Corporate MSK Physiotherapist

## Job details

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| Job title: | Corporate MSK Physiotherapist |
| Department: | MSK Corporate |
| Location: | Homeworking/TBC |
| Reporting to: | Corporate MSK Team Manager |
| Job purpose: | The role provides effective evidence-based MSK physiotherapy assessment and treatment that will facilitate a client’s recovery in an occupational health environment. The role also involves telephone/video MSK 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. In addition, it contributes to the overall clinical excellence of the business through ongoing professional development, sharing best practice, mentoring and buddying and utilising the skills both internally and externally of other clinicians available to us. There is also an administrative and marketing function to this position which contributes to the smooth-running and development of the business. |
| Role and Responsibilities: | **Clinical Standards**   * Provide effective and evidence-based treatment including a clear treatment plan to achieve return to function and work. * Carry out remote assessments of patients in line with CSP core standards of practice. * Maintain accurate and timely notes on each client episode within 24 hours of the appointment. * If indicated, issue detailed Management Outcome Reports in-line with ACPOHE guidelines. * Communicate with GPs, line managers, and clients in line with Vita Health procedures. * Follow procedures and ensure data is logged on our Case Management system for each case. * Involvement in Specialist Triage Services. * Clinical outcome measures are achieved by all clinicians in line with National and CSP standards and NICE guidelines. * Adhere to the company’s clinic cleanliness standards and dress policy. * Undertake Health Promotion activities outside of the clinical setting to support the customers Wellbeing Strategy as required. * Maintain registration with all relevant statutory bodies including the HCPC and CSP and comply with the relevant Codes of Practice. * Actively participate in case reviews and CPD. * Possibility to cover other areas of the Corporate Service. including workstation assessments, virtual physiotherapy assessments and treatment.   **Customer Service**   * Stakeholder relationships are developed with key personnel at each contract. * Satisfaction surveys are sent to all Discharged clients. * Awareness of the KPI’s at each site and how their individual performance impacts the Management Information for each customer * Escalation of complaints, queries or SUI’s to your Line Manager as appropriate * Being aware of potential opportunities for additional services within the respective contracts   **Team Working**   * Regular attendance and contribution to In-service training, participating in sessions as required * Achieving KPI’s in line with the Corporate Services targets * Co-working and peer support of colleagues at other sites as required * Flexibility to cover additional contracts in the event of unexpected clinician absence * Involvement in team projects that enhance service delivery   **Administrative**   * Complete any administrative tasks relating to a client’s treatment (e.g. letters to specialists) or the overall running of the clinic or the business aims. * Capturing accurate statistics on the service utilisation, clinical presentation and customer satisfaction through timely completion and submission of timesheets and surveys. * Responsible for delivering a specific non-clinical function within the business to contribute to the overall efficiency and quality of the service. This should be undertaken within downtime in the diary when there are no clients booked. * SUI and Non-conformances are logged accurately and in a timely manner   **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 |
| Training and supervision | * Annual Watched Assessment * Bi-Annual clinical notes and records audit * Peer Audit of Records and Calls (as required) * Supervision and clinical case discussion as required * On-line Occupational Health training modules * Occasional support to new starters with regards to processes/ policies that are Occupational Health contract specific. |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | * + BSc or MSc Physiotherapy | * + Additional health related degree |
| **Experience** | * + 1-year experience in an MSK setting | * + Experience in an Occupational Health setting   + Experience in health coaching |
| **Skills/knowledge** | * + Strong interpersonal skills   + Strong verbal and written communication skills   + IT literate – intermediate level minimum - using electronic patient management systems | * + Previous experience of report writing and return to work planning   + Proficient in the use of Excel and Word |
| **Specialist training** | * + Demonstrable skills and knowledge in Subjective & Objective Assessment of MSK conditions; Goal Setting; Rehabilitation & Exercise Prescription; Functional Testing | * + An understanding of the key principles of Occupational Health Physiotherapy including:   + Awareness of Blue and Black flags   + Management Report writing   + The principles of Ergonomic Risk Assessment   + Knowledge of the factors involved in Return to Work planning |
| **Personal competencies and qualities** | * + Excellent verbal and written communication skills   + High level of enthusiasm and motivation   + Willing to learn   + 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 |

# 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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