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 assessment and treatment for a blend of patients, 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 under the direct supervision 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 * 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 * Communicate with GPs and clients in line with Vita Health procedures * 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 * Log data and audit outcomes of programmes * Maintain evidence of continual professional development * Involvement in Specialist Triage Services * Other duties as may be required from time to time   **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 |
| **Clinical Governance:**  **(where applicable)** | * Peer Audit of Records and Calls (as required) |
| **Training and supervision:** | * Regular In-house training * Assigned buddy for peer supervision |
| **Additional information:** | * Some travel including occasional overnight stays may be required, so a full clean driving licence is desired. * Occasional on-site contract cover dependent on location (as required) |

## 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 |  |
| **Specialist training** |  | * + Occupational Health experience   + ACPOHE Membership or completion of ACPOHE Courses   + IRMER Trained |
| **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 |
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