

**NHS GRAMPIAN
JOB DESCRIPTION**

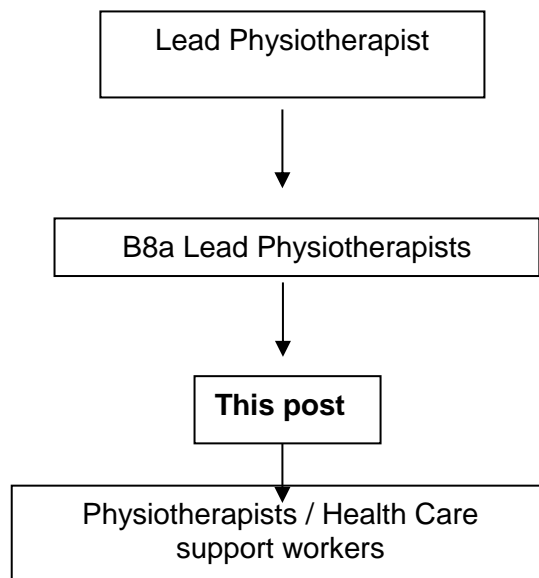
1. JOB IDENTIFICATION

Job Title:	First Contact Physiotherapist
Department(s):	Physiotherapy/Moray H&SCP
Location:	GP Practices across Moray
Hours:	16.65 hours per week (part-time)
Band:	Band 7
Salary:	£48,788 - £56,747 per annum (pro-rata)
Contract:	Permanent

2. JOB PURPOSE

- To provide expert physiotherapy assessment, diagnosis, treatment and discharge as a First Contact practitioner within the MSK service, making decisions about the best course of action for patients' care, covering all ages of patient. To be responsible for the day to day management of the service area liaising closely with the B8a physiotherapist in the area.
- To work multi-professionally for efficient and effective patient care.
- To take clinical responsibility for a designated element of the physiotherapy outpatient service including adherence to and implementation of national clinical guidelines.
- To supervise and teach physiotherapy assistants/technical instructors, junior staff, physiotherapy students and other personnel, acting as a source of specialist advice as appropriate.
- To undertake audit and research to further evidence-based practice within own clinical practice, team and wider physiotherapy service.
- To deputise for the Lead Physiotherapist - as appropriate.

3. ORGANISATIONAL POSITION



4. SCOPE AND RANGE

- To perform expert physiotherapeutic assessment acting as a First Contact Practitioner on own specialist caseload, provide a diagnosis, develop and deliver a specialised treatment programme and discharge patients with diverse presentations and complex physical and psychological conditions using highly developed clinical reasoning skills.
- To hold and be responsible for own specialist caseload and the organisation, delegation and supervision of physiotherapy staff's clinical work within area.
- To work as an expert clinician within outpatient field, to advise and support junior members of staff with complex patients.
- To undertake all aspects of clinical duties as an independent and autonomous practitioner.

- To initiate and undertake audit and research to further evidence-base using a range of research methodologies and data collection.
- To train, supervise, performance manage and support more junior members of staff. This will include the use of formal appraisal process, documentation, caseload and peer reviews.
- To train other physiotherapy team members.
- Supervise, educate and assess the performance of physiotherapy students; this would be to a graduate standard and involve working with universities to ensure the standard of practice and teaching meets the agreed standards.
- To take the lead role in the day to day management of the service area including monitoring and evaluating local area of responsibility and making recommendations to the Superintendent/Clinical Lead.
- To provide specific advice and guidance on health promotion and prevention strategies to both patients and other health care staff.

5. MAIN DUTIES/RESPONSIBILITIES

Clinical

- Act independently to formulate, implement, evaluate and deliver specialised individual physiotherapy treatment programmes based on a sound knowledge of evidence-based practice and treatment options e.g. manual physiotherapy techniques, patient education, exercise classes, electrotherapy technique, acupuncture, injection therapy and other alternative options.
- To be professionally and legally accountable for all aspects of own work, including the management of patients in your care. To ensure a high standard of clinical care for patients within area of work/specialism and support other staff within team to do likewise.
- To undertake expert assessment of own clinical caseload, including those with diverse or complex presentations/multi-pathologies; to interpret and analyse clinical and non-clinical facts, use developed expert clinical reasoning skills and manual assessment techniques e.g. palpation, to provide an accurate diagnosis of their condition. The information received during assessment is often complex and findings may be conflicting.
- Formulate accurate prognosis, recommend best course of intervention, including referral to other professionals, and develop comprehensive discharge plans.
- Assess patient understanding of treatment proposals, gain valid consent and have the knowledge and ability to work within a legal framework with patients who lack capacity to consent to treatment.
- Use of specialised manual physiotherapy techniques including facilitation of movement and manipulation techniques. An expert level of dexterity, sensory, co-ordination skills and precision are essential in treatment techniques e.g. manual therapy, acupuncture needling.
- Evaluate patient progress, reassess and adapt specialised treatment programmes if required.

- To be responsible for a designated caseload of patients, organising and planning effectively and efficiently to meet service and patient priorities. Readjusting plans as situations change/arise, using appropriate clinical prioritisation skills.
- Work multi-professionally with consultants, nurses, GPs and other health care professionals and agencies. This may be one to one discussions, report writing and team meetings etc. This will include discussion of patient care, patient progress and involvement in discharge planning.
- To provide spontaneous and planned advice, teaching and instruction to relatives, carers and other professionals to promote and facilitate understanding of aims of physiotherapy input, thereby ensuring consistent patient care.
- To provide expert advice on area of speciality to physiotherapy colleagues working within other clinical areas and to provide specialist advice, teaching and training to other members of the multidisciplinary team within area of specialism. May be required to undertake formal lectures to health professional students at the university.
- Within service framework, provide clinical education and development for all staff in team e.g. experiential learning, in-service training etc.
- Undertake the co-ordination, theoretical and practical teaching of highly developed skills to staff at postgraduate level.
- Supervise, educate and assess the performance of physiotherapy students; this would be to a graduate standard and involve working with universities to ensure the standard of practice and teaching meets the agreed standards.
- To initiate and participate in the development/redesign of clinical services within specialist area e.g. design and introduction of new protocols, waiting list initiatives, triage services etc.
- To assist in the development of local clinical policies and guidelines for area of work.
- To provide assistance when required to provide cover to other areas of the physiotherapy service e.g. domiciliary, wards, GP surgeries etc.
- To undertake additional delegated responsibilities for department/service e.g. manual handling, CPR, working groups and clinical effectiveness etc.
- May work as lone practitioner i.e. sole physiotherapist in GP surgeries, evening clinics with support systems available.
- To write legal reports providing accurate and detailed information regarding patient's diagnosis, treatment and expected outcome. This may include checking reports for less experienced staff and writing reports from notes for staff who have left the team.

- To identify and manage clinical risk within own patient caseload and monitor others e.g. less experienced physiotherapists, assistants and technical instructors.
- Be aware and comply with all relevant Health and Safety aspects of work.

Professional

- To be responsible for implementation of policies (professional, NHSG, SIGN, QIS) in own work area and to contribute ideas/suggestions/service changes that will impact outside own work area and other professions/disciplines.
- Work within NHSG clinical guidelines and professional body guidelines and to have a good working knowledge of national and local standards and monitor own and others quality of practice as appropriate.
- To be responsible for maintaining accurate and comprehensive patient treatment records in line with the Chartered Society of Physiotherapy standards of practice and ensure that other team members maintain the required standard in record keeping.
- To be responsible for maintaining own competency to practice through Continuing Professional Development activities and maintain a portfolio which reflects personal development and sharing good practice locally and/or nationally.
- Maintain and develop current knowledge of evidenced-based practice and develop further knowledge of particular conditions and patient types.
- Initiate and undertake the measurement and evaluation of your work and current practices through the use of evidence-based practice projects, audit and outcome measures, either individually or with colleagues. To make recommendations for change and introduce these to practice as appropriate.
- To undertake as required the collection of statistical data for use in service audit and research projects. To manage and undertake research into specific areas of clinical practice and service delivery using a range of research methodologies as part of multidisciplinary team audit and departmental research initiatives.
- Be an active member of the in-service training programme by regularly delivering and attending in-service training programmes, tutorials, individual training sessions, internal and external courses and peer review.
- To participate in individual appraisal and performance review programme.
- Be actively involved in professional clinical groups, such as a Journal Club, CSP Clinical Interest Group, Peer Review and other professional development activities.
- Ensure own practice, and that of staff under your supervision, meet the required professional standards of physiotherapy practice.
- To comply with all NHSG policies on patient confidentiality and data protection.
- To respect the individuality, values, cultural and religious diversity of patients and provide a service sensitive to those needs.

Managerial

- To be responsible for the day to day management of the service area, including waiting list management, staff absence and allocation of urgent referrals. To initiate, plan and organise the work of junior staff, technical instructors and physiotherapy students. This will include prioritisation of specialist caseload, patients with complex physical needs.
- To train, performance manage and supervise staff within team through appraisal and formal/informal supervision to ensure high standard of clinical care. To oversee development of staff and ensure appropriate support is made available.
- Participate as appropriate in multidisciplinary groups that influence and change policy and procedures which impact on disciplines other than physiotherapy, the outcome of which will evoke change in practice throughout other clinical areas and professional groups e.g. low back pain pathways, hydrotherapy care, osteoporosis management.
- To ensure that policy and service development changes are implemented by staff within team.
- To be responsible for identification and management of day to day clinical risk in designated work area.
- To ensure staff in your area comply with all mandatory training requirements ie induction, CPR, manual handling, fire training.
- To encourage prompt recording and reporting of all incidents in line with NHSG Occurrence Recording Policy.
- To be responsible for local implementation of NHSG complaints procedure and take appropriate level of action.
- Assist the Lead Physiotherapist in the recruitment and retention of staff to meet service demands. To participate, when required in staff disciplinary matters e.g. standard setting.
- Deputise for the Superintendent in their absence, taking responsibility for operational management of the team, allocating and organising the work of junior and assistant staff to meet service priorities.
- Required to represent physiotherapy and/or other health care professions at hospital/work area meetings.

6. SYSTEMS AND EQUIPMENT

- To have overall responsibility for the safe and appropriate use of all moving and handling equipment, electrotherapy equipment, gym equipment, patient appliances and aids. To ensure competent use by patients, junior and student physiotherapists, through teaching, training and supervision of practice, in line with department protocols.
- To be responsible for ensuring that local procedures to test physiotherapy equipment and report faults are implemented.
- To be competent in the use of technical media equipment including digital camera, video systems and relevant computer packages.

- To demonstrate a working knowledge of relevant IT systems and software packages e.g. email, internet search engines, Word, Carefirst, PhysioTools (exercise programme package).
- Responsible for stock monitoring and ordering.
- To be competent in the use of Patient Orientated Medical Records.

7. DECISIONS AND JUDGEMENTS

- To be responsible for own specialist caseload, working within professional policies and guidelines, providing expert physiotherapy assessment and treatment plans for these patients.
- To work autonomously and independently making high level clinical decisions within scope of practice. Support/guide other team members with decision making and/or work as sole physiotherapist in isolation.
- Responsible for managing a team/area, workload and delegating the caseload as appropriate.
- To identify own clinical limitations and seek guidance from peers or external sources e.g. professional special interest group.
- To have complete discretion over own patient caseload including prioritisation, balancing other patient related and professional demands and ensure that these remain in accordance with those of the service as a whole.
- To accept, assess, plan, undertake, complete and/or discontinue highly complex physiotherapy interventions as per presenting clinical condition/status of all patients on an individual and holistic basis and refer on to other health/social care professional/facilities as required.
- To use highly developed analytical skills and clinical reasoning in the ongoing reassessment, development and evaluation of treatment plans of patients within the specialty. The information received during this process is often very complex and can be conflicting, requiring in-depth analysis and decision making. This will include adapting decisions in response to changing situations and unpredictable events.
- To influence patient management decisions through working multiprofessionally.
- Required to constantly risk assess situation and take appropriate course of action.
- Responsible to the Superintendent/Lead Physiotherapist.

8. COMMUNICATIONS AND RELATIONSHIPS

- Day to day communication will be of a complicated and complex nature. Professional clinical information has to be communicated both with professional colleagues ie medical staff/consultants and modified to a level appropriate for patients/carers/relatives. Communicate effectively and appropriately with patients, family, carers, voluntary workers, the public and all members of the extended health and social care team using a range of verbal, non-verbal, written and presentation skills as required.
- Identify and modify most appropriate communication method dependent on the requirements of the person(s) being communicated with e.g. sensory impairment, disinterested, learning difficulties, language barriers etc.

- Reassure, support, motivate and encourage patients and carers as part of the rehabilitation/recuperation process.
- To instruct and convey comprehensive detail of care/physiotherapy treatment, including safe use of aids, in a manner and at a rate which is appropriate for every individual, emphasising and reiterating points as and when to ensure a full understanding and co-operation with treatment, using a variety of methods e.g. written exercise prescriptions.
- Use professional and clinical judgement in the dissemination or otherwise of all patient related, confidential and sensitive information.
- Represent physiotherapy service and/or individual patients at the multidisciplinary team meetings, to ensure the delivery of a coordinated multidisciplinary service and integrate physiotherapy treatment into the treatment programme.
- Liaise, as appropriate, with other healthcare professionals and agencies. This may be one to one discussions, report writing and team meetings etc. This includes discussion of patient care, patient progress and involvement in discharge planning/onward referral to ensure efficient and effective patient management. Multidisciplinary team members may include consultants, GPs, nurses, occupational therapist, dietitian, speech and language therapists, pharmacists, social workers, psychologists etc.
- Discuss service issues with the Head of Physiotherapy Service, Superintendent Physiotherapist, Leading Consultants and Nursing Ward Managers.
- Explain the role of physiotherapy to a range of people and clarify appropriateness or not of intervention and continuation/discontinuation of treatment.
- Discuss and negotiate with patients and carers, patient centred goals, both long and short term.
- Convey information in a particularly sensitive manner when it is contrary to patient carer and family expectations and desires.
- Communicating sensitive information in difficult/stressful environments i.e. in open non-private situations.
- To provide clinical education and training to physiotherapy students to graduate level. Provide support guidance and training to less experienced physiotherapists and assistants, assessing and evaluating performance.
- Network with physiotherapy colleagues and other disciplines locally and nationally to ensure best practice.
- To provide written information for patients regarding their care. To be responsible for updating and adapting as required.
- To liaise with university to co-ordinate student placements.
- Support physiotherapy staff when required in difficult and complicated situations e.g. bereavement, personal crisis etc.

9. PHYSICAL DEMANDS OF THE JOB

- Manual handling of patients without handling equipment for purposes of assessment and rehabilitation throughout the working day. This may include

assisting the very immobile, disabled, obese, unwilling and challenging patients. For example assisting patient from lying to sitting, sitting to standing and back in one session, repeated passive lifting of lower limb for assessment purposes, provide manual resistance to exercise, or support and treatment of heavy patients with severe disability who often require two or more staff during treatment session.

- To comply with the NHSG Manual Handling Policy and local therapeutic handling guidance at all times. This includes the use of manual handling equipment e.g. hoist, transfer equipment etc.
- To adjust manual handling technique for patients whose medical condition may make handling challenging e.g. dementia, anxiety, pain, limited mobility and patients with alcohol/drug dependency.
- Sustained periods of therapeutic handling of both patients and equipment throughout the working day. Patient sessions will usually last between 30-60 minutes. Requirement to maintain static postures i.e. kneeling and standing for variable lengths of time.
- Significant element of walking, climbing stairs, standing and working within confined and awkward spaces on a daily basis.
- Moving heavy objects e.g. gym equipment, furniture.
- Assisting patients during rehabilitation e.g. walking and stair practice. This may include sudden and unpredictable changes in direction or movement, faints or falls.

Mental Demands

- Postholder required to constantly think on their feet in order to respond to frequent unexpected challenges. This may include changes in patient presentation/condition, response to bleep, requests from medical staff, assistance to junior staff and changing priorities of workload.
- Prioritising workload in area of responsibility – daily.
- Periods of concentration required in assessment of patients, especially with new and complex patients with communication difficulties – frequent.
- Dealing with abusive patients or carers – infrequent.
- Responding to group dynamics during exercise classes/training sessions.
- Required to constantly risk assess situation.

Emotional Demands

- Regularly dealing with patients who have long term chronic illness/disability.
- Regularly dealing with patients in pain whose symptoms may be exacerbated/aggravated during assessment or treatment.
- Occasionally required to deal with patients who have suffered, for example, some form of abuse.
- Regularly, as part of day to day caseload, dealing with patients who are undergoing traumatic life changing experiences e.g. amputation, diagnosis of cancer, bereavement etc.

Working Conditions

- Occasional exposure to bodily fluids (urine, faeces, blood, vomit), sputum, infections i.e. MRSA. In particular faeces and vaginal secretions as part of continence assessment.
- Frequent exposure to body odours, fleas, lice.
- Occasional exposure to verbal and physical aggression.
- There may be a requirement to provide services flexibly to meet the needs of service users. This could include providing services over weekends and extended hours.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Working with a diverse clinical caseload on a daily basis.
- To adapt to different clinical/working areas when working on more than one site.
- Undertake a physically and mentally demanding job whilst taking care to safeguard own health and safety as well as that of patients and colleagues. This involves continual risk assessment sometimes within areas where reducing risk to a desired level is difficult.
- The unpredictable nature of the work requires the postholder to possess a high level of adaptability and responsiveness. This is in order to react to patient feedback/changing condition and re-evaluate patient treatment plans.
- Participating in multi-professional teams ensuring a professional opinion is expressed with which other members of the team may not agree, negotiating and working towards a compromise when agreement is not reached.
- Identify and deal sensitively with patients whose symptoms are both psychological as well as physical in nature.
- Frequent lack of information given on referral e.g. x-rays, psychological conditions.
- Fairly predictable pattern of work but may suddenly change if required to cover another area because of vacancy, sick leave etc.
- Regular interruptions during working day from other staff, telephone, bleep, relatives etc.
- Absence of administrative support creating constant interruptions e.g. telephone queries, appointments, rescheduling etc.
- Dealing with complaints and taking appropriate action.

11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- Honours degree level or equivalent in physiotherapy.
- Health & Care Professions Council registration.
- A broad range of experience at a junior level, plus minimum two years specialised experience as a specialist physiotherapist. Demonstration of specialist theoretical knowledge and practical expertise through in-service training, attendance at specialist postgraduate education courses and experiential learning evidenced through personal CPD portfolio.

**NHS GRAMPIAN
PERSON SPECIFICATION**

The Person Specification should meet the demands of the job and comply with current legislation. Setting unnecessary standards may, for example, unfairly discriminate against one sex, the disabled or minority racial groups. Applicants should be assessed in relation to their ability to meet the real requirements of the job as laid down in the job description. Shortlisted candidates **MUST** possess all the essential components as detailed below.

POST/GRADE: **First Contact Physiotherapist - Band 7**

LOCATION/HOSPITALS: **GP Practices across Moray**

WARD/DEPARTMENT: **Physiotherapy Services, Moray**

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> • Degree/Diploma in Physiotherapy • Current HCPC Registration • Documented Evidence of Post-Graduate study 	<ul style="list-style-type: none"> • Clinical Educator • Injection therapy • CSP member • Non-medical prescribing
Experience	<ul style="list-style-type: none"> • Post graduate experience with strong background in areas relevant to the post. • Currently working as a senior therapist 	
Special Aptitude and Abilities	<ul style="list-style-type: none"> • Excellent communication skills • Ability to prioritise workload • Safe manual handling techniques • Proven organisational skills 	<ul style="list-style-type: none"> • Calm, clear and supportive manner
Disposition	<ul style="list-style-type: none"> • Approachable • Friendly • Flexible • Confident 	
Particular Requirements of the Post	<ul style="list-style-type: none"> • Ability to work independently / or as part of a team • Knowledge of Health Service Policy in Scotland • PVG Clearance for Children & Adults 	<ul style="list-style-type: none"> • Interested in Health Promotion • Ability to manage complex working relationships