

AGENDA FOR CHANGE  
NHS JOB EVALUATION SCHEME



JOB DESCRIPTION

**1. JOB IDENTIFICATION**

**Job Title:** MSK Specialist Physiotherapist

**Reports to:** Service Manager

**Department, Ward or Section:** Physiotherapy

**Operational Unit/Corporate Department:** South and Mid Division

**Job Code:** SMOUNESSAHPSPHYS08

**No of Job Holders:** 1

**Date:** March 2022

**2. JOB PURPOSE**

- To undertake a Specialist Physiotherapy Practitioner role within the MSK Physiotherapy service undertaking a highly specialist role within the department.
- To work at a specialist level to provide assessment, treatment, and management advice to a range of clinical presentations.
- Service users may be referred via GPs, First Contact Physiotherapists working in GP practices, orthopaedic outpatient clinics, orthopaedic in-patients (post-surgery), orthopaedic triage services and self-referral or via team leads within the NHS Highland Occupational Health service.
- Act as a clinical educator in the field of musculoskeletal management for physiotherapy students
- To liaise with referral sources, including consultant medical staff and general practitioners, to ensure continuing development of assessment and referral protocols in line with the constantly evolving evidence base in musculoskeletal medicine.

**3. DIMENSIONS**

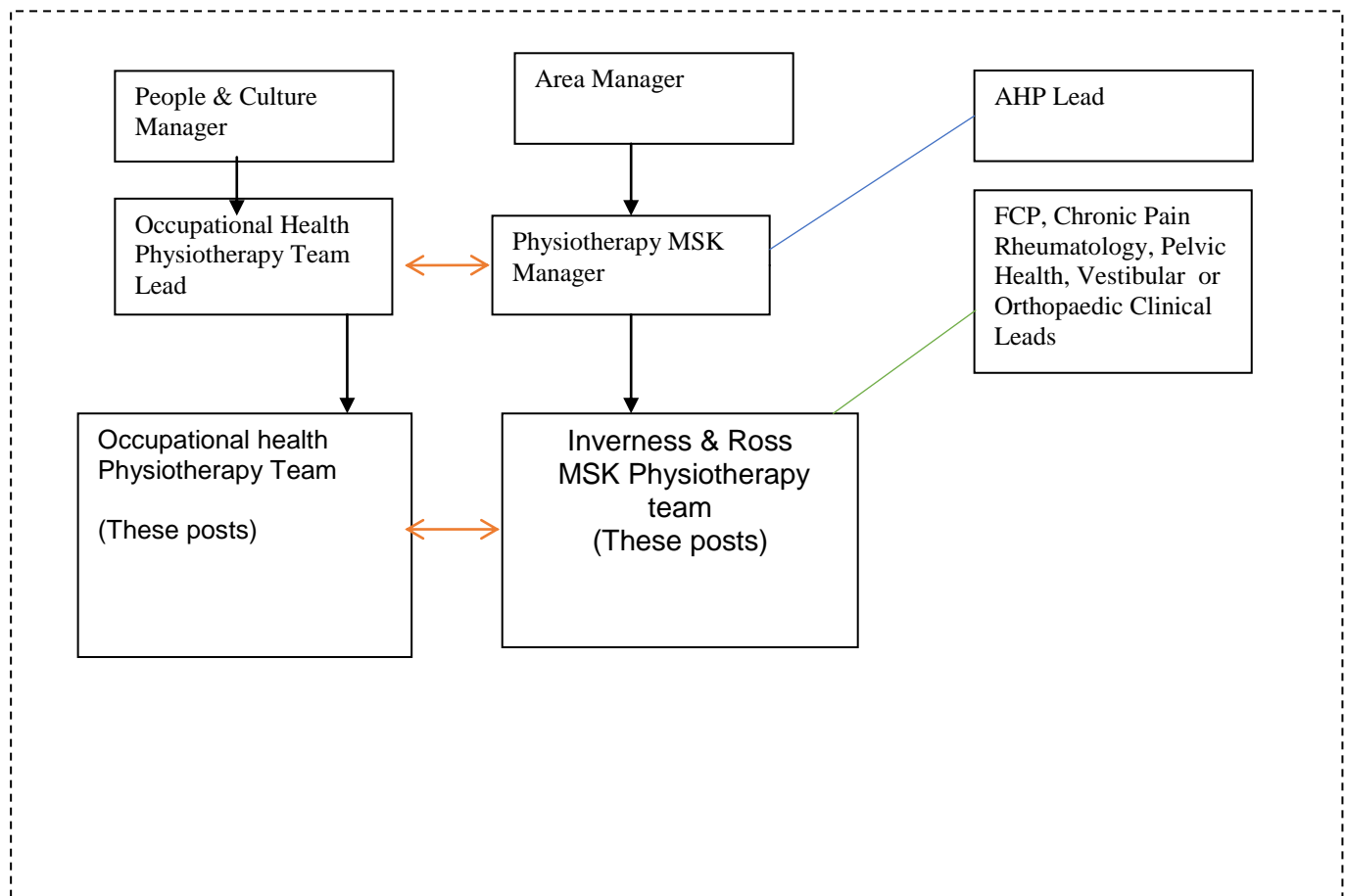
Band 6 Highly specialist Physiotherapist working as part of physiotherapy teams in South and Mid Division

Provision of physiotherapy care to a diverse range of clinical conditions and patient types in physiotherapy departments, GP Practices, orthopaedic triage, orthopaedic clinics and physiotherapy outpatient departments in Inverness, Dingwall and Invergordon. Also, physiotherapy provision to the Highland Rheumatology Unit which has a Highland wide remit as well as provision of occupational health physiotherapy, pelvic health physiotherapy and physiotherapy within the pain service.

The Post holder is expected to:

- Provide a musculoskeletal physiotherapy service to patients within Inverness city & Ross and Cromarty and to NHS staff.
- Maintain and enhance the range and quality of the services delivered.
- Support the postgraduate training and professional development of rotational physiotherapy staff.
- Support the undergraduate training and professional development of student physiotherapists.

#### 4. ORGANISATIONAL POSITION



Professional Governance —————  
Line Management —————  
Clinical Support/ Advice —————

## 5. ROLE OF DEPARTMENT OR SECTION

Provision of physiotherapy care to a diverse range of clinical conditions and patient types in GP practices; orthopaedic triage, orthopaedic clinics and physiotherapy outpatient departments in Inverness, Dingwall and Invergordon. Provision also to the specialist Highland Rheumatology Unit, OH (Occupational Health), Pelvic Health & the Pain Team.

Mid and Inverness MSK Physiotherapy Service Staffing Establishment –

Total WTE for MSK team Mid and Inverness – 31.5

### **Total Physiotherapy WTE 50.47 for IMFOU South and Mid Unit**

The Physiotherapy Service in Ross and Cromarty is supported by 1 WTE admin support in 2 part time posts based at RMH and CCHI.

The Physiotherapy Outpatient Service in Inverness is supported by:

1 WTE Band 2 Clerical staff who support the admin duties of the MSK Service

## 6. MAIN TASKS, DUTIES AND RESPONSIBILITIES

### **Clinical:**

- To provide an effective and efficient musculoskeletal physiotherapy service within the physiotherapy outpatient departments, orthopaedic outpatient clinics, general medical practices, OH, Rheumatology & the Pain Service.
- To perform highly specialised physiotherapeutic assessment of patients to interpret and analyse clinical and non-clinical facts to form an accurate diagnosis in a wide variety of musculoskeletal conditions & disorders that may have diverse, chronic presentations and highly complex physical and psychological factors.
- To recommend the best course of intervention and to develop comprehensive treatment plans.
- To assist the multidisciplinary Team in making appropriate decisions regarding appropriate treatment and management of the patients' conditions.
- To provide clinical supervision/instruction, organisational supervision and post-graduate education of physiotherapy staff and assistants.
- To supervise, instruct and teach Physiotherapy BSc and MSc students.
- To be responsible for the assessment and management of clinical risk within own caseload and that of rotational staff and to observe the Health and Safety at Work Act at all times by bringing defects of equipment, fixtures and fittings to the notice of the appropriate authorities and reporting any accidents to staff or patients appropriately and as soon as possible.
- To be able to communicate effectively with patients to gain valid consent to treatment and to agree expected treatment outcomes. Assess patient's understanding of treatment proposals and have the capacity to work within a legal framework with patients who lack capacity to consent to treatment.
- Liaise with professional colleagues within secondary and primary care settings to ensure optimum delivery of clinical care.

### **Professional:**

- To maintain own clinical professional development (CPD) by keeping abreast of new research
- Maintain and develop current knowledge of evidence-based practice and research, maintaining highly specialised knowledge of musculoskeletal physiotherapy through formal and informal learning opportunities.
- Attend, where possible, postgraduate courses, musculoskeletal clinical interest group meetings etc.

- Identify opportunities for service development and advise the Physiotherapy manager.
- To maintain records of assessment, clinical reasoning and treatment as required professionally and legally.
- Compilation of reports for clinical or legal purposes on clinical findings, diagnosis, management and prognosis, in line with Chartered Society of Physiotherapy (CSP) Guidelines.
- To participate in the staff appraisal scheme and Personal Development Plan (PDP) as both appraiser and appraise and be responsible for complying with agreed personal development programmes to meet set knowledge and competencies.
- To work within NHS Highland clinical guidelines and CSP guidelines and to have a good working knowledge of national and local standards and maintain own quality of practice.

**Managerial:**

- Support Team Lead to develop a specialist physiotherapy service to maximise patient care and use of resources.
- Monitor activity and support Team Lead to prioritise resources to meet service demands.
- Undertake clinical audit to support the Physiotherapy Service and NHS Highland AHP Strategy.
- Liaise with a range of individuals, internal and external to the organisation, to ensure effective service delivery.
- Deputise for senior staff to maintain continuity of service delivery in their absence e.g. sickness, annual leave.

**7. EQUIPMENT AND MACHINERY USED**

Be competent in the use of a wide range of equipment. Ensure that equipment in use is clean and safe, and regularly monitored for safety as per professional and organisational standards of practice

To understand, prescribe and ensure safe use of any relevant physiotherapy equipment; could include electrotherapy, exercise equipment, orthotics/appliances, prosthetics, mobility aids and assisted ventilation, walking aids.

Detail of equipment will be held locally and will depend on the work area.

**Note:** New equipment may be introduced as the organisation and technology develops; however, training will be provided.

**8. SYSTEMS**

The following are examples of systems which may be used when undertaking the role:

**IT Equipment** –Personal Computer, phones, mobile phone, telehealth units, teleconference, videoconference.

Maintaining patient records– documenting all patient interventions and non-direct contacts e.g. TRAK, Picture Archiving Communication Systems (PACS)

Internet based clinical information sources e.g. E-Library

Update department shared drive/intranet site

Use of intranet to access information within NHS Highland

Daily use of e-mail for communication

Microsoft Office - Formatting and populating spreadsheets and databases to produce statistics and reports as required.

**Note:** New systems may be introduced as the organisation and technology develops, however training will be provided

**9. ASSIGNMENT AND REVIEW OF WORK**

- The Team Lead is the post holders immediate line manager who will approve and authorise leave.

Funding for postgraduate training requirements will be referred to the physiotherapy MSK manager.

- The post holder will work independently on a day-to-day basis and is expected to organise and plan his/her own caseload/workload effectively and efficiently. The post holder will also organise and plan, and where appropriate, supervise more junior staff.
- The post holder will liaise with other Band 6 Physiotherapists and Band 5 rotational Physiotherapy staff, the Physiotherapy Assistant(s) and Physiotherapy Student(s) on a daily basis to organise, monitor, and where necessary, supervise their caseload, thereby ensuring continuity of care and high standards of practice.
- Performance objectives are agreed with and appraised by the Team Lead and reviewed by the MSK Physiotherapy Manager on an annual basis. The post holder will set and agree objectives with the rotational B5 Physiotherapy staff on a 4 monthly basis and/or with the Physiotherapy Assistant on an annual basis.
- Clinical caseload/workload is generated by referral from GPs, Hospital Outpatient clinics and other Physiotherapists/professions.
- The Band 7 Physiotherapist or MSK Manager will delegate other non-clinical tasks to the post holder.

## **10. DECISIONS AND JUDGEMENTS**

- The post holder is responsible, both professional and legally, for the assessment and implementation of appropriate treatment programmes for patients under his/her care.
- The post holder is expected to work unsupervised and to prioritise own caseload/workload on a daily basis.
- The post holder is expected to be fully autonomous in physiotherapy clinical practice, demonstrating a highly specialised level of clinical knowledge and skills in the physiotherapy management of musculoskeletal and orthopaedic patients/conditions. It is anticipated that any advice and guidance on clinical issues, if required, would be available from Advanced Physiotherapy Practitioners or Consultant Medical staff (within and out with the hospital)
- The post holder will provide clinical supervision, guidance and support to static and rotational Physiotherapy staff within OPD. He/she will delegate tasks to more junior staff, including Physiotherapy Assistants and students. Clinical tasks delegated to these staff will be, where necessary, under supervision until such times as the post holder deems that such tasks can be undertaken competently.
- The post holder will take responsibility for less complex management issues within the unit, i.e. timekeeping – seeking further advice regarding more sensitive and complex situations, i.e. disciplinary problems.
- The post holder will undertake risk assessments regarding patient condition and the working environment and take any necessary action to ensure patient and staff safety.
- The Band7 Physiotherapist, Physiotherapy OPD, Clinical Specialist Physiotherapists and the MSK Manager will provide advice and support, when necessary.

## **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

- Coping with the demands of a more challenging caseload/case mix, which is beyond the scope of less experienced/skilled staff. This includes highly specialised assessment and treatment of an

unpredictable range of complex neuromusculoskeletal disorders that may have diverse, chronic presentations and highly complex associated physical, psychological, and social factors where such patients are often in a state of considerable pain and/or distress.

- Working within different healthcare environments, sometimes alone and with limited space and facilities.
- Deciding on clinical priorities with sometimes inadequate information from the referral source.
- Balancing the demands of a highly demanding clinical caseload, providing a highly specialised level of clinical advice and supervision to a range of staff, and keeping pace with a demanding and ever advancing clinical effectiveness agenda.
- Improving patient access to services/controlling waiting times in the face of increasing demands both clinical and non-clinical on the physiotherapy service.
- Supervision of other clinical staff: organising, supervising, monitoring, motivating, training, decision-making, problem-solving & effective management of both caseload and time.
- Convey sensitive, unwelcome information to patients regarding their diagnosis and/or progress.
- Dealing with occasional verbal and physical abuse from patients.
- Dealing with verbal complaints/concerns.
- Dealing with poor patient hygiene

## 12. COMMUNICATIONS AND RELATIONSHIPS

### **Patients and relatives/carers:**

- Communicate highly complex clinical information effectively and appropriately with patients and their relatives or carers using a range of verbal, non-verbal, written and presentation skills. This may involve conveying complex terminology into lay terms e.g. communication difficulties relating to stroke patients. The communication skills of persuasion, motivation, explanation and gaining valid consent will be used on a wide variety of patients. Barrier to effective communication will regularly be evident including anxiety, pain, embarrassment, fear and in some cases cognitive impairment, expressive and receptive communication difficulties and visual/hearing impairment.
- Identify and implement the most appropriate communication method depending on the individual requirements e.g. hearing or visual impairments, learning difficulties, language differences or disinterest.
- Interact with patients, relatives and carers and multidisciplinary team to provide specialist advice and receive information regarding assessment, diagnosis, prognosis and treatment to encourage compliance and maximise patient care.
- Provide support, reassurance and encouragement to patients and their carers as part of the rehabilitation process.
- Convey comprehensive detail of physiotherapy treatment programmes in a manner and at a rate which is appropriate for every individual, emphasising and reiterating points to ensure a full understanding, if required.
- Encourage and motivate patients to maximise outcome, recognising those who are in pain, are afraid or reluctant and require reassuring, motivating and persuading to comply with treatment.
- Convey information in a particularly sensitive manner when it is contradictory to patient, relative and carer expectations and desires.
- Utilise appropriate methods and aids e.g. audio visual aids or music, when working with patients in groups for either education or exercise purposes.

- Deal with verbal complaints/concerns.

**Physiotherapy Staff (internal/external to Hospital):**

- Deal with staff performance issues – provide constructive feedback, agree objectives etc.
- Advise Band 7 Physiotherapist OPD regarding service needs and developments.
- Provide appropriate details for transfer of patients for on-going care elsewhere.
- Delegate tasks clearly to Physiotherapy Staff and Physiotherapy Students.
- Attend and actively participate in Physiotherapy department meetings, in-service training sessions etc.
- Network with appropriate physiotherapy colleagues, national & local clinical interest groups, clinical effectiveness forums and research groups in undertaking development work to ensure delivery of clinically effective care.

**Multi-disciplinary Team (Medical, Nursing, AHP staff, Social Work, Porters etc.):**

- Communicate efficiently with all members of the Primary and Secondary care, musculoskeletal teams/referral sources, i.e. GPs, consultant medical staff, AHP colleagues, admin. & clerical staff, nursing staff.
- Provide/receive information on patient assessment findings; progress with treatment and discharge information in written or verbal form. This can be highly complex and/or sensitive information.
- Provide/receive advice regarding additional strategies for patient management e.g. referral to another specialist practitioner.
- Teach physiotherapy clinical management programmes and objectives to heighten staff awareness and understanding of the role of musculoskeletal physiotherapy service.

**Other Agencies (local Authority, Voluntary Sector):**

- Liaise with other agencies to optimise patient care and ensure efficient service delivery, as required.

The post holder will also be expected to:

- Actively promote Health issues through education, exercise, general awareness programmes and regularly updated patient information leaflets.
- Provide information to Line Managers in the form of a management report when working in OH
- Maintain accurate and up-to-date documentation in line with legal, professional and departmental requirements and communicate assessment and treatment results to the appropriate disciplines in the form of reports and letters.
- Work with colleagues to influence and implement the use of evidence-based practice.

### 13. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

#### Physical:

- Therapeutic handling - very frequently, precise manipulative therapy techniques. Sustained static postures – frequent short periods.
- Manual handling (patient) - frequent, short periods daily e.g. assisting patients to transfer from wheelchair to treatment table, pushing wheelchairs, assisting patients with therapeutic exercise.
- Manual handling (equipment) - equipment, exercise equipment, electrotherapy units, frequent short periods daily.
- Working in cramped conditions – occasional.
- Using IT equipment – requires awareness of own posture and position or equipment/seating etc.

#### Mental:

- Frequent need to have high levels of concentration throughout the day on clinical tasks such as assessing and treating complex patients, discussing patient's problems/treatment with other physiotherapists, preparing letters/reports. – concentration levels frequently interrupted by staff or telephone enquiries.
- Concentration to ensure good communication with patients where there are barriers to communication.
- Managing own workload while assisting/instructing other staff members with clinical issues.
- Maintaining concentration despite time constraints of appointment system.
- Regular interruptions to work that may cause a change to the immediate work plan.

#### Emotional:

- Relentless demands of constant caseload with waiting time/waiting list pressures.
- Frequent daily contact with patients who are in pain and/or have chronic and debilitating conditions.
- Frequently communicating distressing information to patients e.g. Prolonged recovery times, inability to return to previous level of function, employment or sport/hobby.
- Need to support less experienced staff in the management of difficult patients/situations – frequent.

#### Environmental:

- Frequent manual handling of patients.
- Occasional work in cramped, awkward environments.
- Occasionally dealing with aggressive and challenging behaviour.
- Driving to GP Surgeries, sometimes in hazardous weather conditions.
- Risk of needlestick injury, i.e. acupuncture needle.
- Exposure to blood and pus, i.e. postoperative or traumatic wounds.
- Occasional exposure to vomit, urine, faeces, scabies, lice and fungal infections.
- Occasional Exposure to high frequency electromagnetic fields.

### 14. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- Diploma / Degree in Physiotherapy or Chartered Society of Physiotherapy accredited Masters.

- Relevant post graduate masters level courses e.g. Advanced Musculoskeletal Management/Rehabilitation, diploma in injection therapy.
- Extensive MSK experience at MSc/APP level
- Previous experience in Research and Audit.
- Registration with the HCPC.
- Evidence of clinical competency at advanced practitioner level or equivalent.
- Possess a specific leadership/management qualification or equivalent experience.
- High level of interpersonal skills.
- Leadership experience
- Team working.
- Excellent IT, organisational and communication skills.
- Report writing.
- Advanced experience of education and teaching.

## 15. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each job holder to whom the job description applies.

Job Holder's Signature:

Date:

Manager's Signature:

Date: