Physiotherapy Operational Lead

## Job details

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| Job title: | Physiotherapy Operational Lead  |
| Department: | Corporate MSK |
| Location: | Home Based (remote) with nationwide travel as required |
| Reporting to: | Corporate Head of MSK Operations  |
| Direct reports: | Triage Team Managers |
| Job purpose: | As the Operational Lead for the Physiotherapy Triage Service, you will play a pivotal role in overseeing the day-to-day operations of the service. You will be responsible for ensuring the seamless delivery of physiotherapy care and optimising operational processes to enhance patient experience and outcomes. |
| Role and Responsibilities: | **Operations*** + Through key performance indicators (KPI’s), provide operational leadership for all processes and outcomes across the Physiotherapy service.
	+ Accountable for the effective allocation of clinicians across the service, to meet patient demand in line with our customers service level agreements. Work collaboratively with the Capacity manager to achieve this.
	+ Monitor, report on, and continuously maintain optimal Utilisation across the service.
	+ Implement processes to maintain high standards of care and patient satisfaction, whilst optimising capacity.
	+ Support transformational changes that impact on the operational delivery of the service and ensure successful implementation of these changes.
	+ Identify opportunities for process improvement associated with operational delivery that positively impacts on operational drivers across the service.
	+ Work collaboratively with the Clinical Lead to ensure suitable resource is in place to support clinical pathway placement and FRP targets.
	+ Respond to relevant internal and external queries associated with the service.

**People** * + Provide Operational leadership to your direct reports, tracking and analysing key performance indicators (KPIs) related to their personal development and the business requirements.
	+ Work closely with your Operational & Clinical Leaders to coordinate efforts and ensure a seamless service delivery across the corporate service.
	+ Provide operational leadership of the planning and execution of mobilisations within the service.

**Customer** * + Ensure that all relevant customer SLA’s and KPIs are met and exceeded across the service
	+ Ensure proactive communication is corresponded to the Customer Account Management team to raise awareness to any operational flags within the service.
	+ Support the Head of MSK Operations in the implementation of new propositions and service developments across the Service.
	+ Support the Customer Account Management team on ensuring timely and appropriate involvement of other business functions in the business development process to optimise success rate, profitability, and seamless implementation.
	+ To analyse & present data-driven insights in customer review meetings.

**Finance*** + Working with the Head of MSK Operations to drive a profitable service in line with budget, reporting on key performance measures as agreed.
	+ To ensure that operational efficiencies are identified and delivered in a meaningful manner.
	+ Assist the Capacity Manager in ensuring that resources are allocated effectively and efficiently in line with budget.
	+ Ensure third party clinician support invoices are received within the month relating to the work delivered and accounted for during each month end process.

**General** * + Take responsibility for own health and safety and the health of safety of colleagues, clients and the general public
	+ Not abuse their official position for personal gain, to seek advantage of further private business or other interests during their official duties
	+ To undertake other such duties consistent with the post, as jointly agreed between the Head Of MSK Operations, Operations Director and VHG Board
	+ To always deliver the service in line with and adhere to the Policies and Procedures
	+ Any other reasonable request as required.

**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. We believe it is the responsibility of everyone to ensure their actions support this 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 if possible to do so and raise with your manager and EDI team
	+ 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
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| Clinical Governance  | * + Support the clinical governance team through management & investigation of complaints and critical incident management associated with the Triage service, covering operational aspects of the service.
	+ Report on all operational risks that are active within the Triage service and log them on RADAR.
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| Additional information: | * + Some travel including occasional overnight stays may be required so a full clean driving licence is desired.
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## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** |  | * + Operational Management Qualification CMI/ILM
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| **Experience** | * + Operational management experience
	+ Evidence of leading key operational improvement projects
	+ Experience of capacity management
	+ Experience managing a workforce planning tool
	+ Experience in line management
	+ Experience of building operational manuals
	+ Customer facing experience
	+ Risk Management, mitigating risks to ensure business continuity.
	+ Experience of working within multi-disciplinary and multi-cultural settings
 | * + Experience working in healthcare, Physical or Mental Health services
	+ Understanding of Blue Zinc’s case management system
	+ Budget Management
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| **Skills/knowledge** | * + Strong leadership
	+ Strategic decision maker
	+ Strong prioritisation, planning and implementation skills
	+ Strategic problem solver
	+ Knowledge and understanding of the roles of the various stakeholders in VHG and the corporate environment
* IT literate- advanced
* Intermediate to advanced level of using Microsoft Excel
* Strong Presentation skills
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| **Specialist training** | N/A |  |
| **Personal competencies and qualities** | * + Ability to make informed decisions and prioritise effectively
	+ Excellent interpersonal skills to engage and develop working alliances with internal and external colleagues.
	+ Evidence of values that are consistent with the business.
	+ 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 skills
	+ Very well organised and methodical in approach
	+ An awareness of and commitment to supporting and facilitating diversity and inclusion
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# Version Control

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| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 03/12/2019 | Code: | TBC |  |  |

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| Version: | Date: | Summary of Changes |
| V1.1 | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
| V2.0 | 17.04.2024 | Head of MSK Ops added in additional skills and experience required.  |
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