NHS MSK Clinical Lead

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| Job title: | NHS MSK Clinical Lead |
| Department: | NHS MSK |
| Location: | London |
| Reporting to:  (job title only) | NHS MSK Service Lead |
| Direct reports:  (job title only) | None |
| Accountable to:  (where applicable) |  |
| Responsible to:  (where applicable) |  |
| Job purpose: | The NHS MSK Clinical Lead will be responsible for supporting the clinical delivery and operational effectiveness of the NHS MSK service within our current (Southeast and Southwest London) and future footprint. They will be from an MSK clinical background, with extensive experience in NHS MSK services. Experience working in a Clinical assessment and triage service is preferable but not essential. In addition:   * Will be responsible for supporting the training and development of the clinical workforce * Will have the competencies to manage complex clinical issues and incidents within the service * Will provide comprehensive clinical support to the team to drive and instil clinical effectiveness and a culture of continuous improvement. Will have the experience and competencies to ensure delivery of a robust outcome focused service * Develop and maintain relationships with key stakeholders including the MSK Clinical Director, National MSK Clinical Lead NHS MSK Service lead, local Secondary care department leads, and primary care directors and managers. * The post holder will provide supervision, training, and advice to senior clinicians and the MCATS team. * Will maintain a clinical caseload * Will oversee the quality assurance and quality improvement activities for the service.   Will attend and represent the service at all relevant clinical network events, meetings and working groups, both regionally and nationally |
| Role and Responsibilities: | The post holder will be expected to contribute to the clinical activity of the service, in order to act as an expert therapist and role model to staff. The post holder is responsible for:   * Carrying out, and supporting clinical team leads to carry out quality assurance activities, including audit. * Working closely with the MSK Clinical director and National MSK Clinical Lead to ensure learning is shared appropriately from quality assurance and quality improvement activities. * Maintaining an in-depth knowledge of all Vita Health Group services * Support different clinical activities as required including MSK triage, and diagnostic review lists. * Support with performance management of clinicians where they are failing to meet their KPI’s. * Assisting with the strategic development of the service both internally and externally * Collaboration and pathway management with external clinical agencies such as Secondary Care, Primary care, and other local intermediate services to ensure safe and effective transitions for patients. Actively engage with these partners to attend or offer external training sessions where appropriate to support this process. * Provide clinical representation at contract meetings * Assist with the long-term planning and development of NHS MSK therapies within VHG * Manage complex complaints in line with the company’s complaints management process covering both clinical and operational aspects of the service * Ensure all aspects of confidentiality and data protection relating to both the service and individuals are always maintained   The management of **clinical** **delivery** within the service:   * Make decisions on suitability of new referrals, adhering to the referral protocols, and refer unsuitable clients on to the relevant service as necessary, with due regard for assessment and management of risk. * Ensure clear local clinical pathways are in place which reflect best practice and evidence based MSK management. Review and update these at regular intervals and use these to evaluate and benchmark clinical decision making within the team. * Support the Registered Manager in upholding and maintaining CQC compliance across the service, to include an engagement strategy for service wide accountability to CQC standards via a regular regional CQC/IPC committee or suchlike. Evaluate group therapy programmes with reference to best practice and informed by NICE guideline. * Support the service to deliver safe and effective regulated activity such as therapeutic injections. Support in maintaining and regular reviewing the relevant procedures and protocols to allow for this i.e. meds management process, PGD development/sign off, IPC. * Involve patients and their family members with service improvement initiatives. * Ensure treatment delivery remains accessible and convenient. * Attend multi-disciplinary meetings relating to referrals or clients in treatment, where appropriate. * Complete all requirements relating to data collection within the service. * Keep coherent records of all clinical activity in line with service protocols. * To undertake risk assessment and risk management when implementing new models of care. * Implementing service developments to keep up with new evidence as it emerges * Ensuring a robust Clinical Supervision framework is in place * Ensure Quality Assurance systems are imbedded at all levels of service delivery   **The management of staff within the service:**   * Be involved in recruiting new staff to the service * Support clinical team leads with setting objectives and personal development plans for underperforming clinicians. * Ensure all staff have the correct level of supervision in line with the supervision policy ensuring that robust arrangements are in place and a solid supervisory structure is maintained for all elements of service delivery   **Training and continuing development:**   * Ensure staff are appropriately skilled and trained to deliver the service * Ensure that the staff maintain training profiles appropriate to their roles in order to provide a high quality care which is compliant with CQC fundamental standards. * Ensure all staff are participating in CPD, based on self-assessment of therapeutic competences and their appraisals * Ensure that staff complete the training element of their post * Contribute to the decision-making process regarding external course funding applications   Any other reasonable duties 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.  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) |  |
| Training and supervision: |  |
| Additional information: |  |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | * HCPC registered. * CSP member or equivalent * Physiotherapist/ Osteopath/ or other relevant MSK professionals can be considered. | * Clinical assessment and triage experience. * Injection therapist * Ultrasonography * Independent prescriber. |
| **Experience** | * Minimum 5 years NHS MSK experience. * Well-developed experience of working with a wide range of MSK problems within a therapeutic model * Experience of performance management * Experience in providing training/ overseeing students * Experience in line management and supervision of clinical staff * Experience of working within multi-disciplinary and multi-cultural settings * Experience of generating policy and procedural working practices * Experience of undertaking evaluation | * Experience of working at a leadership level within an MSK service * Experience of working within a Clinical Assessment and Triage service |
| **Skills/knowledge** | * Knowledge of primary, intermediate and secondary care MSK services * Understanding of NICE guidance relating to MSK/ BestMSK collaborative/ GIRFT MSK pathways | * Speaks another language * Understanding of NHS MSK contractual models. |
| **Specialist training** |  |  |
| **Personal competencies and qualities** | * Inclusive leadership skills * A committed and professional approach to work * Highly effective communication skills, presentational, general verbal and written * Computer/ Information Technology skills * Ability to work under pressure * Ability to be a team player * Good organisational and time management skills * Willingness to abide by the company and service principles, policies and procedures * Must be legally entitled to accept and perform work in the UK |  |

# 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 |
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