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| **JOB DESCRIPTION** |  |
| **Job Title:** | **Therapy Manager** |
| **Band:** | **Band 7** |
| **Responsible To:** | **Community Services Manager (CSM)** |
| **Accountable To:** | **Community Services Manager** |
| **Section/Department/Directorate:** | **(Detail as appropriate)** |

**Job Purpose:**

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| The Therapy Manager will work within a designated Cluster providing integrated health and social care delivery. Working in close partnership with the Professional Leads the Therapy Manager will:   * Be responsible for the leadership and delivery of therapy and rehabilitation services within the Cluster through the operational management of NHS employed Occupational Therapists, Physiotherapists, Rehabilitation Nurses *(optional)* and their support staff including administration staff. * Ensure professional practice excellence through the provision of line management, supervision, casework monitoring, consultation and practice development which focuses on promoting excellence in assessment, treatment and the attainment of care planning outcomes. * Lead, develop and contribute and implement the local delivery of fully integrated Health and Social Care (H&SC) therapy and rehabilitation services. * Be responsible for the delivery of agreed targets and key performance indicators, including budgetary responsibility for the therapy and rehabilitation services. * Hold a clinical responsibility in the form of a caseload and/or by providing advanced clinical reasoning and decision making to support the team in providing care of the highest quality. * Provide appropriate operational advice to the CSM.   Secure and maintain effective working relationships with key agencies. | |
| **Context:** |
| The Therapy Manager will be based in the community/community hospital.   * Management of more than one profession, including therapy and nursing staff. * Management of jointly appointed staff seconded from partner organisation. * Lone working. * Remote working without immediate supervision. * Supervision, coaching, teaching and involvement of the development of relevant team members, carers and clients.   **Flexible Working**  As services evolve changes to working patterns maybe required.  The post holder will fulfil all tasks and work as part of a team.To meet the needs of the service, the post holder may be required to work in other areas as appropriate as directed by the line manager.   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **Key Working Relationships:**   |  |  |  | | --- | --- | --- | | To work collaboratively with: | **Frequent** | **As Required** | | Heath and Social Care Team (H&SCT) | √ |  | | Community Service Manager | √ |  | | Physiotherapy and Occupational Therapy Clinical Leads | √ |  | | Professional Lead Physiotherapy/Occupational Therapy | √ |  | | Patients, relatives and carers | √ |  | | Adult Social Care | √ |  | | GPs and other practice staff | √ |  | | Consultants | √ |  | | Physiotherapists and OTs across the Trust | √ |  | | Nursing staff /specialist nurses | √ |  | | Secondary Care | √ |  | | Clerical Staff | √ |  | | Human Resources | √ |  | | Finance | √ |  | | Devon Partnership Trust |  | √ | | University of Plymouth |  | √ | | Voluntary agencies | √ |  | | Community Equipment Service | √ |  | | Other Allied Health professionals | √ |  | | Other Cluster teams | √ |  | | Other specialist services | √ |  |   The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider Healthcare community, external organisations and the public. This will include verbal, written and electronic media. | |

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| **Organisational Chart:**  **Community Services Manager(CSM)**  **Band 7 Therapy Manager**  **Band 7 PT/OT Clinical Lead**  **Band 6 Specialist OT/PTs/Rehab Nurses (optional)**  **Band 5 OT/PT’s**  **Band 2/3/4 Clinical Support Workers** |
| **\*Professional Lead OT/PT (community) provide professional leadership for community teams** |
| **Key Result Areas/Principal Duties and Responsibilities** |
| **Communication and Relationship Skills**   * Provide operational advice and expert opinion to managers and staff regarding therapy and rehabilitation services in liaison with Professional Leads. * Ensure effective communication takes place at all times, promoting a team approach to patient care and service needs. * Lead / attend multidisciplinary meetings e.g. case conferences and H&SC core groups as required. * Maintain effective communication links with senior managers, clinicians and internal and external partners. * Provide analysed data and reports relating to service delivery. * Communicate effectively with patients/service users and their carers, to include complex and sensitive information. * Lead / attend meetings to communicate service related information to managers, staff and external agencies. * Write comprehensive reports regarding patient assessment, treatment outcomes and recommendations. * Read and interpret a range of patient medical, medication, social history and social care plans. * Liaise closely with members of partner agencies in all matters regarding patient care, discharge and future care management.   **Analytical and Judgement Skills**   * Work with the CSM to:   + Lead and contribute to the development of integrated H&SCT.   + Prioritise, lead and participate in the operational planning and implementation of policy and service development.   + Propose, lead and implement changes to improve practice and service delivery in line with local and national guidelines. * Monitor the service and work in collaboration within and across Clusters to deliver a consistent and equitable service. * Undertake risk assessments, using clinical judgement and provide accurate feedback to teams as necessary e.g. in relation to lone working policy. * Alert the CSM to serious cases of high risk and/or safeguarding issues, and ensure appropriate actions are taken. * Investigate and respond to complaints within agreed timescales. * Undertake comprehensive, holistic clinical assessments and/or reviews of treatment and care planning for patients using analytical skills and clinical reasoning.   **Planning and Organisational Skills**   * Manage and organise staff to deliver the highest quality therapy and rehabilitation services within the resources available to meet needs. * Be responsible for risk management, practice standards and casework outcomes. * Ensure therapy and rehabilitation service deliver commissioning specification/s, meeting operational and financial targets and key performance indicators. * Lead workforce planning in partnership with the Professional Leads, within therapy and rehabilitation services. * Contribute to and promote the development of integrated services across H&SC. * Work with other service managers and Professional Leads to share best practice and ensure equity of service. * Contribute to organisational development, health improvements and service development as required. * Manage the clinical care of patients / service users effectively and efficiently   **Physical Skills**   * The post requires a range of physical skills in line with the KSF outline, to include the demonstration of equipment in a variety of settings and the therapeutic handling of patients. * Regular IT use.   **Responsibility for Patient and Client Care**   * The post includes clinical responsibility appropriate to the size of the Cluster, staffing establishment and skill mix. Clinical care includes shadowing, coaching and supporting staff and chairing/attending case conferences, complex care meetings etc. Responsibility includes professional accountability for all aspects of own work as an autonomous practitioner.   The post has overall responsibility for the delivery of Cluster based therapy and rehabilitation services including H&SCT to ensure that:   * National professional and organisational standards of conduct and practice are met by all therapy and rehabilitation staff. * Statutory responsibilities, national directives and guidance requirements are met. * Accurate and timely patient/user records, reports and care plans are maintained using agreed standard formats, with reviewed outcomes. * Staff training is evaluated to ensure delivery of evidence based, high quality practice. * Incident reporting processes are followed using Datix or other agreed systems - to include follow up, shared learning and monitored action planning. * Safeguarding processes and systems are followed to include identification, reporting and monitored action planning. * Risks to patients/service users, carers and staff are identified, reported and appropriately managed to support clinical care and health and safety issues. * Specialist advice, instruction and teaching to relatives, carers and other professionals is provided. * Health and wellbeing is actively promoted.   **Responsibility for Policy and Service Development**   * Work within NDHT and policies and procedures, and ensure team compliance. * Provide assurance/evidence that NDHT and standards and clinical governance arrangements are in place and maintained. * Maintain high personal professional standards of practice. * Work closely with Professional Leads with regards to professional standards and clinical practice developments. This is particularly important where there is a need to liaise with leads outside the post holder’s own clinical profession. * Produce, monitor and review therapy and rehabilitation service plans in support of Cluster service planning processes. * Contribute to policy and service development as appropriate, and particularly in relation to therapy. * Keep abreast of professional and related NHS/ASC developments in liaison with the CSM and Professional Practice colleagues.   **Responsibility for Financial and Physical Resources**   * Manage the therapy and rehabilitation service budget to ensure effective use of allocated resources in liaison with the CSM. * Work with the CSM, to plan and monitor the best use of therapy and rehabilitation resources within the Cluster, including budgets for staff, equipment and stock to meet patient need. * Authorise resources, including the prescription of equipment from the Community Equipment Service within delegated limits using agreed electronic procurement systems. * Monitor skill mix within teams to ensure the most effective service, clinically and financially. * Ensure safe and efficient use of stock and equipment, including appropriate checks and Safety Alert reporting as required. Report any equipment defects, taking action to ensure any such equipment is withdrawn from service. * Disseminate Safety Alert notices to the staff as required. * Demonstrate and instruct equipment usage to ensure patient/ carer safety. * Understand and apply agreed eligibility criteria for services and equipment.   **Responsibility for Human Resources**   * Directly line manage senior therapy and rehabilitation staff within the Cluster. * Provide supervision of Adult Social Care OT’s *(optional)* * Recruit and manage therapy and rehabilitation staff in the Cluster in accordance with HR policies, terms and conditions to maintain an effective workforce capable of meeting the objectives of the service. * Undertake the full range of ‘people management’ tasks including communication, staff involvement, workforce planning, appraisal, training and development, and performance management including disciplinary/grievance and sickness absence. * Work with Professional Lead to ensure that all therapy and rehabilitation staff have access to appropriate professional supervision. * Ensure that annual appraisals and Personal Development Plans are in place and monitored in accordance with Trust policy for all therapy and rehabilitation staff. * Ensure that Health Care Professions Council registration is maintained, for self and team members. * Ensure appropriate induction, supervision and training is provided to new staff, students, Trainee Assistant Practitioners, QCF candidates, clinicians returning to practice, work experience students, support workers. * Work with other managers to ensure clinical cover across cluster/s is maintained, especially at times of service pressure. * Monitor standards, ensuring staff are aware of and follow professional, national and local standards in partnership with professional leads.   **Responsibility for Information Resources**   * Input, analyse, monitor and report information and statistical data to contribute to the monitoring and development of the service and/or team activity. * Ensure accurate and timely patient record entries, using agreed standard formats, as required.   **Responsibility for Research and Development**   * Foster and encourage the development and use of evidence based practice, and the use of Trust policy and procedural guidance. * Lead and participate in evaluation, clinical governance, audit and reviews and ensure that recommendations are implemented. * Maintain an up to date knowledge of appropriate areas of clinical practice and evidence based practice and maintain a CPD portfolio. * Ensure the active involvement of patients/service users and carers and members of the public in planning and delivery of services. * Take a lead role in professional development e.g. journal clubs, special interest groups, peer review groups and other activities to share and expand specialist knowledge across the service.   **Decision Making**   * Work autonomously, managing own time and clinical responsibility. * Adhere to professional and organisational standards of practice with professional accountability for all aspects of own work. * Direct management of senior therapy and rehabilitation staff within the Cluster and overall responsibility for all therapy and rehabilitation staff.   **Physical Effort**   * Regular and sustained use of IT. * Ability to travel to other locations as required meeting time constraints * Manually handle equipment (wheelchairs, health care equipment) and furniture frequently, following ergonomic risk assessment as per statutory training and service risk assessments. * Moving and handling of patients in relation to assessment, treatment and rehabilitation. Treatment may necessitate restricted positions or limited space. * Work in the community where appropriate equipment may not be available. (e.g. Moving and handling equipment).   **Mental Effort**   * Capacity to balance demands of leadership and clinical role. * Read, decipher and interpret patient information. * Read, decipher, interpret, summarise and disseminate complex information. * Work pattern is unpredictable and subject to frequent interruption. * Frequent mental effort in assessment and treatment programmes. * Long periods of concentration, particularly when using a VDU e.g. for writing reports and investigations. * Responding to requests for information/action within short time scales.   **Emotional Effort**   * Ability to manage complex areas of resistance, conflict, grievance or dispute. * Work with patients/service users and carers who have a poor/life limiting prognosis, including the communication of distressing news. * Occasional work with people who have mental health problems, learning disability and/or occasional challenging behaviour.   **Working Conditions**   * Driving hazards. * Use of IT. * Travel across Devon. * Work in a variety of settings according to patient/service user needs including patients’ own homes which may involve hot/cold temperatures, cluttered environments and unhygienic environments. * Work with patients with a wide range of conditions including contact with body fluids such as urine, blood, sputum.   **Some services will require post holders to work autonomously on weekend rotas.** |

**GENERAL**

This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to him or her. You will, therefore, be expected to participate fully in such discussions. It is the organisations' aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.

We are committed to serving our community. We aim to co-ordinate our services with secondary and acute care.

We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighbouring healthcare agencies and professionals.

We recruit competent staff whom we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients.

The Trust operates a 'non-smoking' policy. Employees are not able to smoke anywhere within the premises of the Trust or when outside on official business.

All employees must demonstrate a positive attitude to Trust equality policies and Equality Scheme. Employees must not discriminate on the grounds of sex, colour, race, ethnic or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect.

If the post holder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Equality Act 2010.

**SAFEGUARDING**

To be fully aware of and understand the duties and responsibilities arising from the Children’s Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker’s role within the organisation.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker’s role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker’s line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

**HEALTH AND SAFETY AT WORK**

The employer will take all reasonably practical steps to ensure your health, safety and welfare while at work. You must familiarise yourself with the employer's Health & Safety policy, and its safety and fire rules. It is your legal duty to take care for your own health and safety as well as that of your colleagues.

**INFECTION CONTROL - ROLE OF ALL STAFF**

It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.

All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:

* Attending mandatory and role specific infection prevention education and training.
* Challenging poor infection prevention and control practices.
* Ensuring their own compliance with Trust Infection Prevention and Control policies and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents

**CONFIDENTIALITY**

You may not disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law. Any failure to comply with this term of your employment will be treated as an act of misconduct under the employer's disciplinary procedure.

**Other Responsibilities:**

To take part in regular performance appraisal

To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

To contribute to and work within a safe working environment

The post holder is expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust’s disciplinary policy) up to and including dismissal.

The post holder is expected to comply with Trust Infection Control Policies and conduct him/her at all times in such a manner as to minimise the risk of healthcare associated infection.

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check

**THE TRUST – Vision and Values**

Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:

Honesty, Openness & Integrity

Fairness,

Inclusion & Collaboration

Respect & Dignity

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

### GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the Manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462.

**PERSON SPECIFICATION**

**POST: Therapy Manager**

**BAND: 7**

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| **REQUIREMENTS** | **At**  **Recruitment** | **At**  **PDR** |
| **QUALIFICATIONS / TRAINING**   * Degree or Graduate Diploma in occupational therapy, physiotherapy * Additional education in specialist field to masters level or equivalent * HCPC registration * Management qualification * Evidence of continued professional development * Leadership experience within a health or social care setting | **E**  **E**  **E**  **E**  **E**  **E** | **E**  **E**  **E**  **E**  **E**  **E** |
| **KNOWLEDGE / SKILLS**   * Good understanding of aims and priorities of health and social care economies * Proven ability to deliver high quality services with good understanding of performance monitoring systems, quality measures and professional governance arrangements * Significant clinical knowledge * Proven ability of complex case management * Strong interpersonal skills * Excellent communication skills * Leadership skills and excellent decision making capability * IT skills * Ability to work effectively across organisations, cultures and systems to integrate services | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** |
| **EXPERIENCE**   * Extensive experience as a senior therapist * Evidence of effective staff and resource management * Evidence of multi-disciplinary team working across agencies * Experience of change management | **E**  **E**  **E**  **E** | **E**  **E**  **E**  **E** |
| **PERSONAL ATTRIBUTES**   * Patient and quality focussed * Committed to the integration of health and social care services * Able to motivate and inspire others * Ability to effectively communicate complex information within a range of settings * Able to work under pressure and meet deadlines * Excellent organisational skills * Self-awareness of strengths and limitations * Self-motivated and able to use own initiative * Flexible approach to change | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** |
| **OTHER REQUIREMENTS:**  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust  Ability to travel to other locations as required meeting time constraints. | **E**  **E** | **E**  **E** |

**\* Essential/Desirable**

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| HAZARDS:- Updated 31st May 2013 | | | | | |
| Laboratory Specimens |  | Clinical contact with Patients | X | Dealing with violence & aggression of patients/relatives |  |
| Blood / Body Fluids | X | Dusty Environment |  | VDU Use (occasional) | X |
| Radiation / Lasers |  | Challenging Behaviour | X | Manual Handling | X |
| Solvents |  | Driving |  | Noise / Vibration |  |
| Respiratory Sensitisers |  | Food Handling |  | Working in isolation | X |
| Cytotoxic Drugs |  | Electrical work |  | Night Working |  |