Mater Misericordiae University Hospital Dublin

Musculoskeletal Physiotherapist
Clinical Specialist with Triage remit

1 WTE

Job Title / Grade:
Musculoskeletal Physiotherapist /Clinical Specialist with Triage remit

Department / Division:

Physiotherapy /Health & Social Care Directorate

Location:

MMUH (main campus or MMUH site)

Partner community sites

Reporting Relationship:

The Clinical Specialist Physiotherapist (Musculoskeletal Triage) reporting relationship and accountability for the discharge of his/her contract is to:

a) Physiotherapy Manager for physiotherapy clinical governance, attendance and service performance management.
b) Orthopaedic/Rheumatology Consultant for clinical governance in triage, advanced practice remit and service performance management

Responsible to:

Physiotherapist Manager III & Physiotherapy Operations Managers

JOB DESCRIPTION

JOB PURPOSE

- The Clinical Specialist Physiotherapist will deliver a high quality, patient-centered Musculoskeletal Triage and physiotherapy service to patients across community and secondary care settings.
- The Clinical Specialist physiotherapist will work collaboratively with Orthopaedic and Rheumatology consultants, other Consultants, NCHD, Health & Social Care Professionals, Clerical/Administrative staff and other hospitals /primary care to deliver a cohesive service for patients between primary care and acute services, thereby facilitating efficient access to orthopaedics, rheumatology, physiotherapy or other service as required.
- As the MSK Triage service evolves, the Clinical Specialist will work with the team to promote and develop pathways of care striving to ensure best practice, maximum efficiency, productivity and cost effectiveness
- The Clinical Specialist physiotherapist will provide service in accordance with the mission, values and strategic plan of the MMUH.

KEY RESPONSIBILITIES

PROFESSIONAL PRACTICE

- Triage and appropriately route referrals on orthopaedic and rheumatology waiting lists
- Provide musculoskeletal triage services at community sites to support and develop current interface clinics
- Achieve agreed KPIs
- Assist in triage of referrals from waiting list and recommend patients suitable for musculoskeletal triage clinics
- Identify patients with red flag and/or suspicious symptoms and potential serious life threatening pathologies, and to adhere to relevant pathways of care, as agreed with relevant consultant and/or GP teams
- Undertake clinics with the relevant Consultant or Specialist Registrar
- Work at the most advanced level in physiotherapy practice in line with competency level, triaging, diagnosing and managing patients with diverse presentations and highly complex physical and psychological conditions
- Provide physiotherapy care to referred patients
- Act as an advanced physiotherapy practitioner within the musculoskeletal physiotherapy area by using expert clinical reasoning skills
- Provide highly specialist support and advice to physiotherapy and other clinical staff within and outside the organisation whilst maintaining a clinical caseload of highly complex patients as an autonomous practitioner
- Provide expert clinical opinion to managers, supporting the strategic direction of the physiotherapy service across the whole organisation and utilising the principles of clinical governance
- Observe confidentiality requirements: In the course of their employment the post holder will have access to information regarding the personal affairs of patients or staff. Such information is strictly confidential. Unless acting on the instruction of an authorised officer, on no account must information concerning patients, staff or health service business be divulged or discussed except in the performance of normal duty. In addition, records must never be left in such a manner that unauthorised persons can obtain access to them. Records must be stored in safe custody when no longer in use.

SERVICE DERVELOPMENT

- To develop and administer the highest quality of service by identifying and implementing operational procedures in line with best practice standards
- To keep abreast with new developments, skills, and technology to ensure continuing competence in the post
- To enhance own skills in order to initiate and respond to changes in the work environment as additional roles may be demanded e.g. data analysis, clinical audit , risk assessment and research
- To propose and implement changes to service in line with new developments/evidence in conjunction with the physiotherapist manager
- To advise on and implement future models of care and alternative working patterns
- To take on responsibility for operational management of team as necessary and as delegated by Principle Service Lead and Lead Clinical Specialist – who are these in this context?

QUALITY, SAFETY AND RISK MANAGEMENT

- Comply with the delivery of standards in the assessment, treatment and management of patients within his/her assigned area in line with international best practice guidelines
- Contribute to the development of and comply with policy and procedure in the relevant clinical areas
- Lead, promote and ensure clinical effectiveness of musculoskeletal physiotherapy through performance management, education, audit and research
- Lead quality assurance by establishing standards of care and monitor and control clinical effectiveness and ensuring service efficiency
- Advise and support changes in work practices and procedures in the light of best practice developments in the field of musculoskeletal physiotherapy
- Advise the Physiotherapy Manager and Consultants in Orthopaedics and Rheumatology on the needs of the service
- Contribute to forward planning and development of Orthopaedic and Rheumatology Clinical Pathways
- Work in line with agreed competency level in terms of musculoskeletal clinical specialist triage physiotherapist
- Be familiar with and uphold the policies and principles of the organisational Safety Statement, Risk Management and professional guidelines
- Identify, assess and report any risk and contribute to the management and review of all risks
- Participate as required in Occupational Health and Safety training
- Document all accidents, incidents and potential hazards to patients or staff immediately and report them to the Physiotherapy Manager and Consultants in Orthopaedics and Rheumatology.
- Be aware of and adhere to relevant standards, policies and legislation, for example, Health and Safety, Freedom of Information Act 1997, Childcare Act, HIQA standards as they apply to the role.

MANAGEMENT

Physical resources

- To co-operate with the physiotherapist manager in the control of expenditure and the management of departmental budgets, including a planned programme for replacing capital equipment
- To ensure competent use of all equipment used in the clinical area, ensuring designated staff gain competency prior to use
- Ensure that faulty equipment is immediately removed from the treatment area, reported appropriately and restored to safe use as promptly as possible

- To ensure that all complaints, accidents and near misses are reported to the physiotherapy manager as soon as possible and documented accordingly
- To ensure compliance with all mandatory training

Human resources

- To lead by example a professional, dedicated, and punctual team
- To encourage professional development of team members at undergraduate, graduate, and postgraduate level, through promotion of self-learning, formal courses, and in-service training
- To be responsible for daily management, supervision and co-ordination of designated team, including staff appraisal, performance management, informal grievance.
- Participate in staff recruitment processes
- To facilitate & support arrangements in the area for educating and supervising undergraduates and postgraduates
- To ensure own and staff compliance with the Physiotherapy Department's policy on mandatory training
- To provide specialist teaching to peers, staff grade and assistant staff ,wider MDT & community colleagues
- To be responsible for own personal development and keep abreast of new clinical practices in the clinical area

PLANNING, ORGANISATION AND PERFORMANCE

- Work as part of the multidisciplinary team in the design, planning, organisation and delivery of triage musculoskeletal services
- Advise on waiting list validation to determine the appropriate patients for triage clinics
- Drive waiting list management strategies to deliver on organisational and local key performance objectives
- Identify and deliver on relevant key performance targets
- Provide performance statistics and disseminate these in line with agreed timeframes
- Keep accurate written and/or electronic records on the assessment, treatment, outcome and other information relevant to patients
- Record, collate and submit statistics including key performance indicators within agreed timeframes including clinical audit using agreed outcome measures
- Participate in relevant service and professional meetings
- Participate in relevant recruitment and selection, induction, staff development, and staff performance and review
- Attend out-reach clinics in line with orthopaedic and rheumatology service provision to the HSE Network and Region

COMMUNCIATION, LEADERSHIP AND TEAM WORK

- Work as an integral part of the multidisciplinary team
- Attend and contribute to multi-disciplinary team meetings
- Lead and develop strong links with orthopaedic and rheumatology Consultants and referring General Practitioners and to negotiate evidence based changes in clinical practice to deliver improved clinical pathways, GPs, community partners
- Participate in the management of the physiotherapy service as a member of the senior physiotherapy management team in co-operation with the physiotherapy managers and administrative team
- Ensure timely communication and collaboration with the Multi-disciplinary Team, and Physiotherapy Managers and administrative team
- Build and maintain good relationships with all relevant stakeholders
- Work collaboratively within the designated region with the Physiotherapy teams

- Serve on and advise internal and external committees

RESEARCH, AUDIT & TEACHING

- To lead on service activity analysis and on-going clinical audit
- To keep abreast of evidence based practice
- To keep abreast of research and practice developments in relevant clinical areas
- To participate in appropriate work related research projects and in clinical trials
- Initiate and drive research opportunities at local and national level
- Drive a culture of audit, research and continuous learning

EDUCATION AND DEVELOPMENT

Initiate and participate in own continuous professional development and performance management with the Physiotherapy Manager and Consultants in Orthopaedics and Rheumatology

- Contribute to the continuing professional development activities programmes of the physiotherapy, musculoskeletal, orthopaedic and rheumatology services
- Attend relevant post graduate courses and lectures and disseminate learning to wider team
- provision of safe and productive clinical placements in accordance with the departments commitment to clinical training programmes
- Deliver and drive clinical education
- Work collaboratively with clinical partners to inform clinical education and curriculum design
- Serve as a resource to other staff at local and regional level.

General Responsibilities and Accountabilities

1. Confidentiality
   You will be aware of the confidential nature of Hospital work and in particular, the right of patients to confidentiality.
2. Policies & Procedures
   You are required to familiarise yourself with and adhere to all policy and procedural documents relevant to your position.
3. Hygiene Standards
   The highest standard of hygiene must be maintained in the Hospital at all times and all staff members are responsible for ensuring compliance with the Hospitals requirements and standards with regard to hygiene. It is the responsibility of all staff to have a fundamental understanding of their individual responsibility in maintaining departmental & site hygiene standards.
4. Health and Safety
   Ensure that effective safety procedures are in place to comply not only with the Safety, Health and Welfare at Work Act 2005 but also within the spirit of the Hospital's mission, vision and values, and they are known and followed by staff. You are required to familiarise yourself with the requirements of employees under the Safety, Health and Welfare at Work Act 2005 and to promote a work environment that is compliant with the Safety, Health and Welfare at Work Act 2005. Each staff member is individually responsible for ensuring that the Hospital remains a safe place to work.
5. Information Technology
   Ensure the most effective and efficient use of developments in information technology for administrative support in a manner, which integrates well with systems throughout the organisation.

6. Business Continuity Management
   Business Continuity Management (BCM) is a holistic management process that identifies potential impacts that threaten an organisation and provides a framework for building resilience and the capability for an effective response that safeguards the interests of its key stakeholders and reputation" (BS 25999) All Staff employed in the Mater Misericordiae University Hospital are obliged to:
   - make themselves familiar with the Organisational Business Continuity Plan
   - attend BCM education sessions provided for them
   - make themselves familiar with their individual roles as set out in their departmental business continuity plan if applicable and or the Organisational business continuity plan

7. CORU Registration
   CORU protects the public by promoting high standards of professional conduct, education, training and competence through statutory registration of health and social care professionals. It is imperative that you ensure that all fitness to practice and registration requirements of CORU are maintained and up to date.

Note:

These duties and responsibilities are reflection of the present service requirements and may be subject to review and amendment to meet the changing needs of the Hospital. The incumbent Clinical Specialist with remit for Musculoskeletal Triage will be required to maintain, enhance and develop their professional knowledge, skills and aptitudes necessary to respond to a changing climate. The job description must be regarded as an outline of the major areas of accountability at the present time, which will be reviewed and assessed on an on-going basis

Personal Specification

Factors	Essential	Desirable
Qualifications	1. Candidates for appointment must, on the closing date for the competition: i Be registered, or be eligible for registration, on the Physiotherapists Register maintained by the Physiotherapists Registration Board at CORU. **AND** ii Have the requisite knowledge and ability (including a high standard of suitability and professional ability) for the proper discharge of the duties of the office. **AND** iii Provide proof of Statutory Registration on the Physiotherapists Register maintained by the Physiotherapists Register Registration Board at CORU before a contract of employment can be issued. **AND** 1. Annual registration i On appointment practitioners must maintain annual registration on Physiotherapists Register maintained by the Physiotherapists Registration Board at CORU. **AND** Practitioners must confirm annual registration with CORU to the MMUH by way of the annual Patient Safety Assurance Certificate (PSAC).	Relevant post graduate education e.g. Diploma/Masters/Doctorate Membership of relevant special interest groups
Experience	Candidates must have five years full time (or an aggregate of five years full time) post-registration clinical experience; of which four years full-time (or an aggregate of four years) post registration clinical experience must be in the required area of musculoskeletal physiotherapy. Musculoskeletal physiotherapy experience can be acquired in orthopaedics rheumatology, plastics, hand therapy, occupational health, emergency department,	Broad knowledge of other clinical areas Research in a related area Evidence of experience in training/ supervision of junior staff / students /assistants

	primary care or general musculoskeletal physiotherapy. Experience in hospital in-patient, out patients, primary care, secondary care and private practice settings are reckonable. All candidates must demonstrate a proven record of clinical excellence and professional leadership in the specialism.	
Organisational Knowledge	Knowledge of operational procedures in the Physiotherapy Department. Knowledge of the Health Service Quality & Clinical Care Directorate programmes.	Background knowledge of the hospital
Professional Knowledge	Candidates must: Possess the requisite knowledge and ability, (including a high standard of suitability, management, leadership and professional ability), for the proper discharge of the duties of the office. Have the clinical capacity to fulfill the functions of the role. Demonstrate evidence of continuing professional development relevant to the required area of specialism, in the form of post-graduate qualifications & validated relevant CPD courses Demonstrate a proven record of clinical excellence and achievement in the areas of clinical audit, quality improvement, practice development, teaching and research	Evidence of professional development including research and validated CPD courses
Core Aptitudes	Management skills Clinical skills Leadership skills Communication & Interpersonal skills Time management Understanding of Service Planning	Presentation skills Human Resource skills IMS skills