Corporate MSK Physiotherapist

## Job details

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| Job title: | MSK Physiotherapist |
| Department: | Corporate MSK |
| Reporting to:  (job title only) | Team Manager |
| Job purpose: | The role provides effective evidence based MSK physiotherapy assessment and treatment that will facilitate a client’s recovery in an occupational health environment. The role will involve delivering face to face physiotherapy sessions across multiple of our Central London locations. You will be contributing to the overall clinical excellence of the business through ongoing professional development, sharing best practice, mentoring and utilising the skills both internally and externally of other clinicians available to us. There is also an administrative and marketing function to this position which contributes to the smooth-running and development of the business. |
| Role and Responsibilities: | **Clinical Standards**   * Provide effective and evidence-based treatment including a clear treatment plan and documented Home Exercise Programme * Maintain accurate and timely notes on each client episode within 24 hours of the appointment. * If indicated, issue detailed Management Outcome Reports in-line with ACPOHE guidelines * Clinical outcome measures are achieved by all clinicians in line with National and CSP standards and NICE guidelines. * Adhere to the company’s clinic cleanliness standards and dress policy * Undertake Health Promotion activities outside of the clinical setting to support the customers Wellbeing Strategy as required * Maintain registration with all relevant statutory bodies including the HCPC and CSP, and comply with the relevant Codes of Practice * Possibility to cover other areas of the Corporate Service including workstation assessments, virtual physiotherapy assessments and treatment.   **Customer Service**   * Stakeholder relationships are developed with key personnel at each contract * Satisfaction surveys are sent to all Discharged clients * Awareness of the Key Performance Indicator’s at each site and how their individual performance impacts the Management Information for each customer * Escalation of complaints, queries or SUI’s to your Line Manager as appropriate * Being aware of potential opportunities for additional services within the respective contracts   **Team Working**   * Regular attendance and contribution to In-service training, participating in sessions as required * Achieving KPI’s in line with the Corporate Services targets * Co-working and peer support of colleagues at other sites as required * Flexibility to cover additional contracts in the event of unexpected clinician absence * Involvement in team projects that enhance service delivery   **Administrative**   * Complete any administrative tasks relating to a client’s treatment (e.g. letters to specialists) or the overall running of the clinic or the business aims. * Capturing accurate statistics on the service utilisation, clinical presentation and customer satisfaction through timely completion and submission of timesheets and surveys. * Responsible for delivering a specific non-clinical function within the business to contribute to the overall efficiency and quality of the service. This should be undertaken within downtime in the diary when there are no clients booked. * SUI and Non-conformances are logged accurately and in a timely manner |
| Training and supervision | * Annual Watched Assessment * Bi-Annual clinical notes and records audit * Supervision and clinical case discussion as required * On-line Occupational Health training modules * Occasional support to new starters with regards to processes/ policies that are Occupational Health contract specific |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | * BSc or MSc Physiotherapy * HCPC and CSP Registration |  |
| **Experience** | * 3-years’ experience in an MSK setting, desirable if previous experience was within an Occupational Health setting | * Previous experience with report writing. * Previous experience delivering health promotion and wellbeing sessions |
| **Skills/knowledge** | * An understanding of the key principles of Occupational Health Physiotherapy * Demonstrable skills and knowledge in subjective and objective assessment of MSK conditions; goal setting; rehabilitation & exercise prescription. | * Additional skills such as acupuncture |
| **Specialist training** | * Evidence of further qualifications, training or CPD within the Occupational Health field. |  |
| **Personal competencies and qualities** | * Strong verbal and written communication skills |  |
|  | * IT literate – intermediate level minimum – using electronic patient management systems. |  |
|  | * High level of enthusiasm and motivation. |  |
|  | * Ability to work individually or within a team and foster good working relationships. |  |
|  | * Excellent time management and prioritisation skills. * Strong interpersonal skills. * An awareness of and commitment to supporting and facilitating diversity and inclusion. |  |

# 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) |
| V1.2 | 06/08/20 | Updated to include diversity and inclusion statement |
| V1.3 | 22/01/24 | Updated to change essential specifications |