

Job Class Profile: Physiotherapy Support Worker**Pay Level: CG-28 Point Band: 578-621**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	4	4	4	5	3	3	3	2	5	
Points	187	67	25	24	90	65	62	43	54	617

JOB SUMMARY

Responsible to provide clinical support work in Physiotherapy or Occupational Therapy to assist clients reach occupational performance goals by carrying out support interventions or therapeutic work in the treatment of persons with movement dysfunctions as a result of illness, injury or other disability to clients in acute care, continuing care, long-term care, rehabilitative and community settings. Work is performed under the clinical direction of a Registered Physiotherapist or Occupational Therapist and may involve the responsibility to coordinate, prioritize and schedule assigned activities.

Key and Periodic Activities

- Collaborates with therapists in planning and implementing treatment programs and activities to improve clients' daily living, rehabilitation, and social functioning (i.e. cooking, grocery shopping, banking, computer, personal hygiene, dressing, mobility, recreation/leisure, etc.); liaises with therapists regarding clients' progress and documents information.
- Performs assigned activities which could include working with clients one on one to maintain or improve performance in self-care tasks (i.e. washing, dressing), daily living activities (use of public transit, using computers) and/or teaching clients to use adaptive aids (i.e. shoe horn, sock aid, etc.), or working with clients who require exercising or sensory stimulation treatment activities (i.e. range of motion, upper extremity strengthening, transfer training, balancing exercises, sensory processing, etc.).
- Organizes, prepares, sets up, facilitates, and/or delivers group treatment activities (i.e. self-care, productivity, and leisure). May assist, teach, or evaluate clients' existing or new skills (i.e. how to operate a sewing machine, garden, cook, cut and sew material, knit, crochet, make jewelry, stain glass, etc.).
- Provides direct patient care through hands on treatment of various therapeutic interventions and protocols (i.e. increasing strength and stamina, gait and balance). Implements treatment plans designed by therapists (i.e. exercise or mobility programs) to achieve and maintain health and fitness and manage impairments.
- Prepares the patient, treatment area and equipment for the physiotherapist. Prepares, applies and removes modalities such as hot and cold packs, Transcutaneous Electrical Nerve Stimulation (TENS), Interferential Current treatment (IFC), hydrotherapy treatment and hot wax treatment as per Physiotherapist direction. Applies and removes braces, splints, prosthesis

Key and Periodic Activities

- and corsets. Assists patients with dressing and undressing for treatments.
- Administers standardized tests and measures as assigned and reports results to therapist. Monitors patient condition, response to treatment and progresses treatment program within established limits. Documents relevant information on patient charts.
 - Assists with patient assessment.
 - Assists the therapist with fabricating various treatment and adaptive devices or the provision of postural seating systems (i.e. splints, pressure garments, slings, orthotics, wheel chair modifications, leg lifters, etc.), provides information to clients regarding availability of other adaptive equipment, may order or purchase appropriate equipment and supplies as directed by the therapist, and notify clients as it is received. May shop for clients requiring OT supplies not available as standard ordering items, or shop for supplies and equipment to use in some programs (i.e. groceries, fabric, etc.).
 - Establishes positive relationships with clients and their families, and demonstrates empathy and support, educates clients and family members to processes and facilitates community integration through enabling participation in meaningful occupations in community settings including occupations related to self-care, productivity, and leisure.
 - Performs administrative functions such as books client appointments, typing letters and reports, tracking the number of patients seen, maintaining patient charts, sends and receives faxes and emails; answers and responds to telephone calls or directs as appropriate; photocopies information; sends and sorts mail; updates filing system; posts information for clients regarding educational and social opportunities and retrieves referrals from various areas and records referrals for distribution to the appropriate therapist.
 - Maintains inventory and provides general care, cleaning, and equipment maintenance (i.e. wheelchairs, cushions, back supports); repairs equipment or arranges to be sent out for repairs; cleans equipment; fills out safety check forms and brings to clinical lead as appropriate. In collaboration with the team lead, orders equipment and appropriate supplies as required. Bills clients for goods as they are received.
 - Maintains and replenishes petty cash and purchase orders. Responsible for verifying credit card transactions, ordering and receiving stock and office supplies
 - Maintains and keeps track of client information pamphlets, forms, disabled parking permits, and reorders as appropriate.
 - Porters patients to and from therapy appointments. Ensures proper positioning of patients.
 - Attends staff meetings and committees related to service operations and professional activities and continuing education in-services and workshops as required (i.e. Workplace Hazardous Management Information System (WHIMIS) and fire in-services).
 - Cleans and disinfects supplies and equipment as per infection control guidelines.
 - Provides orientation to new staff; acts as a preceptor for Occupational Therapy/Physiotherapy Assistant students and provides performance feedback.
 - Maintains monthly workload measurement statistics.

SKILL

Knowledge

General and Specific Knowledge:

- Occupational therapy/Physiotherapy related policies, procedures, trends, treatments and developments
- Equipment, maintenance, and technology as it relates to field
- Community supports and agencies
- Human Anatomy
- CPR
- Back Injury Prevention
- Suicide and Therapeutic Crisis Intervention
- Mental Health Care and Treatment Act
- Depending on the work area, specific knowledge of clients conditions, disorders, therapy practices and activities.
- Health conditions

Formal Education and/or Certification(s):

- Minimum: 2 year Diploma (Occupational Therapy Assistant or Physiotherapy Assistant)
- May require BLS, therapeutic crisis intervention, and suicide prevention training certification

Years of Experience:

- Minimum: 1 year of experience

Competencies:

- Communication, interpersonal, and life teaching skills
- Perform various therapies, procedures and operate/calibrate various equipment
- Work in a multi-disciplinary team and independently
- Computer skills

Interpersonal Skills

- A range of interpersonal skills are used to listen to and provide routine information, ask questions, provide direction to others including students, deal with upset clients, promote the service and provide care, comfort, and motivation to clients, work cooperatively with other members of the healthcare team to complete work tasks and solve problems, instruct, facilitate, coach, or mentor clients in activities (i.e. life skills such as cooking, woodworking, etc.), and provide constructive feedback on those skills.
- Communications occur with employees within the immediate work area, within and outside the department and organization (i.e. community resources to provide activities and supports for clients), supervisor/manager, clients and their families as well as with students, suppliers/contractors, and professional advisors.
- The most significant contacts are the clients receiving treatment/interventions and their family members; Physiotherapists and Occupational Therapists; Divisional Managers and Professional Practice Coordinators.

EFFORT**Physical Effort**

- The demands of the job occasionally result in considerable fatigue, requiring periods of rest, and a need for strength and endurance.
- When performing their activities, regularly lifts or moves objects less than 10 lbs (i.e. equipment and supplies), and objects between 10 – 25 lbs (i.e. wheelchairs, transfer boards, treatment equipment, tables, and chairs). Also required to lift and move patients during patient transfers from wheelchairs or beds and position clients for treatment (may utilize a mechanical lift). Regularly, there is a requirement to physically handle materials (i.e. push and pull supplies, equipment, carts) for the set up and running of activities.
- When performing their activities, regularly required to stand or walk for extended periods (i.e. portering patients, mixing soil, cooking, watering plants, exercising, etc.). Occasionally, sits to perform work on the computer or to telephone clients, make appointments and returns calls. Occasionally required to drive to either clients' homes or community buildings to assist with therapy or to facilitate activities.
- Work may involve a variety of body postures to perform occupational therapy/physiotherapy support work including working in awkward or cramped body positions requiring bending, kneeling and stretching and sometimes strength and endurance.
- When performing activities, occasionally operates machinery, equipment, and hand tools that require very controlled movement and steadiness. Fine finger work and precision is required to perform computer related work, handle small parts of equipment and to adjust or work with parts on adaptive equipment. Utilizes gross motor skills when performing patient transfers and maintains balance when working with clients.

Concentration

- **Visual concentration** is required to observe clients during therapy for verbal communication, signs of pain, distress or fatigue, and to implement appropriate interventions when needed to ensure treatment plans are implemented correctly. Visual concentration is also required to demonstrate skill techniques such as cooking and handling sharp items, kitchen utensils and hot appliances to ensure the safety of clients and staff; to inspect equipment such as wheelchairs to ensure they are working properly and for entering clients' information into the computer.
- **Auditory concentration** is required to listen to the healthcare team requesting or providing information, and to listen to clients' during therapy to determine discomfort, fatigue, or frustration or to listen to their concerns about daily living problems or activities in order to document the appropriate information and to give them support and comfort. Also required to listen for timers on machines regarding treatment completion.
- **Other sensory demands required include touch** which is used during therapy (i.e. sensory exercises; check temperature during heat or cold therapy), to porter patients to and from appointments, to fabricate orthotics, for cooking activities to check temperatures in order to avoid burning, to adjust cushions and wheelchairs, to assist clients with mobility and range of motion issues and to check strength and skin temperature. The **sense of smell** is also a requirement to detect personal hygiene, use of substances (i.e. alcohol and drugs), and smoking in inappropriate places.
- Tasks which are **repetitive and require alertness** are observation of clients especially during transfers and treatments.
- **A high level of alertness and concentration** is required to observe clients during activities and treatments, as they may be unwell, at risk, violent, aggressive or show signs of distress, discomfort or change in medical condition. Also required when responding to crisis situations,

driving, working around various power tools, kitchen utensils, during transfers of clients and when documenting clients' information.

- **Higher than normal levels of attentiveness or alertness for the health and safety of others** is evident to ensure patient safety during treatments and transfers.
- There are **time pressures** and **deadlines** specifically to perform activities often around clients and/or health professional's schedules or treatments, to complete reports, and to document clients' information. **Interruptions** can occur because of changes in a client's condition/behaviour or appointment schedules with healthcare professionals, and as a result of pages or telephone calls. There is often **lack of control over the work pace** due to the unpredictable number of clients that need to be seen or to attend activities, availability of space, and as a result of changes in a client's situation/condition. **Deadlines** exist to have monthly statistics compiled and submitted on time.
- **Eye/hand coordination** is required to perform patient care activities including range of motion and balance drill exercises; computer-based work using a mouse, keyboard and teaching clients skills (i.e. typing, knitting, painting, etc), using mechanical lifts, and operating machines such as a sewing machine to fabricate garments or to make moulds and splints.
- **Exact results and precision** are required when documenting patient information on patient charts; assisting patients with exercises to ensure exercise routines are performed properly; when fabricating devices such as splints, orthotics, and servicing equipment such as wheelchairs, to ensure they are safe to use for the client.

Complexity

- Performs a series of tasks and activities that are similar/related which allow the use of similar skills and knowledge.
- Typical complexities include organizing, facilitating, and conducting individual or structured activities, handling crisis situations with clients who may be verbally and physically aggressive, and figuring out ways to adjust or design adaptive devices to aid a client's unique condition or situation. May also include assisting clients with daily life skills in order to improve their quality of life and coaching/instructing patients through physiotherapy sessions to obtain optimal performance and function (i.e. demonstrating correct technique or procedure).
- Complexities are typically solved by consulting with therapists, co-workers, professional practice coordinators and supervisor or manager; referencing organizational/departmental guidelines, policies and procedures; Occupational or Physiotherapy standards/scope of practice, code of ethics and other regulations or guidelines of the respective professional associations.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are generally prescribed or controlled as work is assigned by and performed under the direction of a registered physiotherapist or occupational therapist and within the respective scope of practice.
- Independent decisions can be made regarding work performed within scope of practice. Can make decisions when delivering activities to clients such as instruction and guidance on how to perform skills, requesting patient charts, equipment to be used, make schedule changes when clients cancel or a client is aggressive, order supplies/equipment, send equipment out for servicing, process client orders for adaptive devices, and assign/delegate tasks to students.
- Approval is required to meet with new clients, to make changes to program design and set up, for large purchases, petty cash, shop for supplies not in stock, make changes to policy and procedures, introduce new exercises into a treatment programs, dispose of broken or unused equipment, to change hours of work, and to participate in education and training opportunities.
- Interprets directions and applies guidelines when performing treatments and delivering activities to ensure the safety of clients.
- Some discretion is exercised to adjust or stop treatment programs depending on the condition of the client (i.e. determine the difficulty of exercises) and to choose the types of adaptive equipment to be used with certain clients.
- Exercises a high degree of discretion and judgment to stop a program, if a client is feeling unwell or is at risk for harm. During patient treatments, changes in patient status must be identified and responded to appropriately to ensure patient safety. Also exercised when working in a client's home alone. Uses discretion with clients and incidents or concerns are reported back to the supervisor and addressed appropriately.
- Provides instruction, guidance, and feedback to clients regarding activities, treatments or skills and receives instruction related to treatment activities from occupational therapists, physiotherapists and/or manager.

Impact

- Tasks and activities have an impact on the immediate work area, within the department/organization, and on clients. Work involves scheduling patients and coordinating related activities, preparing patients and treatment areas, ordering and maintaining inventory of supplies and equipment and performing related work in patient care.
- Work activities can either negatively or positively impact the quality of care provided to clients based on the care given to them and the activities provided. For example, clients who correctly receive and learn life skills may have shorter admission, recovery, and/or earlier discharge resulting in successful integration into the community; and if the appropriate care is not given then there are negative impacts for the client.
- Work activities impact processes/systems, information, health & safety, finances, facilities, equipment, human and material resources. Most significant impacts are on clients.
- Consequences of mistakes or errors are felt within the immediate work area and department and on patients. Mistakes or errors in patient care directly impact the patients and may lead to additional treatment. Incident reports are required to be completed to document the situation and submitted to supervisor and management personnel. Mistakes in scheduling could lead to service delays while mistakes in checking equipment may lead to malfunctions requiring repair and/or replacement.
- Typical errors that occur include not carrying out an activity or teaching a life skill as

prescribed by the therapist resulting in injury to the client, error in not handling or transferring a client correctly, or ordering the wrong kinds of adaptive equipment.

- Any errors are mitigated as the work tasks and activities are generally prescribed and controlled by the direction given by the therapist and are performed within the scope of practice. Any incidents and occurrences are documented, and any clinic decisions are made in consultation and are approved by a therapist.
- Errors are typically identified within hours by the support worker, therapists, and/or nursing or medical staff.

Development and Leadership of Others

- Not responsible for the supervision of staff.
- Development and leadership responsibilities include providing orientation to new staff, providing advice, guidance and direction to students which may include organizing and coordinating work, giving feedback regarding performance and evaluating performance during work term.

WORKING CONDITIONS

Environmental Working Conditions

- When performing work activities, required to follow universal precautions such as wearing gloves, masks, gowns, safety goggles, and follow infection control policies and procedures (i.e. washing hands) and following standard safety procedures/precautions are required.
- There is a limited to moderate likelihood of receiving minor cuts, bruises, abrasions, injuries or illness and limited likelihood of receiving a partial and/or total disability.
- Regularly exposed to bodily fluids, odours, infectious diseases, unusual or distracting noise and awkward or confining workspaces. Occasionally, exposed to glare from the computer, physical dangers or threats, wet or slippery surfaces and dirt/dust. Occasionally, travels to and from clients home or community sites, sometimes in adverse weather conditions.