Royal Star & Garter

Care with courage





Community Physiotherapist– Community Services, Wigan

Candidate information pack – 2 year FTC



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Welcome to Royal Star & Garter

This is a really exciting time to join Royal Star & Garter as we develop our new Community Therapy Service for veterans and their partners. The service will launch with pilots in Wigan and Portsmouth, and you'll have a real opportunity to shape how we deliver physiotherapy in the community from the start.

You'll work with people in their own homes and in community venues, getting to know what they want to achieve and building a practical rehabilitation plan around their goals. For one person, that might mean feeling steady enough to walk to the shops again. For someone else, it could be getting back to a hobby they've missed.

We're looking for someone who listens well, brings sound clinical judgement and enjoys finding practical solutions. You'll work alongside occupational therapists, Community Connectors and local partners, sharing what you learn as we develop the service together.

If you're excited by the chance to help build a new service and see the difference your work makes in someone's everyday life, we'd love to hear from you.

Kelda Fasasi
Assistant Director – Community Services
Royal Star & Garter

The role at a glance

Title: Community Physiotherapist

Contract: 2 year FTC

Location: Community – Wigan

Reports to: Community Clinical Lead

Hours: 37.5 hours per week

Salary: £46,071 per annum

Job description

Purpose

The Community Physiotherapist will deliver high-quality, evidence-based and person-centred physiotherapy assessment, treatment and rehabilitation to veterans and their partners across a range of community settings, including Royal Star & Garter community hubs, partner venues and other appropriate locations. Working collaboratively with individuals, families, carers and partner organisations, the post holder will support beneficiaries to achieve their personal goals, optimise physical function, manage long-term conditions, maintain independence and improve their health, wellbeing and quality of life.

The post holder will also play a key role in the development and delivery of Royal Star & Garter's community services, helping to establish an innovative, responsive and high-quality physiotherapy service that reflects the charity's values and commitment to outstanding care.

Key responsibilities

Clinical Practice

- Undertake comprehensive physiotherapy assessments in people's homes and community settings, identifying clinical needs relating to mobility, gait, transfers, strength, balance, falls risk, pain and functional ability, as clinically indicated.
- Develop personalised, goal-focused treatment plans that reflect individual needs, priorities and desired outcomes.
- Deliver evidence-based physiotherapy assessments and interventions, including:
  - Mobility, gait and transfer assessment and rehabilitation, including the assessment and recommendation of appropriate mobility aids.
  - Strength and balance training, including the development and delivery of individualised exercise programmes.
  - Falls risk assessment, prevention and ongoing management
  - Group-based exercise interventions, including the planning, delivery and progression of structured rehabilitation classes tailored to participants' needs, abilities and functional goals.
  - Pain assessment and management, incorporating education and self-management strategies.
- Monitor and evaluate progress against agreed goals and outcome measures, adapting treatment plans as clinically indicated, to promote, confidence and self-management.
- Embed the principles of trauma-informed care throughout clinical practice, promoting physical and psychological safety, trust, choice, collaboration and empowerment, whilst recognising the potential impact of previous experiences on engagement with assessment, treatment and rehabilitation.
- Provide appropriate education, advice and support to individuals, families and carers to facilitate rehabilitation and ongoing wellbeing.
- Recognise signs of clinical deterioration, red flags or presentations requiring further medical assessment, ensuring timely escalation, referral or onward signposting as appropriate.

To apply

Send your CV and a covering letter (no more than two sides) outlining how you meet the person specification to: communityservices.jobs@starandgarter.org

Job description - continued

Key responsibilities

Multidisciplinary Working

- Work collaboratively with other RSAG community services along with wider external health and social care providers such as OTs, GPs, District Nurses, Social Care, and other voluntary organisations.
- Participate in multidisciplinary meetings where appropriate and build positive relationships with local health and care providers
- Represent Royal Star & Garter professionally with external organisations and stakeholders.

Service Development and CPD

- Support the development and growth of Royal Star & Garter Community Services.
- Support evaluation of services, contribute to audits, quality improvement initiatives and research opportunities.
- Contribute to peer learning CPD and in- service Training sharing knowledge across both the community and wider RS&G therapy team.

Documentation & Governance

- Maintain accurate, timely and confidential records.
- Use electronic record systems effectively.
- Ensure compliance with HCPC standards and organisational policies.
- Participate in clinical supervision and appraisal.
- Maintain professional registration and Continuing Professional Development (CPD).

Safeguarding & Risk

- Identify safeguarding concerns and act appropriately.
- Undertake relevant risk assessments relating to mobility, moving and handling, equipment, falls and other potential environmental risks and escalate concerns promptly in accordance with organisational procedures.
- Ensure infection prevention and control guidance is followed.
- Identifying and reporting incidents and near misses through the organisation's incident reporting system, and for contributing to incident investigations and shared learning.
- Work autonomously within people's homes and community settings, adhering to organisational lone-working and personal safety procedures, undertaking appropriate dynamic risk assessment and escalating identified risks or concerns in line with organisational policy.

Outcomes

- Contribute to agreed service KPIs and demonstrate the impact of physiotherapy through consistent recording and review of clinical outcomes, beneficiary goal achievement, feedback and service activity

- Community-based with regular travel.
- Flexible working may be required.
- Full UK driving licence and access to a vehicle essential.

Person specification

Essential behaviors / characteristics:

- Compassionate and person-centred with excellent communication and interpersonal skills.
- Highly organised with strong clinical reasoning.
- Able to work autonomously whilst recognising own limitations and staying within scope of practice.
- Have a flexible, Positive and proactive approach with strong problem-solving skills.
- Commitment to equality, diversity and inclusion.

Essential experience / knowledge:

- Degree (or equivalent) in Physiotherapy.
- Current HCPC Registration.
- Chartered Society of Physiotherapy (CSP) membership (or equivalent)
- At least 3 years relevant post registration experience.
- Post registration experience of working with adults/ adults with frailty/ complex health conditions and deconditioning/ working in community rehabilitation/ falls risk assessment, management of prevention and rehabilitation.
- Experience of using evidence-based outcome measures
- Experience delivering group exercise programmes.
- Understanding of safeguarding legislation.
- Experience of multidisciplinary working.
- Excellent record keeping and IT skills.
- Ability to prioritise and manage a varied caseload.

Desirable experience:

- Experience working with veterans or Armed Forces communities.
- Experience within charitable or community healthcare services.
- Experience of supervising/supporting students, therapy assistants or less experienced colleagues
- Knowledge of long-term neurological conditions.
- Experience using digital healthcare systems.



Our values

With love

We carry out our work with love, care and compassion.

Living positively

We are optimistic in everything we do, supporting veterans and their families in leading happy, fulfilled lives.

As a family

We work and live as one team, one family, one community.

Standing in their shoes

We show admiration and respect for people and never forget what they have done.

Take courage

We are not afraid to do what is right and what is needed.

Offer

Although we are a charity, we offer a generous package

- £46,071 per annum
- 37.5 hours per week
- Equivalent of 5 weeks holiday per annum plus bank holidays (pro-rata for part-time)
- Employer Pension Contribution of 7.5% with matching Employee contribution of 5%
- Life insurance of 3 x salary (until age 70)
- Ten weeks full occupational sick pay before statutory sick pay
- Access to appropriate professional bodies and payment of relevant membership fees after six months of employment
- Learning and development – opportunities to support you in your role

Conditions of employment

Any offer of employment made will be subject to the following conditions:

- Satisfactory references covering the last 5 years from at least two references, including one from your current or most recent employer
- A pre-employment medical screening
- Enhanced DBS Disclosure
- Proof of the Right to Work in the UK

Confirmation in post will be subject to:

- A satisfactory 6-month probationary period.

About us

Our mission

Royal Star & Garter was founded in 1916 to care for the severely injured young men returning from the battlegrounds of the First World War. Today, our mission is to provide outstanding care and support that recognises the needs of veterans and their families.

Our care

We provide care, support and friendship for those who have had the courage to serve so that they can live well. We deliver that through high quality Homes, a range of services in the local community, by driving innovative practice and by setting the standards for others to follow. We offer:

- Nursing care
- Dementia care
- Short-break/respite care
- End of life care
- Day care
- Lunch Clubs
- Telephone Friendship Service

About us

Our future

We are developing new services beyond our four Homes, including an outreach service to provide support in veterans' own homes and a community for younger veterans. We continue to reach more ex-Service personnel in residential care through the Veteran Friendly Framework. Our work to promote greater collaboration will deliver better outcomes for the Armed Forces community.

Our knowledge

We have over 100 years' experience in providing pioneering nursing and therapeutic care to veterans living with disability and dementia. We are committed to sharing our knowledge and skills with other organisations to promote better care for all veterans and older people. We partner with health care, military and academic organisations for the benefit of our local communities.

Sharing our experience

We are passionate about innovation in our care to improve the lives of veterans and their families. We have been championing the development of nursing associates in the social care workforce for several years and support many of our carers to develop new skills.

Community Services

Alongside our four Homes, we bring support to veterans and their partners in their own communities. Our Day Services and Lunch Clubs offer company, activities and a warm welcome, and our Telephone Friendship Service makes sure no one has to feel alone.

We're now launching new community teams in Wigan and Portsmouth. Community Physiotherapists and Occupational Therapists will work with people at home to build strength, confidence and independence, and Community Connectors will help us reach people earlier, connecting them with the right support at the right time. Together, they'll help more veterans and their families live well where they are.



High Wycombe

Our High Wycombe Home (rated Outstanding by the CQC) has been designed with comfort and wellbeing in mind. There are plenty of activities to enjoy, opportunities to socialise with friends, or simply relax in the spacious lounges and landscaped garden.

Inspected and rated Outstanding ☆ CareQuality Commission





Solihull

Our Solihull Home is rated Outstanding in all five areas by the Care Quality Commission. Loving, compassionate care is tailored to each individual and every detail designed for comfort and wellbeing, it's a place where residents and their families can truly feel at home.

Inspected and rated Outstanding ☆ CareQuality Commission

Surbiton

With its stunning foyer and relaxed, spacious lounges, our Surbiton Home offers a warm, friendly welcome. Highly trained staff provide specialist care in comfortable surroundings, where the focus is always on the individual.

Inspected and rated Good CareQuality Commission

And rated **'Outstanding'** in the care category.





Worthing

Our Worthing Home places each person at the heart of their care, with personalised rehabilitation plans that promote independence, confidence and wellbeing. The dedicated team includes in-house physiotherapists, occupational therapists and speech and language therapists who offer hands-on support with warmth and encouragement.

Inspected and rated Good CareQuality Commission