Remote Physiotherapist/Case Manager

## Job details

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| **Job title:** | Remote Physiotherapist/Case Manager |
| **Department:** | Corporate MSK |
| **Location:** | Remote/Home Based |
| **Reporting to:**  **(job title only)** | Corporate MSK Remote Team Manager |
| **Job purpose:** | To carry out telephone/video-based physiotherapy assessments and treatments to a wide variety of people, comprising of triage & treatment as well as case management of patients sent to our Network of Physiotherapy clinics. The Remote Physiotherapist/Case Manager would work with direct support of the Corporate MSK Team Manager. |
| **Role and Responsibilities:** | * Ensure appropriate consent to treat and to report is obtained * Carry out remote assessments of patients in line with CSP core standards of practice * Proactive caseload management * Commitment to person-centred approach * Use outcome measures to demonstrate treatment effect * Provide evidence-based treatment and management of patients to achieve rapid return to function and work * Maintain records in line with CSP core standards and Vita Health standards * Follow procedures and ensure data is logged on our Case Management system for each case * Actively participate in case reviews * Liaise with referrers, employers and occupational health & safety professionals regarding return-to-work plans * Keep up to date with evidence-based practice/guidelines * Maintain evidence of continual professional development * Ability to manage expectations * Commit to auditing schedule   **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. |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | * A degree in physiotherapy is essential along with HCPC and CSP membership. |  |
| **Experience** | * 2 years previous experience within an MSK service | * + Experience in health coaching |
| **Skills/knowledge** | * IT literate – intermediate level minimum - using electronic patient management systems * Experience working in a fast-paced environment | * + Experience in diary management   + Experience in managing a large caseload   + Experience in corporate healthcare   + Previous Remote working |
| **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 * An awareness of and commitment to supporting and facilitating diversity and inclusion |  |

# Version Control

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| 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 | 26/8/22 | Updated to include more specific essential and desirable skills and experience |