

Role:	Clinical Specialist (Pelvic Health)
Function	Hospitals
Department:	Physiotherapy
Reports to:	Clinical Services Manager – Physiotherapy
Direct Reports:	Physiotherapy Department
Key Contacts:	Patients, Visitors, Consultants & other BMI staff
Grade:	M5

Role Purpose

Provide specialist physiotherapy assessment and treatment for patients with pelvic conditions including but not limited to patients with pelvic pain, bladder and bowel issues. Care will be provided within outpatient, inpatient, pre-admission and follow-up care as appropriate.

Core Responsibilities and Key Accountabilities

- Support the team to deliver **care** that helps improve the health of the individual and wider community.
- Support the team in demonstrating **compassion** through effective relationships based on empathy, respect and dignity.
- Develop own **competence** to deliver effective care and treatments through improving clinical/technical knowledge / skill, and expertise.
- **Communicate** appropriately with others involved in the care of the patient.
- Act as an advocate for safeguarding patients, demonstrate **courage** to speak up when there are concerns about care.
- Demonstrate **commitment** to improving care and the patient experience.
- Provide physiotherapy assessment and treatment for general outpatients as necessary.
- Make an active contribution to the marketing, promotion and development of the Pelvic Health service within the hospital, working closely with the regional marketing team, consultants and GP referrers.
- To ensure compliance with appropriate regulatory and best practice frameworks.
- To take an active role in supporting the implementation of national developments locally.
- To ensure the department maintains BMI Physiotherapy accreditation.
- To undertake other duties delegated by the Clinical Services Manager – Physiotherapy and to deputise as required.
- Build and maintain positive working relationships with consultants.
- Participate in hospital cover / on-call rotas including week nights and weekend shifts, as required.
- Commitment to ensuring quality services are delivered to both internal & external stakeholders through continuous improvement activities.
- Compliance with BMI Policies and Procedures relevant to this role, ensuring you are fully aware of your responsibilities within these policies.
- Demonstrate awareness of regulatory requirements, taking appropriate action to ensure these requirements are implemented and adhered to.
- Ensure compliance with all Infection Prevention and Control policies and procedures understanding your role in the prevention of infection in patients and staff.
- To be aware of your responsibilities in relation to safeguarding children and vulnerable adults. To ensure you are aware of your responsibilities, supporting policies and undertake the appropriate level of training for your role.
- Undertaking specific role related competencies and learning, ensuring 100% compliance of all relevant mandatory training within BMiLearn timescales.

- Maintain knowledge of Health and Safety at Work Act. Ensuring appropriate measures are taken in respect of Health and Safety for patients, relatives, visitors, hospital staff and contractors.

Governance

- Maintain professional standards in accordance with the HCPC and CSP Code of Professional Conduct and Standards of Practice.
- Maintain Standards of Practice of relevant Clinical Interest Groups.
- Ensure compliance with standards in respect of all legislative requirements (including but not limited to CQC, SHE, DSE, Fire, COSHH, BLS, Manual Handling, Safeguarding Children, Information Security, and Infection Control).
- Manage complaints and take corrective actions as appropriate.

Maximise Efficiency and Business Growth

- Ensure the correct billing of patients.
- Ensure the timely and accurate completion of charge forms, insurance claim forms, patient records and other documents. Ensure all such forms are stored safely and in accordance with Data Protection legislation.
- Support departmental/ hospital marketing activities and participate in promotional activities as appropriate e.g. lectures, presentations, clinical trials.

Customer

- Help to promote a culture of customer service throughout the physiotherapy department, and identify areas for improvement as appropriate.
- Maintain relationships with local GPs and patient services.

Team Effectiveness

- Support the training and development of other members of the team, sharing knowledge and best practice and contributing to teaching sessions.
- Participate in departmental meetings and undertake duties as requested by the Clinical Services Manager - Physiotherapy.
- Provide support to other managers in the hospital as appropriate, to help deliver the hospital clinical, commercial and operational targets.

Key Performance Indicators

- Patient satisfaction
- Complaints
- Clinical quality indicators (e.g. infection rates)
- CQC/HIS/HIW reports
- Delivery of BMI Physiotherapy dashboard metrics
- Delivery of productivity targets
- Clinical outcome measures

Confidentiality

In the course of their duties employees will have access to confidential material about patients, members of staff and BMI Healthcare. On no account must information relating to identifiable patients be divulged to anyone other than authorised persons, for example, medical, nursing or other professional staff, as appropriate, who are concerned directly with the care, diagnosis and/or treatment of the patient. Similarly, no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority. Failure to observe these rules will be regarded as serious misconduct, which could result in disciplinary action being taken including dismissal.

Key BMI Behaviours

The BMI Behaviour compliance is an expectation and is relevant and applicable to every employee regardless of role, function or location. Each behaviour has different bands of proficiency and this is intended to help determine what is required within a given role. Each band is inclusive of all preceding levels, for example, a band 4 includes the behaviours described in bands 1, 2 and 3. BMI Behaviours assist with career planning as individuals can identify differences between behaviours required for their current role and behaviours required for a role they aspire to.

Further detail of the indicators, set within the behaviours overall statements, bands and how they relate to this role can be located in BMiLearn, or post holders can discuss this with their line manager.

Think Customer - Focuses on the needs of customers, primarily our patients and consultants. Identifies and prioritises the customer's needs. Understands situations from the customer's perspective, and provides solutions, which fit the customer's needs. Focuses on customer service and care and takes a proactive approach to their needs and ownership of their issues.

Own Your Part in Delivering Results - Demonstrates determination, resourcefulness and purpose to personally deliver the best results for the organisation. Takes ownership for the whole situation including actions, outcomes and consequences.

Leadership - Develops a compelling sense of purpose and direction. Motivates and empowers others to align their efforts to achieve our goals. Creates an open and trusting environment. Demonstrates high moral standards and integrity in all matters.

Impact & Influencing - Persuades, convinces and influences others to enable progress and deliver success. Takes a partnership approach, aiming for an outcome that is mutually beneficial. Has a high degree of self-awareness and maintains a calm demeanour in stressful and challenging situations whilst still achieving desired outcomes.

Be One Team - The ability to gain an understanding of the needs of others, build strong relationships and drive action that is mutually beneficial for both individuals and the company. Always behaves in a way that is consistent with the BMI Behaviours and is receptive to further improvement.

Innovate, Adapt & Change - Develops new insights into situations, questions conventional approaches, encourages new ideas and innovations. Is open to change. Is flexible and adaptable to changing circumstances, being tolerant of necessary change and fluidity within the organisation.

This job description is intended as an outline of the general areas of activity. This job description is not an exhaustive document and may be subject to alteration in the light of future changes and developments.

Person Specification

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<u>Area</u>	<u>Essential</u>	<u>Desirable</u>
Personal Attributes	<p>Highly Motivated. Good team player. Demonstrates a professional manner at all times. Enthusiastic, proactive and driven to succeed. Results driven, possessing a proven track record of delivering against targets. Able to make judgements involving complex facts or situations which require the analysis, interpretation and comparison of a range of options. Hold strong interpersonal skills. Able to communicate clearly with a range of people at differing levels across the hospital, deploying a range of techniques to do this effectively.</p>	
Experience	<p>Chartered Physiotherapist with extensive postgraduate general physiotherapy experience, as well as a proven track record of clinical expertise within their specialist area.</p>	
Knowledge/ Skills/ Qualifications	<p>Member of the Chartered Society of Physiotherapy (CSP). Registered with the Health and Care Professions Council (HCPC). Knowledge of CSP and HCPC Codes and guidelines and their implications for practice. Knowledge of the Care Standards Act and Care and Quality Commission Requirements. Strong organisational and planning skills, including risk management. Advanced training/recognised qualifications in specialist area. Maths, English GCSE at grades A to C or equivalent functional skills level 2 evidence. Proficient in the use of a PC, including the use of software and systems.</p>	<p>Postgraduate level learning relating to Physiotherapy e.g Master's degree, Master's level modules, or work-based learning at an equivalent level. IT GCSE at grade A to C or equivalent functional skills level 2 evidence.</p>