

## **JOB DESCRIPTION – CLINICAL MANAGER AND CLINICAL SPECIALIST PHYSIOTHERAPIST**

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### **Overall:**

### **Clinical:**

- To manage a clinical caseload as a Clinical Specialist Physiotherapist
- To provide an excellent standard of Physiotherapy assessment, treatment, progress and advice to patients with a diverse range of conditions

### **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 clinical operations of the 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 managing, maintaining and developing the quality management system alongside the business manager in accordance accredited quality standards and future accreditations
- Support the continued growth and development for the all areas of business identified in the 3-5 year business plan

### **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:**

Shareholders and Directors / Managing Director (MD)

### **Key Reports:**

Clinical Staff

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### **Duties include:**

#### **Clinical – Approximately 60%:**

##### **1. Clinical / Professional**

- Design and implement treatment regimes for patients in accordance with; quality standards as directed by PML, professional codes of conduct as directed by the Chartered Society of Physiotherapy
- Assess patients, analyse the findings to formulate a diagnosis, and develop a treatment programme based upon best available evidence, assuming the highest standards of patient care
- Ensure accurate recording of the data to meet the standards of the Chartered Society of Physiotherapy and fulfil legal requirements
- Be responsible for the implementation of high standards of clinical skills, in arrears of assessment, treatment and management of musculoskeletal problems
- To use theoretical and practical knowledge to refer on to other departments, consultant /GP colleagues as necessary, based on investigation results and clinical assessment

##### **2. Communication**

- To liaise with health professionals, insurance companies, OH (H&S, HR or OH) and other sources referring the patients for treatment / assessment either verbally or written as necessary
- To defuse potentially hostile and antagonistic situations with staff, patients and relatives using developed negotiation and interpersonal skills
- Liaise with other members of the multidisciplinary team as necessary

##### **3. Relationships and Innovation**

- Give talks / demonstrations on the work of the physiotherapy department to other disciplines such as GPs, Podiatrists, Gyms, etc
- To identify appropriate audits, outcome measures and service impact measures which accurately evaluate patients' response and service development needs
- Develop new ideas for the future of the service and new programmes to improve patient care
- To promote PML to all appropriate avenues with an 'out-of-box' approach
- To assess gaps in the market where PML can offer a new service or promote existing services or products

#### 4. Health and Safety

- To ensure that all PML policies 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

#### 5. Confidentiality

- To respect confidentiality of all matters that they may learn relating to employment, other members of staff and general public

### **Clinical Leadership / Management – Approximately 40% of time:**

#### 6. Business Delivery and Operational Management

- Responsible for managing the successful implementation of business and operational initiatives for clinical side of business
- Establishing measurable standards of business functions for the clinical side business
- Responsible for managing clinical operations of the business to ensure efficient and effective delivery of services
- Ensuring compliance with the various clinical legislative and regulatory requirements affecting PML and its activities.
- Establishing measurable KPIs for clinical team, including monthly 1:1s with clinical staff to discuss relevant issues, development needs and to offer them support and guidance in relation to patient satisfaction, performance markers and audit data

#### 7. Quality Management

- Responsible for ensuring high standards of clinical quality and governance, ensuring clinical integrity is robust
- Management and development of clinical standards to maintain and attain accreditations, including but not limited to ISO 9001, CQC, SEQOHS, NHS DSP toolkit and Better Health at Work Award
- Responsible for developing and managing robust Information Governance framework to incorporate statutory requirements in line with GDPR
- Manage clinical complaints and significant events alongside the Business Manager, including incident reporting protocol

#### 8. Clinical Leadership

- Review and oversee IST schedules and overall internal training, ensuring maximum impact
- Ensuring the latest clinical evidence is shared, understood and implemented where appropriate
- Review clinical outcome measures, ensuring our process for collecting this data is the most efficient and implementing any necessary changes

9. Business Planning alongside the Business Manager and Managing Director

- Contributing to the development of a 5 year strategic business plan and detailed yearly plan.
- Establishing new areas of service.
- Identification of areas for local business growth and actively promote services as appropriate

10. HR

- Responsible for planning and management of recruitment processes for clinical areas of business
- Responsible for managing direct reports effectively, delegating appropriately and holding them accountable for the delivery of specific objectives and targets
- Responsible for managing operational issues including timetables / staff holidays cover for clinical team
- Responsible for managing sickness absence and disciplinary for clinical team

11. Line Management

- Responsible for line managing clinical and admin team involved in clinical delivery, including appraisals
- Responsible for maximising the performance and potential of direct reports through regular performance coaching and review, ensuring they meet the required standards in their current job and develop their skills and knowledge
- Visible leadership and direction to all clinical staff

12. Contract Management

- Responsible for management of clinical complaints, significant events, queries and feedback
- 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

Name.....

Date Received.....

Signed.....

Signed (N Nayyar).....

## PERSON SPECIFICATION – CLINICAL MANAGER AND CLINICAL SPECIALIST PHYSIOTHERAPIST

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

<p><b>Job Knowledge and Experience</b></p> <p>Qualifications and/or practical knowledge, experience and skills</p>	<p>Degree level qualified in Physiotherapy (E)            Post graduate qualification such as MSc/PGCert/Diploma (D)            People leadership or management experience (E)            Excellent IT skills (E)            Operations Management experience (E)            Business development experience (D)            Specialist skills, such as delivering injections (E)            Ability to keep organised for areas such as updating the QM and IG systems, hosting meetings, tenders and deadlines (E)            Financial management experience (D)            Evidence of CPD maintenance (E)</p>
<p><b>Complexity Creativity</b></p> <p>Range of duties, how the knowledge is applied, opportunities for problem solving, suggestions</p>	<p>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)</p>
<p><b>People Skills</b></p> <p>Management responsibilities, level and type of customer contact</p>	<p>Work alongside the Managing Director and Business Manager (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 (E)</p>
<p><b>Circumstances</b></p>	<p>Flexible working to be able to attend meetings, presentations and events (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)</p>

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

**Position:** Clinical Manager and Clinical Specialist Physiotherapy

**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 (Business Manager)

**Salary:** £45,000-£55,000 FTE per annum relating to experience

**Hours:** 30-38hrs (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 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 and Business Manager, 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.

**Clinical – Approximately 60%:**

Clinical / Professional  
Communication  
Relationships and Innovation  
Health and Safety  
Confidentiality

**Clinical Leadership / Management Responsibilities – Approximately 40%:**

Business Delivery and Operational Management  
Quality Management

Clinical Leadership  
Business Planning alongside Business Manager and Managing Director  
HR for Clinical Team  
Line Management  
Contract Management

The successful candidate will be able to demonstrate previous experience in MSK Physiotherapy working at Clinical Specialist level, clinical leadership experience, 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**

**Send CV and Covering Letter to [neeraj@physiotherapymatters.co.uk](mailto:neeraj@physiotherapymatters.co.uk)**

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