



## Job Description

<b>Title:</b>	MSK Physiotherapist
<b>Accountable to:</b>	Head of Physiotherapy and Rehabilitation Services
<b>Direct Reports:</b>	No Direct Reports
<b>Key Relationships:</b>	Physiotherapy Team Other allied health professionals Orthopedic consultants plus general practitioners Nursing staff
<b>Location:</b>	OSD Healthcare (OSDH), Hemel Hempstead
<b>Summary of Position:</b>	<p>As a key member of the physiotherapy team the MSK physiotherapist, in conjunction with others, is responsible for the delivery of OSDH's vision of a patient centric, first class service.</p> <p>The role requires outstanding customer service and patient relationship skills. The successful candidate will be confident, articulate practitioner, who strives to deliver excellence in all areas.</p> <p>To work as an autonomous practitioner, within the scope of practice and deliver a quality clinical service meeting the clinical and commercial needs of the OSDH MSK physiotherapy service.</p> <p>To develop and promote a positive and dynamic image and culture to both internal and external stakeholders. At all times striving to reflect and encourage core value behaviors</p>

## Key Responsibilities

### Clinical:

1. Determine clinical diagnosis and provide physiotherapy treatment as an autonomous practitioner, developing appropriate packages of care, giving specialist clinical and professional advice to patients, carers and other Health Care Professionals.
2. Have responsibility for the day to day organisation of patients attending the service and to deliver services in an efficient way with high levels of patient satisfaction.
3. Follow all OSDH policies and processes including patient notes and all documentation associated with patient health care and monitor compliance on a regular basis.
4. Participate with other team members to ensure the maintenance of equipment and stock levels to ensure outstanding patient care.
5. Manage and facilitate an integrated pathway for a clinical caseload, within the musculoskeletal physiotherapy services. Practice in accordance with latest evidence-based research and national guidelines.
6. Contribute to the planning, developments and service improvements for physiotherapy services.
7. Establish and maintain effective working relationships with all key stakeholders including Consultants, GP's, Clinic staff and external partners.
8. To demonstrate a clear understanding of clinical governance including the ability to audit clinical notes and therapeutic practice.
9. To demonstrate clear clinical competencies in line with the level of the position and CSP guide lines.
10. To independently manage and prioritise your clinical caseload in line with best practice and best outcome for the patient and within the duty of care laid down within OSD care pathways.
11. To demonstrate evidence of continued professional development, attending professional, mandatory and Company development programmes, which may on occasions fall outside contracted times.
12. Participation in weekend and evening rosters, ensuring that cover for any sessions you are assigned to is arranged.
13. To work flexibly as part as a team and to undertake any other relevant duties as required in the post.

## Quality / Review

14. Participate in regular review of clinic activities ensuring the patient journey, comfort, safety and patient services outcomes continue to be at the forefront of the agenda and are maintained at the highest levels.
15. Contribute to a culture of continuous quality improvement in all areas including participating in audit of Physiotherapy services, collation of statistical information, standard
16. Evaluate own clinical practice through peer review and audit and outcome measures; this will enable us to continually improve the physiotherapy service within OSD for both patients and clinicians.
17. To demonstrate a clear understanding of clinical governance including the ability to audit clinical notes and therapeutic practice.

## General

18. All employees have a responsibility for safeguarding and promoting the welfare of children and adults. Further guidance can be sought from local policies and procedures and your designated organisational lead.
19. Always work within all the company's policies and procedures including those relating to information governance, clinical governance, health and safety, safeguarding, and equality and diversity.
20. Demonstrate a positive commitment to our values and a genuine focus on delivering high quality care and service to patients.

## **ADDITIONAL RESPONSIBILITIES (For all Staff)**

In addition to the specific responsibilities set out within this job description, OSD Healthcare has the following expectations of all staff:

### **Customer Care**

The post-holder must act in such a way to promote a positive image of OSD Healthcare at all times. It is expected that all staff members reflect the values of the organisation:

- **Collaboration:** We work together as a team with our patients, partners and colleagues to achieve the best outcomes for all.
- **Courage:** We think differently and are not afraid to innovate to bring progression to what we do and how we do it.
- **Empathy:** We are aware of those around us and are observant and responsive to their feelings and needs. We always act with compassion.
- **Simplicity:** We are clear in everything we do and how we do it. We are free from complexity and complication. We are friendly, approachable and easy to do business with.
- **Wisdom:** We are knowledgeable and experienced and show insight, understanding and good judgment at all times.

### **Confidentiality**

Staff must at all times maintain confidentiality on information gained in the course of their duties.

### **Information Governance**

All staff have a personal responsibility to ensure that person identifiable, confidential or sensitive information is processed in line with the Data Protection Act (2018), General Data Protection Regulations (EU) 2016, the Human Rights Act (2000) and other requirements such as the Caldicott principles.

All staff must be aware of the requirements to ensure there is no breach or unauthorised disclosure.

### **Health & Safety at Work**

In accordance with the Management of Health and Safety at Work Regulations 1992 (as amended) and other relevant Health and Safety legislation, staff have a duty to take responsible care to avoid injury to themselves and to others by their work activities, and to co-operate with the organisation and others in meeting statutory and mandatory requirements.

### **Infection Prevention & Control**

It is the responsibility of all staff to ensure high quality patient care is based upon principles of best practice in infection prevention and control. All staff must fully co-operate in achieving compliance with safe systems of work when undertaking activities that present a risk of the spread of infection.

### **Safeguarding of Children and Adults at Risk**

Post holders have a general responsibility for safeguarding children and adults at risk in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role. The expectation is that the post holder is familiar with the relevant procedures and guidelines relevant to their job role.

### **Statutory & Mandatory Training**

All staff are required to complete mandatory training as deemed appropriate by OSD Healthcare.

### **Appraisal**

All staff have a responsibility to participate in regular appraisal with their manager / team leader.

### **Meetings**

Staff are expected to attend meetings, as required.

### **Policies, Procedures & Guidelines**

All staff must be aware of and adhere to all relevant OSD Healthcare policies, procedures and guidelines.

### **Whistleblowing - Raising Concerns**

It is the responsibility of all staff to raise any concerns if they reasonably believe that one or more of the following is either happening, has taken place, or is likely to happen in the future relating to the company's business:

- A criminal offence
- The breach of a legal obligation
- A miscarriage of justice
- A danger to the health and safety of any individual
- Damage to the environment
- Deliberate attempt to conceal any of the above.
- Any other legitimate concerns

### **For all posts requiring professional registration**

Staff required by law to maintain professional registration must ensure that registration does not lapse at any stage of employment with OSD Healthcare.

## **Additional Information**

### **Equality & Diversity**

OSD Healthcare is an Equal Opportunity Employer. Its policy is to treat everyone in the same way regardless of their race, religion, nationality, marital/parental status, disability, gender, gender reassignment, sexual orientation or age. The Company values the diversity of its work force as strength and aims to provide a working environment in which people have the opportunity to contribute and develop according to their individual merits and aspirations.

**This list is not to be regarded as exclusive or exhaustive as there may be other duties and requirements associated with the post which you may be called upon to perform from time to time.**

## Person Specification

Heading	Essential	Desirable
Educational/Professional Qualifications	<p>CSP membership active</p> <p>HCPC accreditation and active membership with practicing rights</p> <p>BSC (hons) physiotherapy or equivalent degree conversion</p> <p>Evidence of ongoing CPD</p>	
Experience and attainments	<p>Ability to work independently</p> <p>Evidence and experience of working within MSK outpatients, 3 years minimum.</p>	<p>Drive to learn and improve personally</p> <p>Experience working in the private sector</p>
Specific Skills and knowledge	<p>Clear demonstration of clinical assessment and diagnosis</p>	<p>Experience of using shock wave therapy</p> <p>Acupuncture</p> <p>Pilates qualification</p>
Personal Attributes/Aptitudes	<p>Ambassador for the brand, who puts the patient first in all they do.</p> <p>Articulate and Confident Communicator</p> <p>Demonstrates OSDH Values</p> <p>High levels of engagement.</p> <p>Able to work flexibly across 7 days a week when required</p> <p>High standards of personal presentation appropriate to a quality healthcare environment</p> <p>Flexible</p> <p>Good IT skills</p>	