

**Clinical Specialist Physiotherapist Hands
Musculoskeletal Outpatient Physiotherapy Service
18 hours per week**

Location:	Chippenham / Melksham Wiltshire
Responsible to:	Head of Physiotherapy Services
Grade/Band	Band 7

Main Purpose of the Job

To work as a highly experienced physiotherapist responsible for the physiotherapy management of patients within the field of Hand Therapy in the Outpatient Musculoskeletal Physiotherapy Service within HCRG care group. Working as an autonomous practitioner with responsibility for the management of a clinical caseload, providing highly specialised assessment, treatment and advice to patients. To provide clinical leadership to a defined physiotherapy locality ensuring consistent evidence based best practice.

Main Responsibilities and Duties

1. To plan and deliver a client centred hand therapy service to patients in community outpatient hand therapy clinics.
2. To assist in the management, development of hand therapy services, including service reviews and audit. To hold responsibility for defined projects.
3. To provide excellent leadership to all staff within the defined Community MSK Teams named above.
4. Use data and soft intelligence to deliver and enhance performance, meeting and surpassing all key performance indicators.
5. To work in conjunction with other Band 7 clinicians to act as a point of contact for stakeholders and referrers
6. To contribute to the strategic planning including delivery of agreed business objectives.
7. To support policy changes and implementation within the Community setting.
8. Lead locally agreed service changes.
9. Work with other Locality Group Leaders to ensure a consistent approach to delivery across the division/service.
10. To continually measure and evaluate own work and current practices through the use of evidence based practice projects, audit and outcome measures
11. Monitor the patient experience and constantly strive for improvement.

12. Support the Patient Safety and Quality (PSQ) team to embed a culture of excellent governance.
13. Support the development of teams to deliver a clinically safe and effective service.
14. Role model clinical competency by maintaining own professional development.
15. Implement processes for sharing learning from complaints and incidents.
16. Create an open and transparent culture within the team, which supports improvement and innovation.
17. Identify individual learning needs.
18. Ensure that appraisals are undertaken in line with organisational policy.
19. Work with colleagues from across the directorate to ensure consistency of workforce development competencies and delivery.
20. Ensure all caseload in MSK is identified and addressed within the policies and within agreed timescales and key performance indicators.

Patient Care

21. To be professionally and legally responsible and accountable for all aspects of own work. To demonstrate professional skills and standards consistent with a specialist in the field and to ensure that services provided comply with professional and departmental standards of practice
22. To assess for and provide readymade and custom-made splints to meet patient's functional and therapeutic needs. To instruct patients / carers on the safe use of splints / exercise / equipment / adaptations and techniques to increase their safety, independence and quality of life.
23. To monitor the appropriateness of referrals to the department, obtaining additional information relevant to patient care from referrers e.g. Consultants/GP's/Nurse Practitioners, and ensuring appropriate discharge / on-going care. To liaise with referrers regarding physiotherapy services.
24. To undertake comprehensive and highly specialised physiotherapy assessment of physical problems, frequently of a highly complex nature involving psychological and social problems, using highly advanced clinical reasoning and assessment skills to provide an accurate diagnosis and indication of likely outcome
25. To monitor, evaluate and modify treatment in order to measure progress and ensure effectiveness of intervention using standardised Hand Therapy outcome measures and non- standardised functional assessments.
26. To formulate an individual and agreed treatment plan based on in-depth knowledge of evidence based practice and carry out appropriate treatment in a manner that respects people's privacy, dignity and individuality. Reassessing patients progress and altering treatment plans if required
27. To demonstrate highly developed physical skills inclusive of dexterity, co-ordination and sensory skills to carry out assessment and interventions including manual physiotherapy techniques and therapeutic handling such as:

- Joint mobilisations or manipulations
- Strengthening exercises
- Electrotherapy
- Soft tissue work
- Balance training and education
- Gait education
- Referral into various classes and aquatic physiotherapy
- Acupuncture
- Hand Splinting
- Referral on to other services and healthcare disciplines such as the Orthopaedic network, GP or liaise with secondary care specialists

28. To regularly provide highly specialist advice, assistance and education for Physiotherapists, assistants and students with regard to patient management, including clinically demanding patients. This will include advice to physiotherapy staff in other clinical areas and other professions. To accept patients transferred from other team members where the complexity of their problems requires a more highly specialised level of expertise.

Communication

29. To use a range of verbal and non-verbal communication tools to communicate effectively with patients and carers and to ensure understanding of condition.
30. Patients may require clarification of clinical decisions or investigations, potential outcomes and the implications for the patient/family. This may include sensitive/emotive information.
31. To use communication tools (verbal and non-verbal) and assess understanding of treatment proposals to gain valid informed consent. To work within a legal framework with patients who lack the capacity to consent to treatment.
32. To use skills of persuasion, motivation, explanation, and empathy to encourage patients to undertake their management programme and optimise rehabilitation potential and/or quality of life. Barriers to effective communication may regularly be evident, e.g.: age, anxiety, pain, psychological/emotional status.
33. To communicate patient related information effectively, including future rehabilitation needs, to facilitate co-ordinated services and ensure seamless collaborative working with the multidisciplinary team (MDT). Patient related information might be complex, sensitive and contentious.
34. To provide spontaneous and planned advice, teaching and instruction to relatives, carers and other professionals to promote understanding of the aims of physiotherapy and to ensure a consistent approach to patient care.
35. To provide specialised advice to physiotherapy colleagues and other members of the MDT working within other clinical areas/Organisational.
36. To use Information Technology for the purposes of:
- ☐ Communication within and outside the Organisation/

- ☐ Accessing clinical and professional information e.g.: Physiotherapy S1, diary schedule, Radiology Imaging systems, Physiotherapy Tools exercise software, for CPD, PowerPoint presentations etc.
- ☐ Documentation of patient records

Professional

37. To abide by the Chartered Society of Physiotherapy Professional Code of Conduct and Standards of Practice and the Health & Care Professions Council requirements for physiotherapy registration
38. To maintain own continuous professional development (CPD) and incorporate new trends and developments into practice. To be an active member of in-service training programmes. To attend and contribute as appropriate at staff meetings, tutorials, training sessions, courses, other CPD activities and to undertake reflective practice. To maintain a dynamic personal development plan and portfolio, with evidence of on-going commitment to CPD and self-directed learning.
39. To maintain comprehensive and accurate assessment and treatment records in line with legal, professional, Organisational and departmental policies and guidelines.
40. To train, supervise and performance-manage other physiotherapists, physiotherapy assistant practitioners, senior physiotherapy assistants, physiotherapy assistants and students (this will include the use of formal appraisal documentation).
41. To demonstrate and apply a sound understanding of Clinical Governance and Risk Management, and ensure governance policies such as ; risk awareness, information governance, CQC key performance indicators, health & safety are accounted-for and contingencies documented within the teams (this can be delegated).
42. To act professionally in relation to customer care and with support to contribute to the investigation/response to any complaints in line with Organisational policy.
43. To act as an ambassador for the Outpatient Physiotherapy service.

Managerial/organisational

44. To have an active role in the planning, development, coordination, delivery and evaluation of the Musculoskeletal outpatient Physiotherapy Service locally and in conjunction with the locality clinical lead, physiotherapy service manager and senior strategic team.
45. To provide support and supervision to the local MSK community teams under your care in the daily operational management of the musculoskeletal team.
46. To delegate to, supervise and monitor primarily senior physiotherapists, but also other grade physiotherapists, students and support workers as required.
47. To deputise for the other locality clinical leads or outpatient Physiotherapy Service Manager as required.
48. When requested to collect data and statistics for reporting purposes. This will include reviewing the System1 patient management system for local anomalies and challenges if Organisational-

wide performance is being evaluated. It will also involve regular investigating of patient referral issues and outstanding appointment queries in conjunction with administrative teams.

49. To carry out designated departmental/service responsibilities (to be clarified locally with discussion with Physiotherapy Service Manager)
50. To be aware of Health and Safety legislation and to comply with policies relating to the work area. These include risk assessment and the prompt recording and reporting of incidents and 'near misses' via the Datix system of reporting. To take necessary precautions to safeguard the welfare and safety of yourself and others.
51. To comply with Organisational and departmental policies, procedures and standards. To be involved in reviewing and updating departmental policies and procedures as required.
52. To develop advanced knowledge and skills and act as a clinical resource in physiotherapy management of a broad range of conditions including occupational health and provide specialist teaching and training to physiotherapy staff and other members of the MDT.
53. To undertake departmental research, clinical or organisational audit.
54. To maintain own CPD in line with departmental requirements and commensurate with the Band 7 clinical expert role
55. To be responsible for the completion of appraisal, objective setting and performance review of nominated staff, in line with Organisational Policy.
56. To provide spontaneous and planned teaching, advice and education to relatives, carers and other professionals.
57. To provide advice and health promotion to individuals or groups within and outside the Organisation.

Budget Responsibilities

To contribute to the achievement of financial balance within the department, by using resources in a responsible manner within day-to-day practice.

Responsibilities for People or Training

1. To work with the Head of Outpatient Physiotherapy, Lead APP's, and other Locality Leads to co-ordinate training/ learning opportunities.
2. To assist with the provision of a comprehensive training programme for Outpatient physiotherapy staff in the Locality and Divisional wide.
3. To supervise/mentor/ manage and lead Band 6/5 Hand Physiotherapists, therapy assistants and students, undertaking appropriate clinical supervisor training at HEI's as indicated.
4. Ensure compliance with all Organisational Statutory and mandatory training relevant to role.

Other Factors

5. To comply with Health Professions Council (HCPC) and the Chartered society of Physiotherapy, Code of Ethics and Professional Conduct, national guidelines and Organisational procedures.
6. Physical Effort: - Moderate physical effort required, in short periods. Fine motor skills and high level of dexterity required for some interventions.
7. Mental Effort: - Concentration required for all aspects of the job with frequent interruptions and an unpredictable workload.
8. Emotional Effort: - Frequent empathy is required and occasional communication of unpleasant and sensitive news. The ability to deal with distressed patients and provide professional support and guidance.
9. Working Conditions: - Occasional exposure to unpleasant smells. Occasionally may involve exposure to bodily fluids.
10. Mobility/Flexibility: - Working location may vary according to service need and therefore access to suitably insured transport required.
11. Regular use of VDU for short periods
12. Ability to drive and travel throughout Wiltshire and beyond

Flexibility

This job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This role profile is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and on-going discussions with the designated manager.

**Clinical Specialist Hand Physiotherapist
Musculoskeletal Outpatient Physiotherapy Service
– Person Specification**

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and by your referees.

Criteria	Essential	Desirable
Education, Qualifications and Training	<ul style="list-style-type: none"> Registered Allied Health Professional (AHP) (Active HCPC registration). BSc or equivalent in Physiotherapy. Educated to post graduate level or to have equivalent knowledge and experience & training in speciality area EG BAHT MSc or equivalent evidence of advanced knowledge in musculoskeletal physiotherapy Leadership /Supervisory experience 	<ul style="list-style-type: none"> MCSP Postgraduate training at masters module level or equivalent related to clinical speciality (BAHT level 2 or equivalent) Placement practice educator trained Clinical Supervisors course Leadership / Management Qualification or current education towards a qualification Non-medical prescribing IRMER
Experience & Knowledge	<ul style="list-style-type: none"> Experience of PDR/ mentoring/ supervision/ teaching/ training. Experience of pathway development in the scope of MSK Physiotherapy. Experience of multi-agency working. Evidence of knowledge and involvement in service improvements/redesign. Experience of managing challenging and demanding situations and meeting targets/KPIs. Experience of being flexible, adaptable and working within a time pressured environment. Evidence of successfully leading a team Experience of resource management Experience of managing HR issues Experience in delivering agreed change agendas Experience in delivering clinical governance, risk and safety management Experience in undertaking investigations into complaints and clinical incidents 	<ul style="list-style-type: none"> Experience of formal teaching Experience of formal HR processes ie. disciplinary / sickness absence / conduct / performance Recent experience of working within the NHS Experience of cross site working

Skills	<ul style="list-style-type: none"> • Extensive repertoire of physiotherapeutic skills and approaches related to the scope of practise. • Highly skilled assessment and clinical reasoning skills, enabling diagnosis and/or management plan of complex conditions. • The ability to appropriately incorporate into practice information gained through research/training/CPD activities. • Wide ranging communication skills including the ability to keep legible and accurate records and communicate in challenging situations. • Excellent interpersonal and organisational skills, with ability to prioritise and delegate. • The ability to deliver patient-focussed practice at all times. • Competent IT skills to fulfil the demands of the post in record keeping, report writing and presentations. • The ability to be proactive and creative within the context of service development • Good understanding of finances and budgetary awareness • Good understanding of workforce and performance management • Understanding of national agenda and opportunity for MSK services • Ability to motivate and lead a team • Good level of emotional intelligence • Ability to work in a pressurised environment ,balancing competing agendas • A highly motivated individual who is good at motivating others. • Confident and resilient 	<ul style="list-style-type: none"> • Advanced leadership skills • Advanced supervision and delegation skills. • Formal teaching and presentation skills • Advanced skill in planning and implementing treatment programmes • Developed knowledge of external stakeholders including Clinical Commissioning Groups and Professional Bodies
Other Job-Related Requirements	<ul style="list-style-type: none"> • Willing to work in other areas of the Wiltshire as and when required to do so. • Good work ethics, professionalism and passion/commitment to the NHS • Good team player • Evidence of own professional and personal development through keeping of own professional portfolio, including reflective practice and clinical experience gained • Full UK driving licence with suitably insured vehicle 	<ul style="list-style-type: none"> • Desire to undertake formal learning at MSc level in appropriate area