MSK Clinician Job Description

## Job details

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| **Job title:** | MSK Clinician (Remote) |
| **Department:** | Corporate MSK |
| **Location:** | Home based |
| **Reporting to:**  **(job title only)** | Corporate MSK PMI Team Lead |
| **Job purpose:** | To carry out telephone/video-based triage assessments and treatment for a blend of patients, as well as case management when referred to our network clinics. The MSK Clinician would work under the direct supervision of the Corporate MSK PMI Team Manager and be supported by the Clinical Team through a Clinical Supervisor. You will work predominately within the Private Medical Insurance Team and may have opportunity to work across several of our established service lines. Doors will be opened for you to work with a range of clients whilst you manage a caseload of patients in a professional manner. |
| **Role and Responsibilities:** | * Assess, diagnosis and provide high quality patient care as an autonomous practitioner. * Ensure appropriate consent to treat and to report is obtained. * Carry out remote telephone and video assessments of patients in line with BASRaT/CSP/VHG standards of practice. * Demonstrate ability to escalate clinical presentations appropriately and in a timely manner. * Use outcome measures to demonstrate treatment effect. * Provide evidence-based treatment and management of patients to achieve rapid return to function and work. * Optimise use of virtual triage and virtual management strategies to support patient care. * Maintain records in line with BASRaT/CSP/HCPC core standards and Vita Health standards. * Communicate with GPs and clients in line with Vita Health procedures. * Follow procedures and ensure data is logged on our Case Management system for each case in line with VHG policy. * Actively participate in case reviews, supervision and training sessions. * Conduct biopsychosocial assessments and treatment alongside group sessions to facilitate recovery in patients with chronic conditions and those who require support in returning to work. * Keep up to date with evidence-based practice/guidelines. * Responsible for organising, prioritisation and planning own caseload with support from operational team. * Maintain evidence of continual professional development. * Other duties as may be required from time to time.   **Equality Diversity & Inclusion (EDI)**  We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do.  Vita Health Group has several initiatives in place to achieve this including our Zero Tolerance Policy, Code of Conduct, Freedom to Speak Up Guardians, and more. We believe it is the responsibility of everyone to ensure their actions support this goal with all internal and external stakeholders.     * Be aware of the impact of your behaviour on others. * Ensure that others are treated with fairness, dignity, and respect. * Maintain and develop your knowledge about what EDI is and why it is important. * Be prepared to challenge bias, discrimination, and prejudice when possible, and raise with your manager, the EDI & Sustainability team, or the Freedom to Speak Up Guardians. * Encourage and support others to feel confident in speaking up if they have been subjected to or witnessed bias, discrimination, or prejudice. * Be prepared to speak up for others if you witness bias, discrimination, or prejudice. |
| **Clinical Governance:**  **(where applicable)** | * Peer Audit of Records and Calls (as required) |
| **Training and supervision:** | * Regular In-house training * Assigned Clinical Supervisor for 1:1 clinical support. * Monthly auditing of clinical cases |
| **Additional information:** | * Some travel including occasional overnight stays may be required. * Some roles may include on-site contract cover dependent on location (as required) * Key performance Indicators include: * Clinical Outcomes * Patient Satisfaction * Pathway Optimisation * Operational factors such as utilisation |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | * A degree in relevant MSK profession such as Rehabilitation Therapy and Sport Rehabilitation (must have BASRaT membership) |  |
| **Experience** |  | * Experience in health coaching * Experience in remote (especially video) MSK triage, planning and management * Post-graduate experience in a MSK triage setting * Proven experience of managing a caseload of patients and running rehabilitation classes. |
| **Skills/knowledge** | * IT literate – intermediate level minimum - using electronic patient management systems * Sound musculoskeletal knowledge including assessment/treatment of common conditions of the spine, upper limb and lower limb. Awareness of Post-operative protocols and precautions | * Speaks another language |
| **Specialist training** |  |  |
| **Personal competencies and qualities** | * Excellent verbal and written communication skills * High level of enthusiasm and motivation * Ability to work individually or within a team and foster good working relationships * Ability to work under pressure * Excellent time management and prioritisation skills * Ability to deescalate potential complaints * Excellent rapport building skills | * Familiarity and confidence assessing & coaching patients via video link |