promote the project within the wider community, e.g. sheltered housing schemes, library groups which will involve giving talks to community groups
- Participate in events for older people/carers to bring services together and raise awareness of the service and other Age UK HHB service
- Work with and motivate clients to want to stay safe through the offer of practical measures and support including identification of needs met by other services
- Deliver Home Exercise Programmes with clients in community-based groups or in their home
- Maintain accurate record to assist in the general regular monitoring reports on the numbers of people helped and the outcomes achieved as required in the service contract
- Be responsible for organising own diary

## **Team Working**

- To work alone or with colleagues depending on the nature of the job booking and at the discretion of the Physiotherapist
- Attend team meetings, staff supervision and annual appraisals in accordance with Age UK HHB policies, procedures and documentation
- Support of the Admin Support Worker

## **Finance and Administration**

- Keep a record of personal expenses
- Keep accurate, comprehensive and comprehensible client records
- Update CRM's and spreadsheets
- Manage records and all other information in accordance with applicable legislation and Age UK HHB policies and procedures
- Carry out other admin duties as required

## **Quality and Service Development**

- Actively promote local Age UK services to existing and potential clients, their families and carers and to other relevant organisations.
- To be aware of the Health, Safety and Welfare of yourself, the public and your clients, reporting any hazards to the Service Manager/ Team Leader

## **General**

- To maintain own professional expertise, including attending training as necessary and be subject to supervision and an annual appraisal
- To attend staff meetings, away days and other similar staff events
- To ensure all activities are carried out in harmony with Age UK HHB's mission and within the spirit of its equal opportunities policy and to abide by the policies of Age UK HHB
- All staff are expected to undertake their own computer work, both in the production of correspondence and documents, date recording, e-mailing and internet research.
- It is the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are expected to work in a flexible way
- Some meetings and other events may be held out of normal office hours and may involve travel away from the local area
- In liaison with line management generally, ensure services are developed and delivered to quality standards, revising as required
- To be aware of personal health and organisational health, safety and welfare, reporting any hazards to line management or the Health and Safety Lead
- To promote equality, diversity and rights in all policies and guidance, actions and activities
- The above items outline the main duties and responsibilities of the post and are designed to give an accurate flavour of the nature and scope of this post. However, they do not represent an inclusive list of all duties required

**Age UK HHB is committed to safeguarding and promoting the welfare of all older people and children within the London Boroughs of Hillingdon, Harrow & Brent**

## Person Specification

### Education & Training

Essential Criteria	Desirable Criteria
A good general education to include English and Maths to GCSE level or equivalent	Postural Stability Instructor or Otago qualified

### Experience

Essential Criteria	Desirable Criteria
Experience of working with older adult and/or working in an exercise environment	Experience of carrying out Home Exercise Programmes (HEPs)
	Awareness of the medical conditions that can impact later life

### Knowledge and Skills

Essential Criteria	Desirable Criteria
Insight into the needs of older people particularly in reference to staying active & independent	Knowledge of services and support available to older people, including the work of Age UK
Literate, numerate and a good standard of written and spoken English	Ability to promote awareness of the service using a wide range of media
Ability to demonstrate a commitment to equality of opportunity within the organisation & beyond.	Knowledge of the needs of older people in relation to maintaining their independence and understanding of the barriers they may encounter
Accurate record keeping	
IT skills	
Ability to work alone and as part of a team	
Full driving licence and car owner	

### Personal Attributes

Essential Criteria	Desirable Criteria
Good communication skills	
Team player	