

JOB TITLE Outpatient Clinical Lead Physiotherapist – Band 7

JOB OVERVIEW

- Provides Physiotherapy assessment and treatment for Oncology and Palliative Care patients accessing outpatient services from Velindre University NHS Trust.
- Provides day to day management of the outpatient Physiotherapy staff.
- Leads on service improvement, audit, and development of the outpatient Physiotherapy service.

Main Duties of the Job

The post holder will lead and deliver an Outpatient Physiotherapy service for patients receiving oncology intervention under Velindre University NHS Trust. This will involve delivery of service to a wide range of oncological and palliative patients at various stages of cancer treatment(s). The post holder will be responsible for the configuration and delivery of the Physiotherapy Outpatient services within Velindre University NHS Trust, including, the responsibility for developing the clinical skills and professional practice of Physiotherapy outpatient staff across the trust, service development and for delivering multi-disciplinary team education in the area(s) of outpatient physiotherapy services. The post holder will contribute to extended hours within the physiotherapy team and will be involved in developments to deliver a seven-day service.

Responsible to

Reporting:
Head of Therapies

Accountable:
Head of Therapies

Professionally:
Head of Therapies

Main Responsibilities

The JE handbook is very clear about not writing JDs using the factor headings. However, you may find some of these heading useful or you can use your own. You can either leave them in the JD or take them out after. Remember, you don't have to put something under every heading if the post does not require it.

Communications

- Utilise advanced listening skills to understand the physical, emotional, and psychological needs of patients and carers and incorporate these into treatment planning.

- Utilise highly advanced communication skills to provide highly complex treatment programmes and advice to patients and carers. This entails communicating in highly complex, sensitive, or contentious situations, breaking bad news and discussing end of life issues.
- Develop and use negotiation and persuasive skills with patients, carers, and other health professionals to enable the highest level of care and support.
- Use a range of verbal and non-verbal communication skills and strategies, such as active listening and empathy to communicate effectively with patients who have hearing loss, visual impairment, affected speech or learning disability or where there may be significant barriers to acceptance.
- Communicate routinely with patients from differing cultures and ethnic backgrounds and those who have complex social set ups and present moral / ethical / legal dilemmas.
- Communicate and liaise with all health professionals involved in patient care, both in hospital and the community.
- Act in a consultative capacity and communicate assessment and treatment results to the patient, carer, and appropriate disciplines in such a manner to overcome any barriers and to ensure acceptance takes place. This may be verbally and in the form of reports and letters.
- Provide education and formal training to health professionals and large groups of staff across the Wales Cancer Network regarding physiotherapy treatment programmes in oncology and palliative care i.e., presentations at conferences and lectures.
- Provide expert specialist advice to colleagues within Velindre Cancer Centre and other health boards within the Wales Cancer Network to enhance patient care.
- Provide expert physiotherapy advice to the development of both Trust and national level initiatives within own specialist area.
- Promotes good working relationships, at all times.

Clinical

- Provide a highly specialist outpatient service for patients with complex physiotherapy needs using highly advanced clinical reasoning skills.
- Provide a physiotherapeutic diagnosis, to develop and deliver individualised treatment programmes and make appropriate referrals to other disciplines.
- Provide specialist complex, physical, emotional, and psychological support for the cancer patient with regards to diagnosis, treatment, surgery, radiotherapy, and chemotherapy.
- Using expert knowledge on physiotherapy and cancer to perform autonomous and complex physiotherapy assessments which include an evaluation of rehabilitation needs and agreed treatment plans.
- Facilitate, advise, and educate patients and their families/carers on the management of individual problems incorporating individual patient focussed goals and outcomes.
- Facilitate patient involvement in decision making at all stages of their physiotherapy management, ensuring that they have consented to physiotherapy intervention in line with trust and departmental policies and the Chartered Society of Physiotherapy (CSP) Code of Professional Conduct.
- Manage clinical risk within own patient workload.
- Make judgments involving highly complex facts/ situations requiring in-depth analysis/ interpretation and comparisons of a wide range of therapeutic options in order to decide on the best course of intervention and accurate prognosis and comprehensive case management plan.
- Provide appropriate therapeutic handling to assessment and treat patients in an outpatient setting.
- Use highly developed and a full range of physiotherapy skills. e.g., clinical testing procedures which require a high level of dexterity, coordination, and sensory skills.
- Cope with the emotional stress of managing patients with complex needs.
- Cope physically with a daily patient caseload and ensure other physiotherapy team members are doing likewise.

- Be an acknowledged source of knowledge and expertise for patients, relatives, and colleagues of all disciplines within the Trust. The post holder works closely with all members of the multi-disciplinary team to provide specialist input to a planned programme of co-ordinated care.
- Act in a consultative capacity and communicate results (reports and non-reports) with the patient, carer, and multi-disciplinary team in such a manner to overcome barriers and to ensure acceptance takes place.
- Develop and lead a service to oncology and palliative care out-patients, undertaking comprehensive assessments including those with diverse or complex presentations/multi-pathologies, using advanced clinic reasoning skills to formulate and deliver individual treatment programmes.
- Develop and deliver specialised programs of care and support less experienced staff in the delivery of these programs.
- Accountable for the direct delivery of the physiotherapy programs of care to clients within designated areas.
- Provide regular training and lecture to a range of health care professionals e.g., nursing staff, AHPs, senior consultants on regional and national study days using PowerPoint presentations and liaising with the media when needed.
- Comply with the lone working policy and ensure all physiotherapy staff are doing likewise.
- Use excellent prioritising and time management skills, recognize the need for good personal time management, punctuality and consistent reliable attendance.
- Participate in multi-disciplinary team meetings, contributing to decisions regarding the patients care.

Planning and Design

- Develop and lead the outpatient physiotherapy service to oncology and palliative care patients, being an expert in this field, reporting to the head of Therapies and to apply expert professional knowledge, acquired through highly advanced masters level post graduate courses, supplemented by specialist training, continual professional development, extensive clinical experience, and advanced clinical skills.
- Overall accountability for the planning and management of a highly complex and specialist clinical caseload and to organise this effectively with regards to clinical priority, effective use of time and resources available.
- Responsible and accountable for the day-to-day management, leadership, and development of designated line staff. This will include effective deployment of staff to meet service needs e.g., caseload allocation to cover all leave, performance monitoring and annual appraisal and one to one meetings.
- Take a lead role and flexibly manage responsibility in the provision of an effective and efficient physiotherapy service for outpatients within oncology at Velindre Cancer Centre by appropriate management of team members and their caseload and providing high quality evidence-based practice.
- Use excellent prioritising and time management skills to meet the unpredictable and conflicting needs of the service.
- Provide effective professional leadership, operational management for the physiotherapy team and ensure the agreed quality standards of service, based on professional guidelines and standards from the HCPC, relevant professional bodies and national guidelines are maintained.
- Manage own time and time of the physiotherapy team, prioritising tasks, coping effectively with competing agenda, planning, and organising clinical caseload in accordance with safe caseload management.
- Lead in the planning and organisation of clinical teaching.
- Lead on departmental meetings and arrange agenda.
- Contribute to relevant site-specific team meetings for current and future service developments.
- Advises the manager on issues related to service planning and development in designated clinical area.
To manage clinical risk within own patient workload and supports physiotherapy staff within the outpatient physiotherapy service in managing clinical risk.
- Produce up to date, clear and evidence-based resources for patients and carers that are suitable for use regionally or nationally.

Improvement and Monitoring

- Responsible for and leads on research, innovation, and development for the Trust's outpatient physiotherapy services.
- Publish research and audit in national journals and present results at local and national conferences.
- Motivate and empower staff within the trust to engage in clinical audit and research.
- Facilitate the development of evidence-based health care and also the conduct of research for physiotherapy, in order to contribute to delivery of high-quality trust wide research and development programme.
- Implement research findings by developing and amending trust policies and other service improvements, to ensure that the physiotherapy management of patients diagnosed with cancer is in line with that expected of a highly regarded tertiary cancer centre.
- Participate in multidisciplinary and departmental clinical governance activities including audit.
- Manage and design resources for data collection in relation to the evaluation and audit of the outpatient physiotherapy service.
- Evaluate and critically appraise research articles obtained using online databases (e.g. Cochrane and Medline) and journals on a regular basis and share findings.
- Initiate and lead on implementing evidence based clinical developments, clinical guidelines and patient information in oncology and palliative care, locally and nationally.
- Contribute to tumour site specific working groups to drive service development by identifying and/or implementing specific changes to clinical practice.
- Actively participate in specialist network meetings within the South Wales region to ensure clinical professional development of clinical standards.
- Contribute to the development of national policies/strategies by representing the physiotherapy profession and role of physiotherapy in the production of guidelines and policy documents related to oncology and palliative care issues e.g., NICE.
- To be involved in own specialist interest group e.g., Association of Chartered Physiotherapists in Oncology and Palliative Care (ACPOPC).
- Critically appraises the impact of physiotherapy in the outpatient settings, to provide the best patient care within the available resources. Makes recommendations for any changes to the physiotherapy service delivery through the management structure.
- Implements local and national policy proposing changes to clinical service delivery and evaluating its impact on patient care, the physiotherapy service and wider multi-disciplinary team.
- To educate peers and other members of the MDT on aspects of physiotherapy through talks, lectures, and demonstrations.
- Monitors and evaluates the ongoing effectiveness of the physiotherapy intervention plan through a reflective model demonstrating: -
 - knowledge to measure outcomes and reflect critically on practice,
 - skills in relation to analysis of outcomes.
- Comply with departmental and trust policies concerning risk and to ensure other physiotherapy staff do likewise.

Finance and Budget

- Responsible for use of equipment used with and by patients.
- Responsible for implementing systems to improve efficiency with ordering of patient equipment and to liaise with reps to ensure best price when ordering through procurement in line with the budget which is held with the therapies manager.
- Responsible for reviewing equipment procedures in outpatients and to ensure optimum clinical and cost effectiveness.
- Professionally responsible and accountable for accurate patient documentation in line with trust policy and professional code of conduct through the Health Care Professions Council (HCPC).

- Involvement in ensuring physiotherapy staff keep accurate statistics and written records of all patient consultations in accordance with Trust, departmental and HPC standards.
- To facilitate thorough evaluation of the service annually and support commissioning discussions as required.

Management, Leadership and/or Training

- Act as a Clinical Lead and line manager for the physiotherapy outpatient team by being responsible and accountable for the daily organisation and future development of the team and to prioritise a clinical and managerial caseload.
- Organise annual leave of all designated staff and ensure adequate physiotherapy cover to meet service needs.
- Responsible for the training, education, supervision and development of physiotherapy service staff and other members of the multi-disciplinary team as required.
- Provide professional and career guidance to qualified and unqualified staff including, support workers, students and qualified physiotherapists.
- In collaboration with the Inpatient Clinical Lead - lead on the recruitment, selection, and induction of all new physiotherapy staff in accordance with trust policies.
- Maintain a working understanding of the Trust's Health and Safety policy and ensure that risk assessments are identified, carried out, documented, and disseminated to team members.
- Actively contribute to all complaints and critical incidents relating to the physiotherapy service and assess level of risk and implement action plan in line with Trust policy.
- Responsible for annual individual performance reviews both as appraise and appraiser.
- Appropriately support staff in the event of distressing clinical or personal situations e.g., clinical incident.
- To be involved in the disciplinary and grievance of outpatient physiotherapy staff.
- Contribute to and assist in the running of in-service training programmes.
- Monitor and record sickness and long-term absence and, with support from the Therapies Operational lead, liaise with the workforce team when long term sickness reviews are needed and support rehabilitation return to work programmes as required.
- Actively apply the Trust's Equal Opportunities policy to ensure provision of a fair and equitable service to cancer patients.
- Responsible for maintaining and improving all aspects of clinical governance, evidence-based practice and quality assurance in designated area.
- Communicates effective leadership and management to motivate staff at Velindre Cancer Centre and different organizations / health boards within the Wales Cancer Network to drive clinical and service development.
- Provide supervisory support to staff working within the Physiotherapy Outpatient service.
- Professionally and legally responsible and accountable for all aspects of own work.
- Provide regular training and lecture to a range of health care professionals and NHS employees e.g., nursing staff, AHPs, senior consultants on regional and national study days.
- Assist with the lecturing to undergraduate physiotherapy students.

Digital and Information

- Responsible for the accurate maintenance and timely collection of departmental activity and statistical data via a database on a daily basis and to evaluate, analyse and provide recommendations from the statistical data, for use in business case writing and specialist service reports.
- To submit monthly statistical data to therapies manager for the outpatient physiotherapy service and drive audit agenda.
- Produce reports and presentations using a variety of IT packages, word, excel power point.

- Competent in the use of the Digital Healthcare record utilising Welsh Clinical Portal to access patient information and to document physiotherapy intervention.
- Professionally responsible and accountable for accurate patient documentation in line with trust policy and professional code of conduct through the Health Professions Council.
- Audit and be responsible for ensuring staff keep accurate statistics and written records of all patient consultations in accordance with Trust, departmental and HPC standards.
- Professionally responsible and accountable for accurate patient documentation in line with trust policy and professional code of conduct through the Health Care Professions Council (HCPC).
- Involvement in ensuring physiotherapy staff keep accurate statistics and written records of all patient consultations in accordance with Trust, departmental and HPC standards.
- To facilitate thorough evaluation of the service annually and support commissioning discussions as required.
- Produce reports and presentations using a variety of IT packages, word, excel power point.
- Competent in the use of the Digital Healthcare record utilising Welsh Clinical Portal to access patient information and to document physiotherapy intervention.

Qualifications and Knowledge	Experience
<p>Essential</p> <ul style="list-style-type: none"> • Recognised qualification degree/equivalent in physiotherapy. • HCPC registration • Teaching qualification or student clinical educators course • Management or leadership qualification or evidence of management development <p>Desirable (for use in shortlisting)</p> <ul style="list-style-type: none"> • Post graduate qualification in relevant area • Member of the Chartered Society of Physiotherapy (CSP) • Membership of relevant special interest groups • Evidence of recent study • Service Improvement award • MSc qualification or equivalent experience or working towards an MSc 	<p>Essential</p> <ul style="list-style-type: none"> • Significant experience working as a senior physiotherapist. • Previous clinical experience relevant to oncology and palliative care. • Experience as working as part of a multidisciplinary team. • Involvement in the education and training of students, health care support workers and other health care professionals. • Understanding of professional ethics and application in practice. • Evidence of audit and service development <p>Desirable (for use in shortlisting)</p> <ul style="list-style-type: none"> • Involvement in change management • Experience of research methodology

Skills and Attributes	Other
<p>Essential</p> <ul style="list-style-type: none"> • Ability to demonstrate specialist skills within the field of cancer rehabilitation. • Ability to manage a clinical caseload • Ability to communicate with healthcare professionals and the public • Ability to motivate others • Ability to communicate with people with communication difficulties • Interpersonal skills • Adaptive team player • Effective organisational skills • Understand the legal responsibilities of the physiotherapy profession • Ability to keep accurate and legible patient records and statistical information • Advanced clinical reasoning skills • Effective presentation skills using a variety of teaching methods • Effective leadership skills <p>Desirable (for use in shortlisting)</p> <ul style="list-style-type: none"> • Welsh Speaker (Level 1) or willingness to work towards 	<p>Essential</p> <ul style="list-style-type: none"> • Enthusiastic and motivated. • Professional caring manner • Ability to work independently and on initiative with individuals and groups • Ability to respond to unpredictable work patterns and meet daily deadlines • Ability to deal with distressed patients and relatives • Ability to work with people from diverse cultural and ethnic backgrounds