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
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| **Clinical Governance:****(where applicable)** | * Peer Audit of Records and Calls (as required)
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| **Training and supervision:** | * Regular In-house training
* Assigned buddy for peer supervision
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| **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)
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## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | * A degree in physiotherapy is essential along with HCPC and CSP membership.
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| **Experience** | * 2 years previous experience within an MSK service
 | * + Experience in health coaching
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| **Skills/knowledge** | * IT literate – intermediate level minimum - using electronic patient management systems
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| **Specialist training** |  | * + Occupational Health experience
	+ ACPOHE Membership or completion of ACPOHE Courses
	+ IRMER Trained
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| **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
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# Version Control

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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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