Corporate MSK Remote Team Manager

## Job details

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| Job title: | Corporate MSK Remote Team Manager |
| Department: | Corporate MSK |
| Location: | Home Based (remote) with nationwide travel as required |
| Reporting to: (job title only) | PMI Operations Manager |
| Direct reports: (job title only) | Virtual Physiotherapist and Case Manager  |
| Accountable to: (where applicable) | PMI Operations Manager |
| Responsible to:(where applicable) | PMI Operations Manager |
| Job purpose: | The purpose of this role is to ensure the effective operational and clinical delivery of all service lines provided through the Remote Case Management Team, and to ensure that your team comply with clinical and operational processes associated with service excellence. |
| Role and Responsibilities: | * To ensure that the delivery of services by your team are in line with business requirements, clinical governance guidelines and customer SLAs.
* Working with your Remote Manager peers, develop and update all remote processes, as required, to ensure the smooth running of all remote services.
* To be the main point of contact for all day to day queries associated with your remote team.
* To report on and exceed key performance measures for your team in line with customer and business requirements.
* Working with clinical governance, ensure that your team meet and exceed the clinical and operational standards required to deliver customer contracts and service excellence.
* Working with your Remote Manager peers, ensure that all health and safety policies and procedures are met and exceeded across the remote service.
* Support the Service Lead, Deputy Service Lead & Operations Manager with any business change management associated with changes in service delivery/operating models.
* Assist with the onboarding of third-party clinicians as appropriate.
* Support the commercial team with relevant customer queries.
* Manage all complaints associated with the Remote Service and/or its staff.

**People*** Through working with the Operations Manager, and your Remote Manager peers, ensure that the Remote Service has enough resource to service current and projected business volumes, optimising utilisation of directly employed and third-party clinicians.
* Support the recruitment and onboarding of Remote Case Managers as the business requires.
* Manage and develop direct reports in line with personal development and business requirements.
* Ensure that your Remote Case Managers are appropriately trained to deliver the relevant customer contracts.
* Conduct appraisals for direct reports.

**Customer*** Working with your Remote Manager peers, ensure that all relevant customer SLA’s and KPIs are met and exceeded across the Remote Service.
* Support the Account Managers by providing professional clinical interpretation of data for their clients, as required.
* Support the MSK Operations Manager with the implementation of new business across the Remote Service.
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| Clinical Governance:(where applicable) | To Support the team in ensuring clinical practice is up to date and evidence lead in a clean and safe working environment.  |
| Training and supervision: |  |
| Additional information: | Some travel including occasional overnight stays may be required, so a full clean driving licence is desired. |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** |  | * Degree in Physiotherapy or equivalent
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| **Experience** |  | * Previous managerial experience within a clinical setting
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| **Skills/knowledge** | * IT literate – intermediate level minimum
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| **Specialist training** |  |  |
| **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 skills
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# 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) |
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