**JOB DESCRIPTION – NHS TEAM LEAD AND FIRST CONTACT PHYSIOTHERAPIST**

**Overall:**

**Leadership:**

* Responsibility for ensuring a genuinely exceptional client experience ensuring their services are managed within the framework of robust clinical governance, professional standards and the Healthcare Standards Act 2000
* Responsible for managing the operations of the assigned area(s) of business, including HR, oversee the day to day running of the on and off-site clinics ensuring the current high standards are maintained, customer service and complaints management
* Responsible for maximising the financial and operational performance of the assigned area(s) of business and clinical activities
* Responsible for managing, maintaining and developing the quality management system alongside fellow Team Leaders in accordance accredited quality standards and future accreditations
* Responsible for the continued growth and development for the assigned area (s) of business identified in the 5 year business plan

**Clinical:**

* Provide clinical expertise, acting as first-contact physiotherapist and making decisions about the best course of action for patients' care(including in relation to undifferentiated conditions).This will involve seeing patients, without prior contact with their GP, in order to establish a rapid and accurate diagnosis and management plan.
* Progress and request investigations to facilitate diagnosis and choice of treatment regime, understanding the information limitations derived from these and the relative sensitivity and specificity of particular tests diagnostic services such as x-rays and blood test, and interpret and act on results to aid diagnosis and the management plans of patients.
* Deliver programmes of supported patient self-management, in ways that facilitate behavioural change, optimise individuals' physical activity, mobility, fulfilment of personal goals and independence, and that minimise the need for pharmacological interventions

**Status:**

Full Time or Part Time

**Hours:**

24-38 hours between 8am – 8pm (Negotiable) Monday to Saturday

**Location:**

Physiotherapy Matters on and off-site clinics across the North East of England. All of which will be located within a 50 mile radius of our head office / main clinic currently based at Arden House, Regent Centre, Gosforth, Newcastle Upon Tyne, NE3 3LU

**Report To:**

Managing Director and Senior Management Team

**Key Reports:**

Clinical and Admin Team involved in providing services in the assigned area(s) of business

**JOB DESCRIPTION – NHS TEAM LEAD AND FIRST CONTACT PHYSIOTHERAPIST**

**Duties include:**

**Team Leader Responsibilities – Approximately 30%:**

1. Business Delivery and Operational Management
	* Responsible for managing operations of the assigned area(s) of business to ensure efficient and effective delivery of services
2. Quality Management
	* Responsible for ensuring high standards of clinical quality and governance, ensuring clinical integrity is robust
	* Providing leadership and developing training to the team on the quality standards associated with the Quality Management System (QMS), splitting tasks between Team Leader Colleagues to ensure all areas are covered
	* Management and development of standards to maintain and attain accreditations, including but not limited to ISO 9001, HSE, manual handling, CQC, SEQOHS, NHS IG toolkit and Better Heath at Work Award, splitting key responsibilities between Team Leader Colleagues
	* Responsible for developing and managing robust Information Governance framework to incorporate statutory requirements in line with GDPR changes
3. HR and Line Management
	* Responsible for planning and management of recruitment processes for assigned area(s) of business
	* Responsible for managing direct reports effectively, delegating appropriately and holding them accountable for the delivery of specific objectives and targets
	* Responsible for line managing clinical and admin team involved in assigned area(s) of business, including appraisals
	* Visible leadership and direction to staff assigned to line manage
4. Contract Management
	* Responsible for maintenance of existing and new contracts, including management of associated SLAs for assigned area(s) of business
	* Responsible for management of complaints, significant events, queries and feedback for assigned area(s) of business
	* Monitor effectiveness / success of the service via client satisfaction indicators, clinical incident reports and complaints, and take timely action to deliver improvements where necessary
	* Management of data collection, analysis and formulating management reports for assigned area(s) of business
5. Health and Safety
	* Managing and responsible for H&S requirements for assigned area(s) of business
	* Carrying out H&S audits for assigned area(s) of business
6. Business Development
	* Responsible for tender searching and portal management for assigned area(s) of business
	* Developing new business leads in assigned area(s) of business
	* Build and maintain positive relationships with partners
	* Prepare tender documentation and bid proposals for assigned area(s) of business
	* Carry out meetings and presentations to organisations regarding business sales in assigned area(s) of business

**Clinical – Approximately 70%:**

1. Clinical / Professional
* Takes professional responsibility as a first-contact physiotherapist, with high-level decision-making and clinical-reasoning skills to assess, diagnose and triage of patients
* Manages a complex caseload (including patients with long-term conditions, comorbidities and multi-factorial needs),
* Leads, manages and contributes to service delivery,
* Accountable for decisions and actions via HCPC registration, supported by a professional culture of peer networking/review and engagement in evidence-based practice
* Streamlines pathway of care by providing a responsive service so that patients receive timely access to care
* Ensures care is proactive, preventive in focus and population based, with an emphasis on early intervention
* Supports patients to set their own goals and be confident in their approach to self management
* Uses a range of clinical skills which may include (desirable but not essential):
* non-medical independent prescribing
* joint / soft tissue injections
* joint aspirations
* Provides learning opportunities for the whole multi professional team within primary care.
* Works with MDT to develop more effective and streamlined clinical pathways and services
* Exercises professional judgement, making, justifying and taking responsibility for decisions in unpredictable situations, including in the context of incomplete/contradictory information
* Manages interactions in complex situations, including with individuals with particular psychosocial and mental health needs and with colleagues across the primary care team, sectors and settings
1. Communication
	* Communicates effectively and appropriately with patients and carers complex and sensitive information regarding diagnosis, pathology and prognosis.
	* Liaise with other members of the multidisciplinary team as necessary

1. Health and Safety
	* To ensure that all PML polices and legal requirements relating to Health and Safety are followed
	* To manage clinical risk within own caseload at all times and ensure clinical risk is effectively managed across the company
2. Confidentiality
	* To respect confidentiality of all matters that they may learn relating to employment, other members of staff and general public

Name…………………………………

Date Received……………

Signed………………………………………………

Signed (N Nayyar)………………

**PERSON SPECIFICATION – NHS TEAM LEAD AND FIRST CONTACT PHYSIOTHERAPIST**

In regards to qualities required: Desirable = D Essential = E

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| --- | --- |
| **Job Knowledge and Experience**Qualifications and/or practical knowledge, experience and skills | Degree level qualified in Physiotherapy (E)Member of the Chartered Society of Physiotherapy (CSP) (E)May hold or be working towards a prescribing qualification (D)Injecting qualifications (D)Able to plan, manage, monitor, advise and review general physiotherapy care programmes for patients (E)People leadership or management experience (D) Excellent IT skills (E)Operations Management experience (E)Business development experience (D)Evidence of CPD maintenance (E)  |
| **Complexity Creativity**Range of duties, how the knowledge is applied, opportunities for problem solving, suggestions | Able to work with a variety of tasks (E)Excellent organisational, strategic and planning skills (E)Accurate and thorough approach (E)Ability to solve problems (E) Able to improve procedures (E)Able to take initiative for business development purposes (E) |
| **People Skills**Management responsibilities, level and type of customer contact | Contributing to leadership, service evaluation/improvement and research activity (E)Work alongside the Managing Director and Leadership Team (E)Strong appreciation of exceptional customer / patient focused services business delivery (E)Professional communication skills-by phone, in person, or writing (E)Experience of HR tasks (D)Flexible and motivated (E)Work in a non- discriminatory way (E)Ability to conduct meetings and presentations for customers / Occupational Health companies (E)  |
| **Circumstances** | Flexible working to be able to attend meetings, presentations and events (E)Able to carry out above duties (E)Able to work in a non-smoking environment (E)Sound knowledge of financial management principles (D)Adaptable to business requirements (E) Full UK Driving Licence (E) |

**To be the leading independent quality Physiotherapy provider in the North East across four keys areas of business; Occupational Physiotherapy Services, Private MSK Clinics, NHS Community MSK Services and Older People Physiotherapy Services**

**Position:** NHS Team Lead and First Contact Physiotherapist

**Location:** Physiotherapy Matters, Arden House, Regent Centre, Gosforth, Newcastle upon Tyne, NE3 3LU and 50mile radius of this location

**Position report to:** Managing Director and Senior Management Team (Clinical Manager and Business Manager in the future when in post)

**Salary:** £34,000-£38,000 FTE per annum relating to experience

**Hours:** 20-38hrs (full or part-time – negotiable but flexible to meet the needs of the business)

**Benefits:** Free parking at head office, pension contribution, CPD funding, salary sacrifice options and travel expenses

**Brief summary of the Organisation:** Established in 2006, Physiotherapy Matters Limited is a dedicated to providing a high standard of service to clients suffering from musculoskeletal problems. Based at clinics across the North East, the business delivers onsite and offsite Occupational Health Physiotherapy services, NHS Community MSK services, Private MSK Physiotherapy Clinics, and Older People Physiotherapy services onsite and offsite.

**Purpose of the role:**  The role will be to work alongside the Managing Director, Clinical Manager, and fellow Team Leads to ensure a genuinely exceptional client experience across the allocated area(s) of the business, ensuring their services are managed within the framework of robust clinical governance, professional standards and the Healthcare Standards Act 2000.

**Team Leader Responsibilities – Approximately 30%:**

Business Delivery and Operational Management

Quality Management

Line Management

Contract Management

Business Development

**Clinical – Approximately 70%:**

Clinical / Professional

Communication

Relationships and Innovation

Health and Safety

Confidentiality

The successful candidate will be able to demonstrate previous experience in healthcare setting, operational management, strong organisational skills, and to be flexible to the needs of the business.

**Physiotherapy Matters Ltd is an equal opportunities employer and welcomes applications from all**

**Close date for applications: 12 noon on 06/12/2019**

**Interviews are anticipated to take place on: 14/12/2019**

**Send CV and Covering Letter to** **neeraj@physiotherapymatters.co.uk**

**Call Neeraj on 0333 220 0238 for further information**