



Job Title: Physiotherapy Manager
Location/Base: Highgate Hospital
Dept.: Physiotherapy
Reporting to: Director of Nursing and Clinical Services

1. JOB PURPOSE:

As a registered physiotherapist with the Health Professions Council and a member of the Chartered Society of Physiotherapy the Physiotherapy Manager will provide a professional, safe and efficient service to both inpatients and outpatients attending Highgate Hospital.

Within this there is a requirement to:

- To take a lead role in physiotherapy assessment, diagnosis and treatment of a wide range of patients and to ensure that the service continues to explore and develop its service offering to maintain commercial and competitive advantage.
- To develop and grow the hospital's physiotherapy business in partnership with the Hospital Director reflecting the priorities within the hospital business plan.
- To market, and promote the profile of the physiotherapy service and its team to all stakeholder groups, internally and externally.
- Positively engage with and empower colleagues to develop their own competence in using different physiotherapy interventions designed to address and promote the needs of people's health and wellbeing.
- To undertake specialised assessment and treatment of patients as an autonomous practitioner in all patient settings.
- Use clinical reasoning skills and knowledge of evidence based practice to determine and manage an appropriate, efficient and current treatment plan.
- To participate in the in-service teaching regimes and staff development programmes.
- To maintain a CPD portfolio reflecting your personal professional development.

2. KEY ACCOUNTABILITIES

- Manage the departmental budget analysing the financial performance of the team and the service in terms of cost effectiveness and return on investments.
- Communicate business decisions in a positive manner in alignment with organisational culture and senior managers' decisions.

- To be highly motivated and ambitious with a wealth of clinical experience, excellent interpersonal skills
- To deliver recognised best practice physiotherapy care to patients while managing the physiotherapy department.
- Promote excellent clinical and managerial leadership to ensure the physiotherapy team delivers appropriate and effective treatments to patients.
- To proactively and positively affect the level of service in line with departmental and hospital business plan.
- To market, promote and profile the physiotherapy service to all stakeholder groups, and be commercially focused and aware.
- Positively engage with and empower colleagues to develop their own competence in using different physiotherapy interventions designed to address and promote the needs of people's health and wellbeing.
- Positively promote a good learning environment within the physiotherapy department, by creating a culture where continuous learning is encouraged and valued.
- Identify and highlight service developments and evidence based innovations which will benefit the organisation liaising with business development/marketing to ensure appropriate publicity reaches wide forums.
- Audit the effectiveness of the service against agreed criteria taking action to address identified deficits.
- Enable and energise colleagues to take an active role in auditing, and provide regular opportunities for the team to meet to allow pertinent issues to be discussed and recorded.
- To effectively manage/utilise the Physiotherapy service's resources to achieve both clinical and financial objectives.
- To participate in the development and marketing of Physiotherapy services by Highgate Hospital and in maintaining Highgate's Hospital profile within the local and wider community.
- To maintain a high standard of clinical records and provide written progress and discharge reports for medical colleagues, as required.
- To liaise with other departments to ensure a unified approach to patient care.
- To use specialist knowledge to refer to other health disciplines as appropriate.
- To participate in the on-call rota.
- To develop and deliver the in-service teaching regimes and staff development programmes.
- To maintain a CPD portfolio reflecting your personal professional development.
- Develop and implement clinical and organisational standards and procedures for the Physiotherapy service.
- Provide as required, statistical information and records pertaining to the Physiotherapy service.
- Establish and actively maintain effective and productive working relationships with consultant and General Practitioner users, patients, the general public and other staff.

- Maintain knowledge and practice via current research, publications and in establishing links with other professional institutions and bodies, and to keep the Hospital management updated on developments within Physiotherapy as appropriate.
- Participate in the formulation of budgets, objectives and feasibility studies in relation to the Physiotherapy Department.
- Implement an outcome based approach to Quality Assurance for Physiotherapy services.
- Deal with adverse incidents and complaints in accordance with Aspen and Highgate Hospital policies and procedures.
- To be involved in the supervision of students in the physiotherapy department if attending.

3. MANAGERIAL RESPONSIBILITIES

People

- Selects, appoints, retains and promotes the most appropriately qualified and experienced staff as needed in conjunction with Human Resources.
- Direct line manager for Physiotherapy department.
- Works with non-clinical HODs/team managers to establish appropriate work and time plans for all staff in each department to maximise the efficient use of staff time.
- Responsible for induction training of new staff and developing the knowledge and skills of existing staff in line with hospital and personal objectives.
- Ensures all staff in the team conducts themselves in a professional manner, are well presented and responsible for their discipline in accordance with Company policy.
- Responsible for developing, monitoring and reviewing operating policies in an initiative geared toward operational excellence.
- Encourages a positive, can do attitude within the team at all times.
- Reviews the performance and competence of staff through annual appraisal, identifying training needs and arranging for its provision in conjunction with Human Resources.
- Monitors staff turnover on a regular basis identifying reasons for employees leaving and developing strategies to address if required in conjunction with Human Resources.
- Ensures all employees within each department attend and complete their annual statutory and mandatory training.
- Assist with the managing of investigations, grievance and disciplinary procedures as part of the management team.
- Manages and reviews annual leave entitlement to ensure that staffing levels remain appropriate throughout the year.
- Undertakes other relevant duties required by the Hospital Director.

Financial

- Focus on meeting or exceeding budgetary and agreed performance targets.
- In conjunction with the non-clinical Heads of Department (HODs), takes overall responsibility for the setting, monitoring and achievement of financial targets.
- Manages own budget with overall budget responsibility for each department.

- Delivers efficiency savings and improves the efficiency and value for money of non-Clinical services through innovative service redesign and change management.
- Attends monthly Departmental Performance Reviews (DPR) and regular meetings with the Director of Nursing & Clinical Services.

Customer Service

- Role models excellent customer service behaviours and able to coach others to develop excellent customer care skills which meet and exceed customers' (patients' and Consultants') expectations.
- Manages complaints in a time sensitive manner in accordance with policy.
- Utilises feedback from patient questionnaires and reports to improve the patient experience and patient environment.
- Collects and analyses information from DATIX (incident management system – internal quality control) to respond to adverse incidents, complaints and audits data and implements remedial action.

Risk

- To read and sign all policies issued to the department in accordance with the Health & Social Care Act 2008.
- Assists with the Health and Safety/Risk Management Plan incorporating the concepts of risk minimisation and continuous improvement, and ensures that all staff within the non-clinical function abides by these and are trained as appropriate.
- Completes risk assessments within each department to ensure all risks are understood and managed.
- Participates in the hospital on call Duty Manager rota as required.
- Designated Fire Officer.

Communication

- Holds (minimum) monthly team meetings with team managers/HODs to cascade information from senior management team level.
- Attends all relevant departmental and external meetings including: SMT, HODs, DPR, Health & Safety, and Infection Control etc.

4. SUPPLEMENTARY INFORMATION

Our Values

We are proud to be 'Individually different. Altogether better' and it is only through our people that we will achieve our mission to:

“Provide first-class independent healthcare for the local community in a safe, comfortable and welcoming environment; one in which we would be happy to treat our own families”

We do this by asking you to work within our core values:

- Beyond Compliance – Going above and beyond to improve our business

- Personalised Attention – Taking time to care for others
- Partnership and Teamwork – Inclusive and collaborative
- Investing in Excellence – Working to be the best
- Always with Integrity – Respected, admired and reliable

Code of conduct

- ✓ I will make the CARE and SAFETY of our patients my first concern and will always act to protect them from risk.
- ✓ I will always be respectful to the public, patients, relatives and carers, colleagues and business when representing Aspen Healthcare.
- ✓ I will always be honest and act with integrity.
- ✓ I will accept responsibility for my own work and if appropriate the proper performance of the people I manage.
- ✓ I will show my commitment to working as a team member with all my colleagues and the wider community.
- ✓ I will take responsibility for my own learning and development.
- ✓ If a member of a professional body, I will comply with the relevant professional code of ethics and conduct at all times

Equality & Diversity

Aspen Healthcare Limited is an Equal Opportunity Employer. Its policy is to treat everyone in the same way regardless of their race, religion, marital status, physical/mental disability, gender, sexual orientation, and age, responsibilities for dependents, trade union membership or offending background. The Company values the diversity of its work force as a strength and aims to provide a working environment in which people have the opportunity to contribute and develop according to their individual merits and aspirations.

Health & Safety at Work

You are reminded that, in accordance with the Management of Health and Safety at Work Regulations 1992 (as amended) and other relevant Health and Safety legislation, you have a duty to take responsible care to avoid injury to yourself and to others by your work activities, and to co-operate with the organisation and others in meeting statutory and mandatory requirements.

Statutory & Mandatory Training

You are required to complete mandatory training as required, and if unable to attend ensure this is rectified with your line manager's support at the earliest opportunity.

Infection Prevention & Control

It is the responsibility of all staff to ensure high quality patient care is based upon principles of best practice in infection prevention and control, either directly through personal contact or indirectly through supervision of practice.

It is the responsibility of all staff to fully co-operate with managers in achieving compliance with Infection Control policies and in adopting safe systems of work when undertaking activities that present a risk of the spread of infection.

Confidentiality

Information about any individual, which includes either some or all details of their identity is personal and is subject to the Data Protection Act (2018), the Human Rights Act (2000) and other Aspen Healthcare requirements such as the Caldicott principles.

- Patient information, in any form is confidential. This means that information should only be shared or accessed by someone with a legitimate reason, related to the care of the patient.
- Information about members of staff or others in relation to sensitive issues, such as appraisals, investigations, complaints or payroll details is also confidential.

All staff must always maintain confidentiality when dealing with sensitive material and information of this nature and immediately report any potential confidentiality issues that may arise.

Information Security

All staff are required to read and comply with all Aspen communications and policies that are issued relating to the electronic security of Aspen and patient information particularly in relation to:

- Saving data and information
- Password management and responsibilities
- Transfer of data and data sharing

Whistleblowing - Raising Concerns

It is the responsibility of all staff to raise any concerns to their line manager or the HR department if they reasonably believe that one or more of the following concerns is either happening, has taken place, or is likely to happen in the future relating to the company's business:

- A criminal offence
- The breach of a legal obligation
- A miscarriage of justice
- A danger to the health and safety of any individual
- Damage to the environment
- Deliberate attempt to conceal any of the above.
- any other legitimate concerns

Data Protection

All staff must be aware of the Caldicott principles, the Data Protection Act 2018 and the Human Rights Act 2000. The protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, Aspen Healthcare and the individual may be prosecuted. Disciplinary action will be taken for any breach.

Mobility/Flexibility

Your normal place of work will be as stated above, but as a term of your employment you may be required to work from any of the companies' facilities.

Safeguarding the Welfare of Children and Vulnerable Adults

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role. The expectation is that the post holder is familiar with the relevant procedures and guidelines relevant to their job role

For all posts requiring professional registration

You are required by law to maintain professional registration for the duration of your employment and cannot be lawfully employed should registration lapse. Lapsing may render you subject to disciplinary action. You are also required to abide by the codes of professional practice as detailed by the professional body (Nursing and Midwifery Council, General Medical Council, Health and Care Professions Council etc.)

Other responsibilities

You will be required to be aware of and adhere to all relevant Company Policies and Guidelines.

This job description is neither exclusive nor exhaustive and the duties and responsibilities may vary from time to time and where possible be in consultation with the post holder.

Review

The post-holder must act in such a way to promote a positive image of Aspen Healthcare UK Ltd at all times. This job description is not conclusive and will be regularly reviewed with the post-holder.



Physiotherapy Manager

PERSON SPECIFICATION

	Essential	Desirable
Educational qualifications:	<ul style="list-style-type: none"> • BSc Physiotherapy • HCPC membership 	<ul style="list-style-type: none"> • M-level training (Musculoskeletal or orthopedic) • Acupuncture
Specific training/skills /knowledge required:	<ul style="list-style-type: none"> • Experienced Physiotherapist with demonstrable experience at team leader/management level • Management of budgets • Good problem solving skills • Good verbal and written communication skills • Good computer literacy 	
Experience	<ul style="list-style-type: none"> • Minimum 5 years post graduate experience • Proven experience in Private Health Care • Proven experience of supervising a team • Experience of setting up new services 	<ul style="list-style-type: none"> • Proven experience in elective orthopedics and musculoskeletal outpatients
General temperament:	<ul style="list-style-type: none"> • A team player but self-motivated • Ability to work under pressure • Good organisational ability • Self-motivated, practical and flexible in approach 	