## Job Description

**Job title: Veterinary Physiotherapist**

**Reporting to: Clinical Director and Head of Physiotherapy**

**Overview**

Willows is one of the UK’s leading small animal referral centres with state-of-the-art diagnostic and surgical facilities and renowned specialist staff who are working at the cutting edge of veterinary medicine and surgery.

**Willows Vision:**​ To provide an unrivalled clinical, patient, client, referring vet and team experience that is recognised worldwide as the definition of excellence.​

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**Willows Mission:**​ To achieve excellence in patient care, client experience, service to referring vets, care of our team and care of our environment, through:​

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* World-leading specialist veterinary expertise and facilities​
* Being the preferred partner for veterinary professionals offering the best-shared care for patients​
* Being recognised as thought leaders in developing clinical expertise​
* Giving every patient the best possible clinical outcome​
* Exceeding client expectations at every opportunity​
* Providing every team member with a supportive, collaborative and inspiring environment

This philosophy should be carried through at all levels, in terms of professionalism, teamwork, approach, positive attitude and communication.

**Scope of role**

Alongside your physiotherapy colleagues, you will collaborate with the multidisciplinary team within the Hospital. You will work closely with the Neurology, Orthopaedic, Pain Clinic and Primary Care services, along with all other support associates to provide the highest standards of professional care and service for our clients and their animals.

**Key responsibilities**

* Provide inpatient and outpatient physiotherapy services for referred and primary clients with responsibility for own caseload
* Perform physiotherapeutic assessment of patients, to develop and deliver individualised treatment programmes
* Completion of CPD requirements following the current recommendations of your governing body, dependent on personal and Hospital CPD needs
* Assist in the promotion of a positive and dynamic image and culture, to enable further engagement in the veterinary physiotherapy profession from all members of the multidisciplinary Hospital team.
* Assist in the clinical development of veterinary nurses, trainees and other support associates within the Hospital.

**Key skills/requirements**

You must hold a BSc (Hons), MSc or PgDip qualification in Veterinary Physiotherapy and have at least six months’ experience working as a veterinary physiotherapist. You should be a member of the Association of Chartered Physiotherapists in Animal Therapy (ACPAT), Institute of Registered Veterinary and Animal Physiotherapists (IRVAP), National Association of Veterinary Physiotherapists (NAVP) or registered with the Animal Health Professionals’ Register (AHPR) or Register of Animal Musculoskeletal Practitioners (RAMP). Hydrotherapy training or experience is desirable.

Excellent interpersonal skills and a positive, friendly attitude are essential for effective teamwork within the Hospital. The ability to make decisions and communicate clearly and effectively with colleagues at all levels is integral to the role. A professional approach, a commitment to practising the highest standard of veterinary physiotherapy, and upholding the code of conduct of your professional body is expected at all times.

**Key clinical and administrative tasks**

* Assist in providing physiotherapy care for patients staying in Hospital or as outpatients
* Attend ward rounds to liaise with veterinary surgeons, organising coherent physiotherapy care plans where appropriate
* Perform physiotherapeutic assessment of patients with compassionate and patient-centred handling skills to minimise stress and discomfort
* Communicate all aspects of a physiotherapy care plan with members of the multidisciplinary team, clients and referring vets
* Develop a rapport with clients to determine their needs and wishes, providing them with emotional support and evidence-based advice through the rehabilitation process
* Maintain client and patient records and ensure all necessary information is up to date through established protocols; assist colleagues in follow up and future patient management
* Attend CPD and training opportunities in agreement with the Clinical Director
* Assist with the marketing the services of the Hospital through producing information for the website, providing material for Facebook stories and other marketing material such as newsletters for clients and articles for local papers
* Do nothing which might prejudice the good name of the Hospital in the eyes of the public or the veterinary profession

**Hours**

The start time is generally 8 am. One early finish of 12.30 pm is provided each week, but this is dependent on the caseload of the day and the demands of holiday/sickness cover. No weekend or out of hours work is required.

**Study leave**

Costs for courses concerned with continuing professional development for veterinary physiotherapists will be met by the Hospital up to a limit of £1250 per annum.

Leave equivalent to a maximum of five working days per annum may be taken to attend CPD courses or to undertake home study, the dates and specific requirements to be agreed and arranged with the Clinical Director.

**Holidays**

Holiday entitlement for all veterinary physiotherapists is five working weeks per annum plus public holidays. Holidays are to be taken as multiples of whole days.

**Salary**

Salaries are reviewed annually.

**Uniform**

The uniform provided by the Hospital (scrubs) should be worn during inpatient and outpatient physiotherapy care. Sensible shoes must be worn and hair of shoulder length or longer must be tied back. A smart professional appearance is expected at all times. The Hospital operates a bare below elbows policy for all clinical staff.

**Subscriptions**

The Hospital will finance all veterinary physiotherapists’ membership of two professional bodies or registers, plus up to two relevant journal subscriptions, if they are not already available online via our RCVS membership.

**Pension provision**

All employees are automatically enrolled into our company pension scheme as soon as is practicably possible with regards to processing the next payroll. Full details of the scheme and your rights in relation to membership will be provided to you within two weeks of your contracted start date.

**Probationary period**

New appointments are subject to a three-month probationary period, during which time employment can be terminated by either party by giving four weeks’ notice in writing. This can be extended if the Clinical Director deems an extension appropriate after initial progress reviews.

**Contract**

Written terms and conditions will be issued with the employment offer letter and these should be signed and returned with the veterinary physiotherapist’s letter of acceptance.

**Notice period**

After the initial probationary period, employment can be terminated by either party by giving the other at least three months’ notice in writing. This would not apply in the case of serious misconduct.

**Measures of achievement**

Initial progress review at introductory meeting with Clinical Director or your Head of Service, approximately one month after induction

Probationary meeting after three months employment

Thereafter - twice yearly appraisals

Group discipline meetings

Measures of achievement include:

* Feedback from other members of staff
* Feedback from clients
* Promotion of the business
* Involvement in the provision of relevant, targeted CPD
* Revenue/caseload and clinical performance compared with Key Excellence Indicators for the practice
* Subjective comparison with our core values of being ‘Committed to Excellence’ in care of patients, clients, referring veterinary surgeons from other practices, team members and the environment