

Royal Buckinghamshire Hospital

JOB DESCRIPTION

THERAPY SERVICES MANAGER

HOURS:	Full Time (37.5 hours) Permanent Contract
GRADE:	Clinical Manager
RESPONSIBLE TO:	Chief Executive
ACCOUNTABLE TO:	Chief Executive
WORKBASE:	The Royal Buckinghamshire Hospital
SPECIAL CONDITIONS:	Criminal Records Bureau: Enhanced level of disclosure

PURPOSE AND SCOPE

- To provide management and leadership to the Therapy Department. This comprises physiotherapy (inpatients and outpatients), occupational therapy and hydrotherapy.
- To ensure effective and efficient delivery of Therapy Services to clients at The Royal Buckinghamshire Hospital, dealing with any management issues.
- To provide professional and clinical advice to all team members.
- To act as team leader, co-ordinating the functions of the team and taking a lead role in service development, evaluation and staff development.
- To ensure all enquiries, referrals and admissions are prioritised, responded to and allocated appropriately.
- To provide clinical supervision to all team members (or delegate as appropriate).
- To be clinical specialist within a specific area of expertise, either neurorehabilitation or spinal cord rehabilitation, providing advice and support to the team.
- To provide highly specialist therapy assessment and intervention to an inpatient/outpatient caseload with a variety of highly complex neurological conditions such as stroke, head injury and spinal cord injury.
- To lead in the use of evidence based/client centred principles to assess, plan, implement and evaluate interventions.
- To promote best practice across the organisation, acting as a resource for training and specialist advice.
- To be responsible for the planning, development and evaluation of Therapy services, holding responsibility for defined projects.
- To be responsible for the recruitment, appraisal and discipline of Therapy staff.

KNOWLEDGE AND EXPERIENCE

- A high level of understanding of the illnesses and conditions that affect neurological patients
- A high level of understanding of the complex needs of patients with neurological disabilities and the impact on their functional abilities.
- To demonstrate a high level of specialist knowledge of the skills required in the assessment and treatment of neurological patients with longstanding and complex disability.
- Experience of working in a multi-disciplinary team, demonstrating excellent knowledge and understanding of the roles of other team members.
- Experience of providing internal/external teaching and training and leading service developments and clinical audit in accordance with national guidelines.
- Experience of supervising students and qualified staff, conducting personal development reviews and appraisal.

- To have experience of managing a department budget and organising the maintenance and ordering of materials and equipment.

CLINICAL

- To independently manage a caseload of clients with complex needs and mixed diagnoses.
- To work as an autonomous practitioner evidencing high levels of problem solving (solution orientated), clinical reasoning and independence of judgement as appropriate.
- To work with clients, their carers/relatives to identify goals as part of the overall care plan and participate in joint goal setting and rehabilitation planning with other team members.
- To plan and carry out regular goal review with the patient/family/carers to discuss progress and plan future goals.
- To plan and implement client centred individual and/or group interventions.
- To work as part of the multi / interdisciplinary team providing specialist rehabilitation.
- To conduct and develop rehabilitation groups, working with other members of the multi / interdisciplinary team.
- To monitor, evaluate and modify treatment in order to measure progress and ensure effectiveness of intervention and to ensure a high standard of evidence based clinical and professional practice is maintained and developed and intervention progresses to a satisfactory closure.
- To provide therapy intervention/s at the at The Royal Buckinghamshire Hospital, the patient's home or other community setting and managing the risks associated with this i.e. biohazards, animals, bodily fluids, moving and handling, verbal and all other risks associated with personal safety.
- To participate in weekend, bank holiday cover and on-call as required.
- To act as Key Worker for designated patients on your caseload.
- To lead and co-ordinate case conferences and family meetings.
- To participate in clinical meetings which review individual patients progress.
- To provide help and advice to patients, their families and other carers, teaching and demonstrating relevant treatment techniques, moving and handling and use of equipment to optimise patients' functional ability and independence.
- To refer clients on to other agencies as appropriate.
- To ensure that patients are informed of the current procedure regarding purchase of equipment and make decisions based on informed consent.

COMMUNICATION

- To use communication, problem solving, reasoning and negotiation skills to establish a therapeutic relationship in complex cases. This will involve managing barriers to communication i.e. cultural, physical, cognitive and emotional.
- To support and maintain open channels of communication at all times with the Senior Management team, members of the Therapy Department and multi-disciplinary team.
- To provide monthly feedback to the Senior Management Meeting regarding the Therapy Department.
- To promote awareness of the role of Therapy within the multi-disciplinary team, negotiating priorities where appropriate.
- To attend multi-disciplinary client meetings and feedback as appropriate.
- To promote the role of Therapy within The Royal Buckinghamshire Hospital to visitors, case managers, solicitors and the wider community and potential service users.
- To have a practical knowledge of information technology skills and data inputting.
- Use the shared computer drive to timetable all Therapy sessions including goal meetings if appointed as key worker.
- Maintain confidentiality and conform with the Data Protection Act requirements.

DOCUMENTATION

- To record all intervention in compliance with departmental guidelines, organisational policies, Professional Standards and Hospital standards and guidelines.
- To record and monitor accurate statistics of activity and performance.
- Provide written reports with future recommendations as appropriate.
- Use the shared computer drive to complete relevant sections of assessment and discharge reports, facilitating this process as Key Worker where appointed.
- To ensure reports and documentation completed by Therapy staff are done in an appropriate, timely and professional manner.

PROFESSIONAL ETHICS

- To adhere to organisational policies and apply the code of ethics and professional standards to ensure safe practice.
- To maintain professional competence to practice, developing professional skills and maintaining a portfolio containing evidence of Continuing Professional Development as required by the Health Professions' Council (HPC).
- To comply with organisational policies relating to Equal Opportunities, Data Protection and Health and Safety at Work legislation, taking responsibility to attend mandatory training as necessary.
- To adhere to the dress code and local practices of the Therapy Department and The Royal Buckinghamshire Hospital.

LEADERSHIP, SUPERVISION & APPRAISAL

- To actively participate in supervision and appraisal using reflection and analysis to inform practice and identify training needs.
- Personal Development Review is used in the organisation and is an integrated part of the development of the individual. All staff are expected to take an active part in regular performance reviews.
- To carry out appraisals and perform reviews with members of the Therapy team as necessary.
- To provide effective guidance, supervision and appraisal to all Therapy staff.
- To attend appraisal and supervision sessions, in-service training programmes and staff meetings.
- To be conversant in and take a lead ensuring all Therapy staff comply with local policies and procedures.
- To manage poor performance issues in liaison with human resources.
- To hold regular departmental meetings to keep Senior Management and the Therapy Team informed of performance and development.

TRAINING STAFF & STUDENTS

- To act as a clinical educator to students on placement.
- To promote best practice in rehabilitation to other therapists and across the organisation acting as a resource for training and specialist advice.
- To keep up to date with current theory and practice in the field of rehabilitation and ensure that treatment offered is based on best clinical practices, guidelines and research.
- To provide support, guidance, teaching and clinical supervision to therapists and to rehabilitation assistants involved in the therapy programmes to ensure high standards of intervention & health and safety are maintained at all times.
- To prioritise and delegate appropriate case load to physiotherapy assistants providing appropriate supervision.
- To provide training in the use of standardised and non-standardised assessments used in spinal cord injury and neurorehabilitation to members of the therapy team.
- To provide training in the use of treatment techniques currently used in spinal cord injury and neurorehabilitation.

- To provide advice and guidelines via supervision, training or joint sessions to members of the therapy team with complex cases.
- To lead the induction and training of new and existing staff from immediate team and other disciplines.

SERVICE DEVELOPMENT & DELIVERY

- To develop Therapy Services in line with recommended guidelines/standards of practice and ensure that intervention is evidence based in conjunction with the other Head's of Service.
- To identify areas of service development in conjunction with the Head OT and take a lead in implementing these.
- To undertake any other appropriate additional duties as required by the Chief Executive.
- To assist in the recruitment and selection of Therapy staff and other healthcare professionals as required.
- To be responsible for the ongoing development and future strategic planning of neurological and spinal injury rehabilitation services and outpatient services within The Royal Buckinghamshire Hospital.
- To ensure service is delivered in line with professional guidelines & department procedures.
- To be responsible for operational decisions regarding service delivery.
- To make responses to complaints regarding the department and liaise with the Senior Management Team as required.

PROFESSIONAL DEVELOPMENT

- To participate in and attend all induction, service meetings, education and training opportunities within the service, and externally.
- To participate and present at internal and external training as indicated via personal development review.
- To attend all mandatory training courses which include basic life support, moving and handling and safe guarding.
- To receive professional supervision on a regular basis from a peer relevant to your role.
- To identify any development or training needs and reflect this in professional portfolio and personal development review.
- To maintain and develop professional knowledge and be conversant with professional developments evidencing sound critical appraisal skills and continuing professional development.
- The post holder is expected to maintain and update their professional portfolio to reflect on standards of practice and demonstrate evidence based practice.
- Develop and maintain expertise in their clinical skills and act as a resource for other team members, accessing external training where relevant.

CLINICAL GOVERNANCE, QUALITY & STANDARDS

- To be aware of and adhere to Organisations Health and Safety Regulations and contribute to the well being of all persons attending therapy in the unit.
- To contribute in the development and achievement of the Hospital's and Therapy department's clinical governance plan and quality agenda, leading on designated projects.
- Ensure maintenance and safety of all equipment and materials within the Therapy department, and regular training of staff in their use.

LINE MANAGEMENT, STAFF, BUDGETS & DEPARTMENT

- To monitor and authorise annual leave as appropriate.
- To monitor sickness, absence and other forms of leave and authorise as appropriate.
- To provide leadership to the inpatient / outpatient Therapy team and be responsible for receiving and prioritising referrals related to your department, and managing staff work.

- To provide interpretation and dissemination of legislation, policies, procedures, guidelines and standards of practice throughout the team.
- To ensure that any equipment used in rehabilitation activities is properly maintained, stored safely and regularly checked and staff are trained regularly in its safe use.
- To identify physiotherapy equipment/materials needed and feedback as appropriate to Chief Executive
- To prioritise and oversee all purchase requests for the department.
- To attend any identified organisational meetings and provide effective briefing to the Therapy Department.

RESEARCH & PRACTICE DEVELOPMENT

- To undertake and lead clinical audit and research projects relevant to Therapy.
- To evaluate the service through use of audit, outcome measures and in-service research projects, particularly regarding the national dataset for rehabilitation.

Health and Safety at Work Act

The post holder is required to take responsible care for the health and safety of him/herself and other persons who may be affected by his/her acts or omissions at work. The post holder is also required to co-operate with the Organisation to ensure that statutory and departmental safety regulations are adhered to.

Confidentiality

The post holder has a responsibility to comply with the Data Protection Act 1998 and Code of Practice on Confidentiality and Data Protection.

Equal Opportunities

The hospital welcomes all persons without regard to age, ethnic or national origin, gender or sexual orientation, religion, lifestyle, presenting illness, marital or parental status or disability. We aim to provide a non-judgemental service at all times.

Other duties

The post holder will be required to undertake any other duties according to the needs of the service. This job description is not intended to be an exhaustive list of activities, but rather an outline of the main areas of responsibility. Any reasonable changes will be discussed and agreed with the post holder before any variations to the job description are made.

Travel to other sites/locations

You may be required to travel to other locations and are expected to use your own vehicle (appropriately insured) where hospital transportation is unavailable. Please complete the travel expenses form; details of allowances can be obtained from the Human Resources Department Lead.

Smoking statement

We are a non-smoking organisation. Smoking is not permitted on any of the hospital premises or in the grounds – please observe and comply with any notices seen in or around the Organisation premises.

**PERSON SPECIFICATION/SHORTLISTING FORM
THERAPY SERVICES MANAGER**

CATEGORY	ESSENTIAL	DESIRABLE
EDUCATION, QUALIFICATIONS & TRAINING	<p>Qualified health professional (OT/PT) with relevant diploma/BSc</p> <p>HPC registration.</p> <p>Member of relevant professional body.</p> <p>CRB- enhanced level of disclosure.</p> <p>To have evidence of recent attendance at post-graduate neurorehabilitation or spinal injury course.</p>	<p>Clinical Educators qualification.</p> <p>MSc in rehabilitation or relevant subject</p> <p>Management qualification</p>
EXPERIENCE	<p>Minimum of 5 years post-graduate experience.</p> <p>Documented evidence of CPD.</p> <p>Minimum of 2 years recent experience working in a Neurorehabilitation or Spinal Injury as Senior Therapist/Team Leader</p> <p>Experience of managing a varied, complex caseload.</p> <p>Experience of working in a multi/inter-disciplinary team.</p> <p>Previous experience of administering, interpreting and evaluating standardised and non-standardised assessments used in neurorehabilitation and/or spinal injury.</p> <p>Experience of using a range of specialist treatment approaches and interventions used in neurorehabilitation/spinal injury</p> <p>Experience of discharge planning and liaison with other health professionals/outside agencies.</p> <p>Experience of leading family meetings/case conferences.</p> <p>Experience of supervising qualified staff and students and carrying out personal performance reviews.</p> <p>Experience of providing internal/external training/teaching.</p> <p>Experience of key worker/case management role.</p> <p>Wheelchair/seating experience.</p> <p>Experience of equipment assessment and provision.</p> <p>Evidence of leading successful service development projects and clinical audit.</p> <p>Experience of developing, running and evaluating therapeutic groups.</p>	<p>Experience of community rehabilitation.</p> <p>Previous experience in Spinal Cord Injury Rehabilitation</p> <p>Experience of splinting</p> <p>Post graduate course in FES</p> <p>Members of appropriate Specialist Interest Group</p>
SKILLS, ABILITIES & KNOWLEDGE	<p>A sound knowledge of neurological conditions and how it impacts on functional ability.</p> <p>Knowledge of evidence based treatment used in neurorehabilitation.</p>	<p>Involvement in research.</p> <p>Clean driving license</p>

	<p>Resolution of professional/ethical issues.</p> <p>Ability to maintain effective work relationships with relevant joint working partnerships.</p> <p>Knowledge of the skills required in the assessment and treatment of neurological patients with longstanding and complex disabilities.</p> <p>Good presentation and teaching skills.</p> <p>Understanding of current clinical guidelines and how these relate to neurological patients.</p> <p>Understanding of relevant legislation and clinical governance.</p> <p>Car Driver</p>	
<p>PERSONAL QUALITIES & ABILITIES.</p>	<p>Excellent team working skills.</p> <p>To have excellent communication skills orally and in writing.</p> <p>To be flexible, well motivated, highly self directed and be able to demonstrate innovative practice.</p> <p>Able to work under pressure and set priorities.</p> <p>To have excellent organisational and time management skills.</p> <p>To have excellent planning and decision making skills.</p> <p>Good computer skills.</p> <p>To be sufficiently emotionally and physically robust to support patients and their carers/families in emotional and stressful situations with support from members of the multi-disciplinary team and clinical supervisor.</p> <p>Ability to reflect on and critically appraise own performance.</p>	