Physiotherapy Manager

## Job details

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| Job title: | Physiotherapy Manager (Private & Occupational Health Physiotherapy)  |
| Department: | Corporate: Private MSK |
| Location: | Private & Occupational Health Physiotherapy - London Based |
| Reporting to: (job title only) | Regional Operations Lead  |
| Job purpose: | The purpose of this role is to ensure the effective clinical and operational delivery of the London based clinics (Private Physiotherapy & Onsite Occupational Health). You will be supporting clinical team leaders across the service to deliver high quality physiotherapy services and to meet the operational requirements for the service.  |
| Role and Responsibilities: | * + To be responsible for delivering the financial & operational targets set for the London based Physiotherapy clinics.
	+ To work closely with the Capacity Manager to ensure adequate capacity across both the Private Physiotherapy Service and London Onsite Occupational Health clinics.
	+ To oversee the line management of Vita Health Group’s London Based Physiotherapy Team Managers (Private Physiotherapy & Occupational Health).
	+ In conjunction with the Private Service Clinical Lead, lead on our private physiotherapy proposition development to ensure best clinical practice for private physiotherapy service is followed.
	+ To maintain active participation in the CSP, ACPOHE, BASRaT and/or PhysioFirst to monitor, understand and reflect changes within the Private & Occupational Health Physiotherapy setting.
	+ To lead on recruitment across the service with support from associated Team Leaders.
	+ To assist with clinical audits across the service including those for bonus payments.
	+ To assist with delivery of the In-Service Training sessions monthly.
	+ To demonstrate an understanding of a Private Physiotherapy service and contribute to strategic development.
	+ To support the Customer Relationship Managers for the London Occupational Health clinics with customer management and queries.
	+ To ensure that all relevant London Onsite Customer SLAs are met and exceed across the Occupational Health Service.
	+ Any other reasonable requests

**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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| Training and supervision: | * + Weekly support from assigned Operations Lead
	+ Monthly Leadership Team meetings
	+ Access to additional VHG leadership in house training program
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| Additional Information  | * + You will be required to travel to various Physiotherapy clinics within London and Buckinghamshire
	+ Travel within the UK may be required
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## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | * + Degree in Physiotherapy or Rehabilitation Therapy
	+ Registered with HCPC or BASRaT
	+ Previous Clinical Experience
 | * + Previous Occupational Health experience, ACPOHE qualification
	+ Member of Physio First and/or BASRAT, Chartered Society of Physiotherapists
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| **Experience** | * + Experience in an Operations Role
	+ Line Management Experience
	+ Financial & Budgetary Management Experience
	+ Experience in the delivery of in-service training
	+ Experience in customer reporting for London Onsite Occupational Health clinics including preparing reports and attending regular customer meetings
 | * + Previous non-clinical experience including service development strategies
	+ Project Management experience
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| **Skills/knowledge** | * + Working knowledge of a private physiotherapy service and expectations
	+ Experience with Excel and PowerPoint
	+ Understanding of Operational Processes
 | * + Experience with TM3 patient system
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| **Specialist training** | * + Evidence of attendance to external training
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| **Personal competencies and qualities** | * + To be able to travel to London area clinics on a weekly basis
	+ Interpersonal skills to engage and develop working alliances with key stakeholders and clinicians
	+ Evidence of an openness to learning new knowledge and skills
	+ Excellent verbal and written communication skills
	+ High level of enthusiasm and motivation
	+ Ability to work under pressure
	+ Excellent time management skills and ability to delegate tasks
	+ An awareness of and commitment to supporting and facilitating diversity and inclusion
 | * + Valid UK Driving License
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# Version Control

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| Version: | Date: | Summary of Changes |
| V1.1 | 13/11/23 | Creation of Document |
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