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 |
| **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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| 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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