

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: Area Lead/ Advanced Occupational Health Physiotherapist

Responsible to: Head of Occupational Health Physiotherapy

Department(s): Occupational Health & Safety Service/ Occupational Health Physiotherapy Service

Directorate: Medical Directorate

Job Reference: 051693

No of Job Holders: 4

Last Update: 08 April 2021

2. JOB PURPOSE

Provide direct clinical care, which encompasses specialist Occupational Health physiotherapy assessment, treatment and management of members of staff within NHS Lothian with Musculoskeletal disorders.

To provide expert advice and work closely with GPs, Occupational Health Physicians and Division Managers regarding an individuals fitness to work / return to work and workplace assessment to prevent/ reduce the risk of musculo-skeletal injury to staff and patients.

Provide ergonomic workplace assessments and provide management with recommendations of possible solutions to workplace ergonomic problems in order to reduce the risk of injury to staff and patients.

To co-ordinate, provide and assist in evaluating the O.H. physiotherapy service for the staff of NHS Lothian in order to meet the objectives of the Occupational Health and Safety Service and the Human Resource strategy of NHS Lothian.

Manage day to day organisation of the workload for the O.H. Physiotherapy team in the O.H. Physiotherapy clinical area with operational management responsibility for service cover and activity on respective site and cover geographical areas of NHS Lothian.

3. DIMENSIONS

Client group- Any of the 24,5000 members of staff within NHS Lothian.

Departmental dimensions-Number of new patients/cases per year- 1,700-2,000

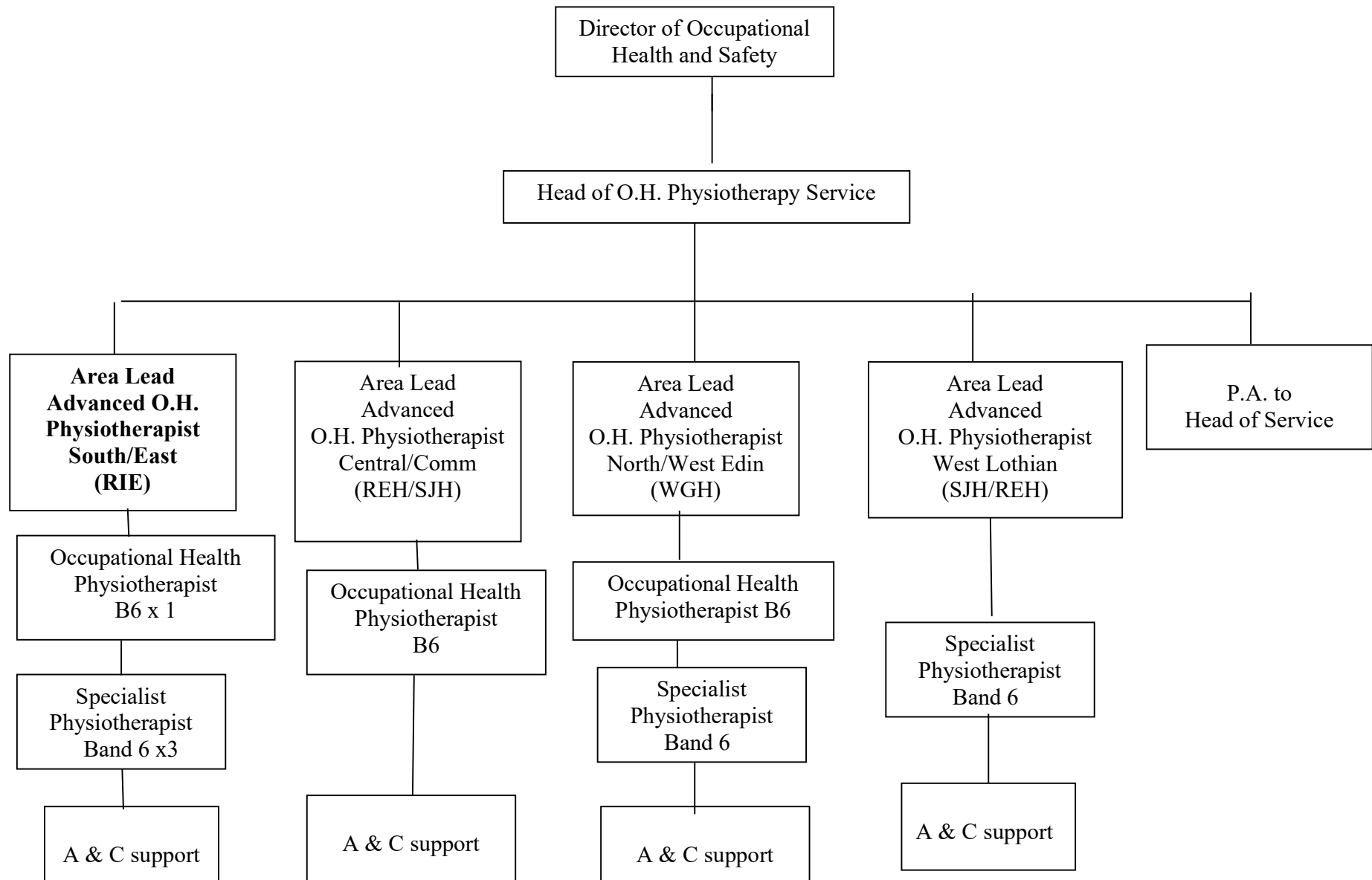
Clinical Area – All aspects of physiotherapy care within specialist area of Occupational Health Physiotherapy including return to work, worksite assessments and case management.

Manage the day-to-day organisation of the workload for the physiotherapists in O.H. physiotherapy team at the relevant sites.

Undertake health promotion activities in area covering.

Staff Responsibility – Operationally manage staff on sites. Clinically develop and supervise less experienced physiotherapists; training and appraising band 6 physiotherapy staff. Assist the Head of Service in the provision of the Service NHS Lothian wide. Manage the day to day organisation of the workload for the physiotherapy team in the O.H. physiotherapy area and undertake care of the most complex cases.

4.ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

The Occupational Health Physiotherapy Service is a distinct service and sits within Occupational Health and Safety Services within the Medical Directorate of NHS Lothian.

Key responsibilities of the service: -

- Provision of specialised Occupational Health physiotherapy care to a diverse range of clinical conditions and patient types in a variety of environments across NHS Lothian.
- Provide specialist advice to General Practitioners, Occupational Health practitioners and Division managers on employee fitness for work and occupational issues related to employee musculoskeletal health.
- Provide easy and early access to physiotherapy advice, assessment, treatment and management programmes for staff with a diverse range of musculoskeletal problems.
- Enable appropriate, safe and early return to work of employees while reducing the risk of musculoskeletal injury.
- Highlight and manage areas of musculoskeletal risk within the Health Board through identification, work site assessment and risk reducing recommendation strategies.
- Health promotion initiatives with individuals and targeted groups
- Evaluate and audit the service
- Service management, planning and development within a defined budget and a multidisciplinary framework
- Development, implementation and management of a Clinical Governance Strategy.

6. KEY RESULT AREAS

6.1 Clinical (65%)

1. Act autonomously to assess, analyse and provide a clinical diagnosis for individual patients to determine their need for physiotherapy intervention within Occupational Health and Safety Services.
2. Act autonomously to plan, implement, evaluate, treat and progress patient care to maximise rehabilitation potential within specialist area.
3. Manage a team caseload of patients effectively and efficiently, personally undertaking the more complex cases.
4. Autonomously triage all the management and self referrals to Occupational Health Services of patients with musculoskeletal problems and direct the case to the appropriate mode of management i.e. physiotherapy, referral to other specialities or members of the medical team for advice and management or workplace/occupational health and safety intervention.
5. Respond directly to Management referrals relating to staff members occupational health status , providing advice and/or making recommendations in relation to these.
6. Design and case manage occupational health packages eg. Return to work programmes, workplace/job modifications for staff who have musculoskeletal problems; to support NHS Lothian in promoting a safer and healthier workplace and workforce.
7. Initiate and act autonomously to undertake work-site assessments for patients, to identify areas of potential musculo-skeletal risk to staff in the workplace and recommend ergonomically sound and practical solutions where possible, to support departmental and NHS Lothian policies.
8. Act autonomously to provide expert and extended clinical skills beyond the scope of routine physiotherapy practice by providing the Occupational Health assessment and feedback to NHS

Lothian managers ,and, for example undertaking ergonomic workplace assessments, and worker/job specific fitness for work assessments

9. Ensure the physiotherapy team completes and maintains patient documentation, records and to reflect care provided and meet professional standards.
10. Communicate and make recommendations to all relevant disciplines of staff to maximise patient care and promote multidisciplinary working.
11. Develop, implement and maintain appropriate clinical guidelines ensuring clinical effectiveness to optimise patient care.
12. Act as specialist clinical resource for the physiotherapy service regarding occupational health physiotherapy to optimise available clinical care.

6.2 Research

1. Lead in and ensure clinical audit, clinical research and quality programmes within the specialist occupational health physiotherapy service are developed and implemented to support the Clinical Governance Strategy.

6.3 Managerial

1. Manage day to day organisation of the workload for the O.H. Physiotherapy team in the O.H. Physiotherapy clinical area with operational management responsibility for service cover and activity on respective site ensuring maximum efficiency and the desired quality of care.
2. Participate in and undertake the departmental Personal Development and Performance Review system to promote personal and service developments.
3. Support Head of Service to develop and be responsible for the operational management of the O.H. Physiotherapy service to maximise patient care and use of resources.
4. Monitor activity and staffing levels and support Head of Service to prioritise resources to meet service demands.
5. Assist in development of, and implement, managerial policies to promote a fair, consistent and safe working environment in line with current Health and Safety policy to meet National, Divisional and professional specifications.
6. Assist in the strategic develop and manage of a specialist physiotherapy occupational health service in liaison with the Head of Service to maximise patient care and use of resources.
7. Assist the Head of service in developing the Clinical Governance Strategy for the Occupational Health Physiotherapy service.

6.4 Educational

1. Develop and update clinical knowledge and skills in Occupational Health Physiotherapy to ensure delivery of evidence-based care.
2. Provide training and advice to physiotherapy staff regarding Occupational Health Physiotherapy.
3. Coach and develop less experienced staff within team especially the physiotherapist specialist staff to promote their professional development and ensure clinical effectiveness.
4. Undertake physiotherapy in-services within O.H. Physiotherapy service team to promote personal development.
5. Educate nursing, medical, other multidisciplinary team members, educational staff and others to promote knowledge of Occupational Health Physiotherapy management to enhance overall care.
6. Participate in peer review.

7a. EQUIPMENT AND MACHINERY

Have a Knowledge of

| | Equipment | Frequency |
|----------------------------------|---|--|
| Walking aids | Elbow crutches, sticks, crutches, specialist walking frames | Through out day |
| Manual Handling equipment | Mechanical Hoists, Samhall turner, Sliding boards/Sheets As the work involves worksite assessment, these mechanical hoists are often viewed and used whilst undertaking these visits in conjunction with manual handling. | Ad hoc |
| Electrical Equipment | Tens Units, Biofeedback Units, Ultra-Sound, Biofeedback, Interferential, | Through out day |
| Respiratory Equipment | Stethoscopes, | Ad hoc |
| Supports | Full Range Of Appliances And Orthoses (A variety of external support for all limbs and joints of the body) e.g. foot drop splints, collars | Ad hoc |
| Rehabilitation Equipment | Treadmill, Exercise Bicycles, Steppers, Isokinetics, , Multigym, Weights, Traction Beds. Plinths, Parallel Bars, Balance Boards, Gymnastic Balls, Blocks, Stairs, Suspension Therapy, Full Range Of Small Exercise Equipment Acupuncture needles | Through out day Through out day |
| Hydrotherapy | Full Range Of Associated Equipment e.g. Hoist; Flotation Aids; Evacuation Board Range Of Associated Equipment | Ad Hoc |
| Positioning Equipment | Wheelchair Cushions, T-Rolls, | Ad hoc |
| Thermal Equipment | Hot Packs, Ice | Through out day |
| IT Equipment | Personal Computer, Dictaphone | Through out day |
| | | |

7b. SYSTEMS

- Maintain patient records to meet legal and professional standards
- To participate in the collection and collation of qualitative and quantitative service specific data
- PhysioTec-This is a software package comprising of diagrams and details of specific exercises. This assists a Therapist to develop a specific individualised exercise programme for the patient
- Complete accurate data for patient database
- Use and have knowledge of Microsoft Office applications including Word. power point hospital intranet, the internet and relevant Search engines
- Cohort V. 10 Occupational Health records system

8. ASSIGNMENT AND REVIEW OF WORK

Clinical caseload will be generated by the telephone (self-referral) system and from the Occupational Health referrals from line managers as well as from within the Occupational Health and Safety Services , with a lesser extent from GP's, and Consultants. The specific service needs of clinical area are variable. Referrals for occupational health physiotherapy interventions e.g return to work assessments / fitness for work assessments are often self generated as a result of identifying a requirement when providing treatment or when out on site and observing the workplace/workers.

Head of Service, Occupational Health Physiotherapy Manager will also delegate other non-clinical tasks e.g. appraisal, PDP, patient satisfaction quality assurance.

Expected to initiate work and allocate tasks associated with the day-to-day clinical/operational management of the service. Responsible for deciding how staff and resources will be allocated to meet the demands of the service for the respective site/area.

Work independently on a day-to-day basis. Meet regularly with Head of Service, Occupational Health Physiotherapy Manager to whom they are responsible to plan and discuss service delivery and developments.

Responsible for the management of the Senior physiotherapists (Band 6) and for ensuring that they are clinically effective.

The Head of Service, Occupational Health Physiotherapy Manager will provide induction and undertake performance reviews in line with NHS lothian's policy on Personal Development and Performance Review.

9. DECISIONS AND JUDGEMENTS

Make decisions on diagnosis and treatment. Demonstrates advanced clinical reasoning skills based on specific diagnosis to identify patient treatment and rehabilitation needs.

Triage patients via telephone self referral system.

Undertake for, and provide reports directly back to, Managers in response to O.H. referrals about staff with Musculo-skeletal problems.

Make decisions on an individuals fitness to return to work.

Make decisions regarding effective, safe and timely return to work programmes for members of staff.

Make ergonomic decisions/recommendations whilst undertaking a worksite assessment within all work areas of NHS Lothian, in line with current legislation.

Prioritise caseload. Prioritises own and senior physiotherapists caseload and assigns workload according to staff capability managing the more complex cases for self

Assist the Head of service with the planning of service development

Discuss/refer to the Head of Service the most complex cases as necessary.

Provide specialist advice to other physiotherapists and professions.

Provide on a day-to-day basis enhanced clinical advice and guidance to rotational senior physiotherapist.

Guidance for Admin and clerical.

Recognise and deal with staff performance issues, liaising with Head of Service as required

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Provide highly skilled, specialist and effective clinical assessment and physiotherapy treatment to patients with a wide variety of conditions to enable appropriate management, maintaining them at work or assisting them to return to work.
- Maintain a specialist clinical profile and related caseload whilst coping with the day to day management and development of a service where demand on the service is very high.
- Ensuring comprehensive and effective service provision in the face of absences or vacancies.
- Provide timely detailed worksite assessments, return to work assessments and reports ensuring implementation of the recommendations in liaison with the individual and the relevant managers.
- Attend mentally demanding work case conferences with staff, managers, HR advisors, union representatives who may have different opinions.
- Taking on responsibility for management and development of senior physiotherapy staff within a clinical context
- Ability to adapt to the variable and unpredictable demands of both clinical and managerial workload; in addition develop and support needs of team
- Cover a large geographical area with multiple workplaces/work environments

11. COMMUNICATIONS AND RELATIONSHIPS

| WHO | FREQUENCY | METHOD | PURPOSE |
|--|-----------------------------|--|--|
| Patients | through out day | Face to face Telephone | Provides and receives information regarding assessment, diagnosis, prognosis and treatment to encourage compliance. Patients will have a range of medical problems and require the physiotherapist to utilise developed motivation and persuasion skills to facilitate rehabilitation both in an individual and group setting. Patients will predominantly have complex medical psychosocial and occupational problems and require highly developed interpersonal skills. Deal with verbal complaints |
| O.H. Physiotherapy Service staff (Internal) | through out day | Face to face Telephone Email | Operational management on site Deal with performance issues Coach and develop staff in occupational health physiotherapy Consult Head of Service for advice. Support the Head of Service regarding service needs and developments. Liase with peer group to ensure service equity is maintained and resources optimised. |
| Therapy Department staff | As per local arrangement | Face to face Meeting | Information, In-service Training, Development |
| Head of O.H. Physiotherapy Service | Daily Monthly | Face to face, Email Telephone, meetings | Consult about Operational management/service development information, /Recruitment and Retention Issues. Strategic development, operational, professional and line management |
| Departmental A&C Staff | through out day | Face to face Written | Administrative requirements Assign relevant tasks |

| | | | |
|-----------------------------------|-----------------|--|--|
| Colleagues within / out with NHSL | through out day | Face to face Telephone, fax, Letter Email | Patient referral, equipment ordering, operation management Network with appropriate physiotherapy colleagues and others, in undertaking development work to ensure delivery of clinically effective care. |
| Managers HR Advisors | through out day | Face to face Telephone Email, Letter | Provide and receive information regarding complex and sensitive issues with regard to the on going management of the patient. Liase with Occupational Health Physicians /Managers/ Human resources regarding individual patients to enable member of Staff to return to work/remain at work confidentiality agreements. |
| Occupational health Physicians | Daily | Letter Telephone Face to face | Provide and receive information regarding complex and sensitive issues regard to the on going management of the patient. |

| | | | |
|--|-----------------|--|--|
| Multidisciplinary team with in the speciality (OHP's, OHN's, Man Hand) | through out day | Face to face Telephone Email, Letter | Liase with Occupational Health Physicians /OHN's/Manual Handling regarding individual patients fitness to remain at work or to return to work Discuss with multidisciplinary team regarding service needs and involve relevant teams. Teach patient physiotherapy management strategies to optimise patient care. Report patient assessment findings, patient progress with treatment and suggest other professional input requirements in line with confidentiality agreements. |
| Health & Safety Advisors | through out day | Face to face Telephone Email, Letter | Liase with Health and Safety regarding identified potential or actual health and safety hazards identified on workplace visits or from information provided or gained from work activity. Discuss with multidisciplinary team regarding service needs and involve relevant teams. |
| Medical Staff | through out day | Face to face Telephone Email, Letter | Liase with and advise medical staff relating to individual patients and specialist area; ensuring patient management is maximised |

| | | | |
|--|--|--|--|
| | | | <p>Liase with General Practitioners re: patient care where input is required e.g. signing back to work, X-rays, steroid injections, referral-on, etc.</p> <p>Report sent to General Practitioners on patient discharge to summarise assessment, treatment and outcome.</p> |
|--|--|--|--|

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

| | | Frequency |
|--------------------------|---|--|
| Physical Skills: | <p>Expertly developed clinical skills within specialist area requiring highly developed manual dexterity to perform a wide range of physiotherapeutic techniques. E.g. spinal mobilisation techniques</p> <p>Highly developed interpersonal and listening skills to ensure that patients are correctly triaged over the phone</p> | <p>Through out day Up to 10-15 patients</p> |
| Physical Demands: | <p>Therapeutic Handling- Patient movement. Manoeuvre patients to perform manual therapy techniques.</p> <p>Patient stair assessment/Rehabilitation requiring therapist to walk backwards downstairs</p> <p>Manoeuvre patients to assist in performing manual therapy techniques</p> <p>Assist Patients mobility with walking aids</p> <p>Work in cramped awkward positions for sustained periods of time. Stand/Walking/ Kneeling/ floor sitting for the majority of shift</p> | <p>Through out day Upto10-15patients</p> <p>Frequently</p> <p>Frequently</p> <p>Frequently</p> <p>Through out day</p> |

| | | |
|---------------------------|---|---|
| Mental Demands: | <p>Concentration required when assessing and treating patients through out day</p> <p>Workload priorities vary to meet service requirements. Pressure of service delivery during periods of unplanned absence of staff</p> <p>Concentration required to produce a detailed well written authoritative worksite or return to work assessment</p> <p>Answer telephone referrals within busy specified time.when staff are anxious about their condition and desperate for an appointment or to seek advice.</p> <p>Often patient/member of staff is anxious and distressed regarding their injury</p> <p>Pressure of individual staff capabilities and changing clinical demands</p> <p>Clinical risk assessment sometimes within areas where reducing risks to a desired level is difficult</p> <p>Dealing with patients who have communication difficulties</p> | <p>Through out day</p> <p>Daily</p> <p>As required</p> <p>Daily</p> <p>Daily</p> <p>Frequently</p> <p>Frequently</p> <p>Frequently</p> <p>Frequently</p> |
| Emotional Demands: | <p>Communicating with distressed/anxious/worried patients/managers.</p> <p>Exposure to disclosure of highly sensitive information e.g. physical abuse, emotional trauma</p> <p>Imparting unwelcome information to patients, carers and family regarding rehabilitation prospects.</p> <p>Regularly attend return to work meetings with Occupational Health Physicians /Managers/ Human resources to facilitate the return to work of the member of staff</p> <p>Dealing with patient and staff demands in a sensitive and supportive manner while coping with demands of clinical service delivery within a tight time frame</p> <p>Answering telephone calls to anxious patients/members of staff enquiring about injury and treatment</p> <p>Supporting more inexperienced members of the Physiotherapy team deal patients with deteriorating conditions patients</p> | <p>Through out day</p> <p>occasional</p> <p>Daily</p> <p>Daily</p> <p>Daily through out day</p> |
| Working Conditions | <p>Daily exposure to body fluids (sweat), odours</p> <p>Some exposure to a degree of verbal abuse from patients</p> <p>Varied Temperatures</p> <p>Working between hospitals involving walking outside to other sites</p> <p>Some exposure to wounds</p> | <p>Through out day</p> <p>Ad Hoc</p> <p>Ad Hoc</p> <p>Frequently</p> <p>Ad hoc</p> |

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

Qualifications

- UK BSc in Physiotherapy or HPC recognised alternative
- Registration with Health and Care Professions Council
- Evidence of post graduate physiotherapy qualification masters level or equivalent qualifications/experience
- Have obtained Registered membership status of the Association of Chartered Physiotherapists in Occupational Health and Ergonomics, or working towards achieving within next few months.

Experience

- Extensive post graduate experience in physiotherapy MSK out patients and evidence of substantial work experience in Occupational Health Physiotherapy speciality.
- Evidence of undertaking research and audit
- Evidence of clinical supervision skills and practice in the areas of MSK physiotherapy and O.H. Physiotherapy

Relevant post graduate courses

- Occupational Health Physiotherapy and Ergonomics related courses
- Occupational health and safety management related courses
- Musculoskeletal courses eg. Cyriax, Rehabilitation, NAGA and SNAGS, MACP programme,
- Manual Handling course

Knowledge of the following legislation:

- Health and Safety at Work Act (1974)
- Equality Act (2010)
- Manual Handling Operations Regulations (1992)
- Management of Health and Safety at Work Regulations (1992)
- Display Screen Equipment Regulations (1992/2002)
- RIDDOR

Skills

- Leadership
- High level of communication
- Teamwork
- Organisational
- Report writing
- Presentation
- Teaching
- Car driver

14. JOB DESCRIPTION AGREEMENT

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

Job Holder's Signature:

Date:

Head of Department Signature:

Date