

Band 8a Therapy Pathway Lead - Musculoskeletal

Job Description & Person Specification –

A summary of the role responsibilities and person specification



University Hospitals
Bristol and Weston
NHS Foundation Trust

Why Our Trust?

Terms and conditions

Post – Therapy Pathway Lead Musculoskeletal (MSK)

Division – Diagnostics and Therapies

Department –Adult Therapies

Band – 8a

Salary – AFC Band 8a pro rata, dependent on experience

Location – UHBW sites

Hours of work – 37.5 hours per week

Annual leave – Up to 33 days dependant on NHS Service

Pension - The NHS Pension Scheme is a defined benefit scheme. Further details and outline of benefits can be found at: www.nhsbsa.nhs.uk/pensions

About us

Our mission is to improve the health of the people we serve by delivering exceptional care, teaching and research every day.

Diversity & Inclusion

A core principle of the Trust is to ensure that patients and staff are treated with dignity and respect. Promoting equality, diversity and human rights and challenging any form of inequality, discrimination, harassment or abuse are central to the Trust's Values.

'Committed to inclusion in everything we do' is the ambition set out in the Trust's Workforce Diversity & Inclusion Strategy.

The Trust will not tolerate discrimination, harassment or bullying under any circumstances and particularly because of a characteristic protected by the Equality Act 2010.

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What you'll love about working here

UHBW has been rated by the CQC as 'Good' - our staff are proud to deliver excellent care. As a forward-thinking multi-award winning Trust, our world-leading research and innovations are having a positive local and global impact. Our hospitals are spread across Bristol and Weston-super-Mare, join us and you can enjoy the very best of both worlds; city living within a stone's throw of the countryside or beside the seaside, both with easy access to all that the South West has to offer.

A digital exemplar- Being appointed as a Global Digital Exemplar means we can realise this vision by implementing digital technologies that will help us to transform the way we work and how we relate to our colleagues, patients and partner organizations.

Sustainable healthcare - We have joined the international movement to declare a climate emergency, recognising the impact climate change is having on the world. Climate change is labelled as the greatest threat to health in the 21st century, with a range of conditions related to heat, cold, extreme weather and air pollution predicted to rise. To lead the way in healthcare the Trust has set ambitious goals to become carbon neutral by 2030.

Access to further opportunities with the Trust - Apprenticeships are a great way to learn and earn on the job. UH Bristol and Weston provides a range of apprenticeships to support a huge number of career opportunities in clinical and non-clinical support services with apprenticeships starting at level 2 through to level 7. As an organisation we encourage further development of all employees to progress upward within their chosen field.

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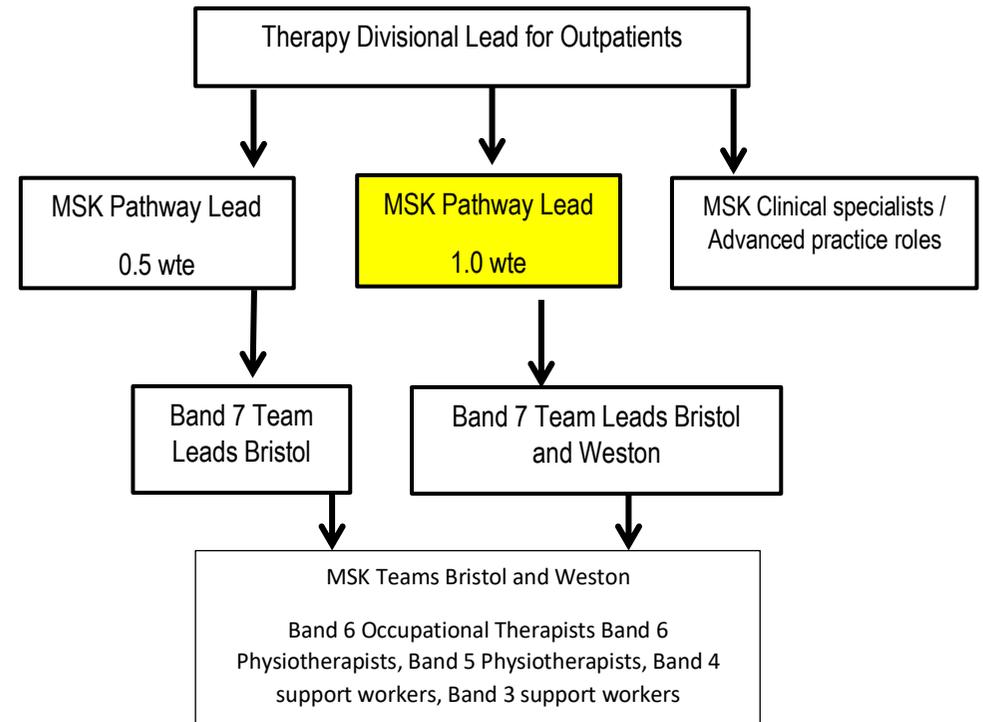
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Main Duties and Responsibilities

Job Purpose

- Working closely with the Therapy Lead for Outpatients, the MSK pathway lead will provide clinical leadership and expertise to the MSK outpatient teams.
- In conjunction with other Pathway Lead(s) within the MSK outpatient pathways, they will be the operational line manager for teams working across the MSK pathway.
- In conjunction with the other MSK Pathway Lead(s) and clinical specialists / advanced practitioners they will drive service improvement, innovation and staff skill and knowledge acquisition for the benefit of patients within the pathway.
- They will seek opportunities to continuously develop the service in this clinical area to ensure the delivery of evidence-based, efficient, patient-centred care at all times.
- They will have an in-depth knowledge of both capacity and demand issues for their team and, in consultation, will respond accordingly to provide a safe and efficient service.
- The post holder will work as part of the Divisional Therapy Management team assisting the Divisional Lead and Head of Therapies in developing strategic direction, new ways of working and project planning for the service to meet the NHS plan and Modernisation agenda
- They will continue to practise - supporting patients with complex/acute/chronic needs, across the pathways – monitoring that therapy care is delivered to the standards we have set ourselves.
- They will supervise and mentor staff as required
- The post holder will support MSK Teams on both the Weston General Hospital site and MSK outpatient sites in central Bristol
- The post-holder will work across seven days and contribute to bank holiday cover as part of a rota

Organisational Structure



Key Relationships

Adult Therapies Management Team, MSK team leads, MSK teams, MSK outpatient colleagues within Bristol, North Somerset and South Gloucestershire (BNSSG) area, MDTs within pathway areas

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Main duties and responsibilities

Clinical

- In partnership with the Divisional Therapy Lead and fellow Pathway Lead(s), will assume responsibility for the day-to-day running of the MSK pathways across Weston and Bristol.
- In liaison with the therapy band 7 leads and advanced practice / clinical specialist clinicians, will ensure clinical cover is maintained and systems in place for appropriate response to referrals, delegating staff as needed. This will involve working closely with the administration team overseeing the daily work templates.
- Will lead on the development of MSK pathways, processes and will evaluate its implementation in relation to patient needs and service delivery in order to develop the service appropriately and advise the Divisional Lead Therapist accordingly.
- To implement a range of standardised assessments and outcome measures to ensure we are delivering the standards we have set ourselves and give the patients a quality experience from the therapy services.
- To support staff to develop their clinical expertise and practise by working jointly with staff. To implement changes in practise to support the patient experience in the out-patient setting. May support own caseload dependent on need. If required, this caseload is likely to be complex in nature and will require maintenance of breadth and depth of knowledge, skills and expert clinical reasoning.
- Ensure that records and reports are an accurate representation of clinical intervention and are maintained to the agreed department standard.
- Attend / lead team or management meetings to ensure effective communication with multi-disciplinary and department colleagues.
- To attend and contribute with team members from Acute Services and other agencies to ensure efficient & comprehensive services are provided
- Promote the effectiveness of the MSK Out-Patient pathway therapy team and, in partnership with other senior therapists, seek to improve its effectiveness and initiate changes in the team process
- To be prepared to work flexible hours according to the needs of the department. This may include evening and weekend work
- To be professionally and legally responsible and accountable for all aspects of work in accordance with the Health and Care Professions Council (HCPC) standards of proficiency, conduct performance and ethics.

Leadership and Management

- Demonstrate the prevailing leadership style of the Trust and the wider NHS. That of compassion and inclusivity.
- Keep management information required by the DOH, BNSSG Integrated Care Board, the Trust and the Therapy Department and actively participate in evaluating data with the Divisional Lead in relation to service provision.
- To keep up-to-date and comply with procedures and policies of the Department, Division and Trust.
- To ensure all statutory and mandatory training is undertaken according to Trust policy both for yourself and those staff in your pathways
- Manage clinical risk in the area and report incidents according to Trust protocol. Ensure a safe working environment for staff and patients for whom you have a responsibility.
- Promote and foster a culture of patient safety, quality, and clinical effectiveness
- To deputise for the Divisional Lead as and when required
- Support the whole Adult Therapy Service as part of the leadership team
- To assume responsibility, as delegated, for the recruitment, induction, assessment, supervision and performance management of Therapy staff in line with Divisional and Trust procedures.
- Receive and provide high level, sensitive key information / advice in relation to professional and Human Resources issues to Head of Service or Trust Lead Managers and groups of staff, maintaining a high standard of confidentiality at all times
- As the pathway lead, you will ensure full staff records are maintained for example: sickness, essential training and annual leave.
- Support Divisional Lead in ensuring effective management of the therapy budgets.
- Respond to verbal and written complaints within specialist area, both formally and informally in line with Trust guidelines. This may involve occasional exposure to verbal, written and physical aggression
- As the operational line manager for their pathway team, you, alongside the Divisional Lead, will decide priorities for clinical speciality areas, balancing all patient-related and professional demands. You will liaise closely with leads in other professions such as consultants and other therapy areas to ensure staff are able to deliver care to the highest standards. This may require joint appraisals, etc
- Work closely with fellow Pathway Leads and Divisional Lead to provide the specialist clinical knowledge and oversight into strategic meetings and system wide working groups.

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Main duties and responsibilities

Leadership and Management (continued)

- Actively seek out opportunities to collaborate with others, to form/develop new relationships, and to enhance and deliver large scale service change. This will be across professional and organisational boundaries.
- Operate at a regional and national level to seek out and share best practice
- To ensure effective communication within the team by cascading information both up and down using all tools available
- To ensure staff work within the standards of the Trust adhering to policies and protocols and providing care to the highest standards.
- Undertake any other duties as deemed necessary by the Divisional Lead or Head of Therapies.

Education

- Act as a role model, educator, supervisor, coach and mentor, seeking to instil and develop the abilities and confidence of others.
- To facilitate the planning and delivery of an appropriate, comprehensive in-service training programme within the clinical speciality, working closely with fellow Pathway Leads and Clinical Specialists to ensure training and education needs of the integrated pathway are met.
- To identify and support opportunities for staff development, supporting staff through appraisal and access to other training opportunities. Engage with clinical supervisors to support others to develop
- To present and tutor departmental in-service training and other local and national training opportunities as identified through your Trust Appraisal
- Develop and maintain collaborative links with Higher Education Institutes acting as an ambassador for Occupational Therapy /Physiotherapy and UHBW
- To maximise the opportunities for students to be accepted for placements.
- To participate in the education of visitors to the department
- Participate in continuing professional development (CPD) activities as required to maintain continuous registration.

Research and Audit

- Demonstrate an extensive understanding of the evidence-base which informs clinical and professional practice and operational service delivery within your pathways.
- Is able to critically appraise and synthesise the outcome of relevant research, evaluation and audit, using the results to underpin own practice and to inform and develop that of others.
- Coordinates the application of evidence into practice through a range of work (e.g. guidelines; policy education delivery/ resources).
- To lead on the setting standards of practice and evaluating outcomes, ensuring a quality service. This will involve identifying, initiating and taking a lead role in audit work on a regular basis.
- Utilise a range of quality / outcome measures in clinical practice, encompassing patient experience, clinical, health-economic, and patient-reported outcomes, to critically analyse and evaluate the effectiveness of patient care and/or service delivery.
- Actively seek feedback from patients and their families / carers to improve service design and delivery.
- Disseminates local, regional or national service evaluation and audit findings through appropriate media/forums.
- Influences the local agenda of service evaluation and audit activity programmes or strategies.
- Engages with clinical supervisors to ensure supervisees utilise a range of quality/outcome measures in clinical practice encompassing clinical outcomes, patient reported outcomes and patient experience.
- Demonstrates broad knowledge and understanding of qualitative and quantitative research methods
- Champions research and identifies priority areas for research within organisation and/or profession
- Demonstrates awareness and understanding of codes of conduct and guidelines for the ethical conduct of research
- Demonstrates awareness and understanding of local/regional or profession-specific funding opportunities to undertake research
- Supports others to develop research questions and proposals

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Personal Profile - (E) = Essential (D) = Desirable

Knowledge and Experience

- Varied post-graduate clinical experience across specialties at both junior and senior grades with time spent in a 'physical' acute hospital setting (E)
- Significant clinical experience at a senior level in areas relevant to MSK Out-Patient Pathways (E)
- Experience of leading teams – day to day management including management of issues such as absence or performance management (E)
- Experience of recruiting, interviewing & appointing staff (E)
- Experience of people management including undergraduate students (E)
- Significant experience of clinical supervision, mentoring and teaching (E)
- Knowledge and experience of using clinical outcome measures and audit (E)
- Understanding of the current political and professional agenda (E)
- Some knowledge and awareness of financial management systems – basic understanding of budgets (D)
- Experience of implementing change (D)

Skills and Abilities

- Able to communicate effectively with a wide range of people in a variety of formats (E)
- Able to demonstrate clinical & professional leadership skills e.g. development implementation of practice standard, developing others (E)
- Excellent clinical reasoning and problem solving strategies (E)
- Excellent organisational skills and ability to prioritise and manage multiple projects effectively applying excellent time management skills (E)
- Ability to work flexibly and adapt under pressure (E)
- Ability to identify own strengths and weaknesses in professional practise (E)
- Ability to build/maintain productive professional relationships quickly (E)
- Good presentation skills (E)
- IT systems - sufficient to use patient administration system, electronic mail, produce reports including spreadsheets (E)
- Able to demonstrate the skills to supervise others and be able to recognise and adapt own supervisory style (E)

Aptitudes

- Credible & mature attitude, which is recognised & respected by other staff (E)
- Demonstrates a commitment to own and others' professional development (E)
- Committed to team working (E)
- Proactive attitude (E)
- Excellent leadership qualities (E)
- Commitment to Trust values (E)

Qualifications and Training

- Degree in Occupational Therapy / Physiotherapy or equivalent (E)
- Health and Care Professions Council registered (E)
- Demonstration of continued education / training in MSK and associated areas (E)
- Postgraduate training at masters module level or equivalent in relevant clinical or managerial area (D)
- A formal supervisory or people management based qualification (D)

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Transforming Care

Delivering sustainable healthcare services to our patients, which are effective, efficient and driven by excellence, is at the heart of our organisation. Transforming Care is the Trust's overarching programme of transformational change. It enables staff to use a structured approach to continuously improve and innovates their services, strengthen our capability, and deliver our Trust's mission to improve the health of the people we serve by delivering exceptional care, teaching and research, every day.

Our Quality Improvement Academy is open to all staff and leaders across the Trust, and provides training to lead or take part in improvement and transformation activities in their departments and across the Trust. We will support staff to develop the skills and tools to improve services to deliver the best care to our patients and public.

Information Governance

It is the responsibility of all staff to respect the confidentiality of patients and staff, as specified in the Caldicott Principles, Data Protection Act 2018 and the Human Rights Act. It is the duty of every employee to:

- Only access person identifiable information as required in the execution of their duties.
- Disclose information appropriately, in line with the Data Protection Act 2018.
- To ensure good quality data by recording, promptly and accurately, clinical and non-clinical information within agreed timescales to PAS, the health record or the appropriate clinical or non-clinical information system
- Always trace patient notes on the Patient Administration System

Maintain the confidentiality of their passwords / usernames and if in possession of a 'Smartcard' abiding by the terms and conditions of its use.

Workplace health and wellbeing

The Trust Workplace Health and Wellbeing Framework applies to all employees, students and volunteers who are encouraged to take responsibility for their individual health and wellbeing and to promote the wellbeing of colleagues. Line managers must recognise the importance of health and wellbeing and take it into account when planning tasks and designing jobs.

Safeguarding Children and Vulnerable Adults

The Trust is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, and as such expects all staff and volunteers to share this commitment.

Quality and Clinical Governance

Quality in the NHS has three core dimensions: Patient Safety, Patient Experience and Clinical Effectiveness. Clinical Governance is about the systems, processes and behaviours to ensure that high quality services are provided to patients. Every member of staff has a role to play in striving for excellence: it is important that everyone is aware of and follows policies and procedures that govern their work; and if something goes wrong, everyone has an obligation to report it so lessons can be learned from mistakes, incidents and complaints. If any member of staff has concerns on any clinical governance matters, they should raise them with their line manager, professional adviser, or a more senior member of management. Reference should be made to the Trust's guidance on Raising Concerns about provision of patient care.

Health and Safety

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

- Take reasonable care of themselves and for others at work
- To co-operate with the Trust as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.

Everyone has a responsibility for contributing to the reduction of infections.

Senior Management is responsible for the implementation throughout the Trust of suitable arrangements to ensure the health, safety and welfare of all employees at work and the health and safety of other persons who may be affected by their activities. Where health and safety matters cannot be resolved at Senior Management level the appropriate Executive Director must be notified.

Line Managers are responsible for the health and safety management of all activities, areas and staff under their control. This includes responsibility for ensuring risk assessments are completed and implementation of suitable and sufficient control measures put in place. Health and safety issues are dealt with at the lowest level of management practicable. Where health and safety matters cannot be resolved at a particular management level the appropriate Senior Manager must be notified.

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