

Role Profile

Part A - Grade & Structure Information

Job Family Code	6PCS	Role Title	Occupational Therapy Assistant
Grade	PS6	Reports to (role title)	Assistant Team Manager
		Directorate / School	Adult Social Care
JE Band	192-227	Service / Department	
		Date Role Profile was created	01/10/2025

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>To provide occupational therapy-based input to the residents of Surrey in line with the Care Act and RCOT's professional standards, under the supervision of a qualified occupational therapist.</p> <p>In partnership with individuals, carers, professional staff in other agencies and service providers to establish arrangements and services that meet their assessed needs and promote independence, choice and control.</p> <p>Adopt a person-centred and strength-based approach, seeking to empower people and maximise their potential for independence.</p> <p>They may be the first point of contact with the service, gathering initial information, providing guidance, initiating, carrying out, or supporting people with occupational therapy based assessments as well as signposting them to other services and a range of providers including district and borough councils, equipment providers, family, friends and the community, and other agencies such as NHS Continuing Healthcare, Carers support groups, charities, etc.</p> <p>Take responsibility for managing a caseload of non-complex cases relating to basic equipment needs under the direction of a qualified occupational therapist.</p> <p>To actively promote wellbeing and independence via the assessment for, and provision of basic adaptive equipment and minor adaptations, to enable individuals and carers to retain or regain their skills and confidence and prevent or delay deterioration.</p> <p>Demonstrate where appropriate the use of basic equipment and minor adaptations to individuals and carers</p> <p>To carry out proportionate basic equipment and minor adaptation reviews ensuring that everyone with a support plan in place has the opportunity to reflect on what is working, and what needs to be changed and do so in a person-centred outcome focused way.</p> <p>To assist individuals, carers and families to develop proportionate support plans to meet the outcomes identified using family friends and community support and local authority funding where eligible needs are identified. To actively encourage involvement in the support plan.</p> <p>To engage effectively with families to facilitate contingency planning to anticipate complexity and changing circumstances.</p> <p>To ensure that independent advocacy services are sought when required to enable engagement in the assessment process.</p> <p>To assist with the OT duty function of the team as required and escalate issues of concern to more senior staff.</p> <p>To be proactive in fulfilling SCC's prevention offer, using knowledge and expertise around basic equipment provision and minor adaptations to prevent the need for residents to become more dependent on longer term support services.</p> <p>To provide advice and signpost individuals, where appropriate to community services and charities to self-purchase minor aids and equipment to reduce the risks around the home.</p> <p>To actively participate in regular supervision to promote best practice, identify learning needs and ensure the safety of residents.</p> <p>To be able to recognise signs of abuse and neglect and escalate any safeguarding concerns to a manager in line with SCC's safeguarding policies.</p>
Work Context	<p>The postholder will be working in Adults, Wellbeing & Health Partnerships (AWHP) and will be based in:</p> <p>The Connect to Community (C2C) team which provides a single front door for new contacts in the east or west of Surrey. The key components of C2C are strengths-based conversations, carer support, triaging safeguarding enquiries, tech enabled care, referrals to reablement, provision of OT support, community information and housing advice.</p> <p>They will be required to work flexibly to support the operational needs of the wider service as required.</p> <p>Surrey has both urban and rural areas and the postholder will be expected to have a valid driving licence to drive in the UK and access to a vehicle.</p> <p>Reasonable adjustments will be made for individuals who have a disability to enable them to fulfil the requirements of the job.</p> <p>Professional supervision will be provided.</p>

Line management responsibility if applicable	None. Supervision will be provided by a qualified occupational therapist.
Budget responsibility if applicable	None, but may make recommendations for the provision of services in line with the budget determined according to the assessment of needs.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Risk Management</p> <ul style="list-style-type: none"> • Contribute to risk awareness in carrying out duties and raise issues where appropriate. • Conduct standard assessments of service users' circumstances and issues, recommending onward referrals, to ensure protection of vulnerable individuals. <p>Case Management</p> <ul style="list-style-type: none"> • Manage straightforward cases in specified service area as allocated by senior colleagues, working within guidelines and procedures, and record service user progress. • Support service users to access community opportunities and work directly with users, providing advice and support to facilitate independence. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Plan, organise and supervise allocated activities within procedural and regulatory framework. Typically deal with multiple cases and/or groups at one time. • Assist in development and project work, and working with other staff to provide information and feedback. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Make recommendations for the provision of services in line with the budget determined according to assessment of needs. <p>Work with others</p> <ul style="list-style-type: none"> • Build effective relationships internally and externally on day-to-day service issues. • Liaise with carers, relatives, colleagues and other agencies to ensure good communications and service to users. <p>People Management</p> <ul style="list-style-type: none"> • Assist in the induction of new staff and by sharing expertise and knowledge within the team. • May oversee and guide more junior staff. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. adherence to safe working under the health and safety policy is required.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Vocational Qualifications Level 2/3 or equivalent in relevant field with practical knowledge of service user group needs, or equivalent experience. • Understanding of relevant legislation, processes and procedures and issues relating to the service user group. • Ability to show an understanding of the circumstances of people with social care needs, to gather detailed and appropriate information and to reach a view about the likely source of assistance. • Able to present options and choices and support others to come to their own conclusions • Numeracy skills and the ability to understand and explain basic cost information. • Good written and oral communication skills with the ability to build relationships with a range of stakeholders. • Competent in a range of IT tools including databases and MS Office. • Ability to explain processes and concepts in simple terms and produce simple reports, and to build and maintain effective relationships with a range of people. • Able to plan and prioritise own work in the context of conflicting priorities. • Ability to work effectively and flexibly as part of a team • Ability to guide and support less experienced or more junior colleagues. • Experience of working with the user group. • Satisfactory DBS clearance might be required.

<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<p>A basic understanding and knowledge of the structure, function and legislative context of Adult Social Care services. An understanding of some of the common health conditions and the implications of these on an individual's wellbeing.</p> <p>Ability to communicate and engage with individuals, families, carers, colleagues and other agencies both verbally and in writing in a clear, jargon free and professional manner.</p> <p>Ability to understand the forms of harm and their impact on people and to identify safeguarding concerns. With support and guidance able to undertake work related to safeguarding concerns.</p> <p>Ability to take personal responsibility for clear recording of decision making used in case work, maintaining up to date case work records on the database as required by Surrey County Council's Adult Social Care Directorate's Data Protection policies including the principles of confidentiality and the importance of complying with confidentiality policies within the service.</p> <p>Ability to co-operate and work well with others, support colleagues both within and outside of the team and contribute to the successful achievement of team goals, sharing information and learning whilst supporting others.</p> <p>Experience of managing and prioritising a workload in a fast paced changing environment. Experience of using organisational skills, maintaining attention to detail, and using a person centred, professional approach whilst working with the public.</p>
<p>Role Summary</p>	<p>Roles at this level provide a practical front line support service helping with advice and guidance and managing a less complex caseload, or providing frontline support to service users and their families/carers. They work as necessary with community, professional groups and local organisations to ensure provision of advice and support to service users, using analysis and judgement to apply knowledge of systems, procedures and good practice. They will need to be able to work independently, as well as part of a team, and will work under the supervision and guidance of more senior staff. They will set their own priorities within short, e.g. day-to-day or week-to-week timescales. They may be involved in guiding the work of less experienced or more junior staff.</p>