

Job Description

Job title	Therapy Services Manager	Job family	Healthcare Operations
Reporting to	Hospital Director	Job code	
Location		Evaluation Date	1 November 2017

Job Purpose

Reporting to the Hospital Director, the Therapy Services Manager (TSM) forms part of the Senior Management Team of the hospital with full accountability for both inpatient and day care services including driving and delivering a high quality service.

Responsibilities

- The TSM plays a key part in developing and delivering the hospital strategy, providing operational leadership to the team.
- Manages and coordinates therapy services ensuring the range and level of treatments and activities complies with statutory regulations, meets quality standards and delivers against KPI's including responding to referrals, customer service and time to first appointment.
- Provides leadership, organisation and co-ordination to ensure effective clinical governance.
- Promotes an effective working relationship across the multidisciplinary teams.
- Leads and coordinates the therapy services operation through the effective and progressive management of a multi-disciplinary team, who collectively provide inpatient and day care therapy services.
- Responsible for business development of the therapy service provision in the hospital including actively promoting the hospitals therapy services, identifying opportunities for growth and ensuring plans are in place for maintaining census throughout the year.
- Assesses, plans, and reviews therapy plans for individual and group sessions, with responsibility for delivering a small caseload and covering therapy sessions as required.
- Responsible for ensuring that all therapy services are of the highest quality, meets the appropriate standards from both a governance and quality perspective and is in line with the Priory clinical model.
- Identifies, recommends and implements processes and systems designed to improve and enhance the effectiveness, efficiency and professionalism of the therapy services function.
- Manages the development, implementation and review of therapy services ensuring the cost effective provision of facilities, the effective deployment of staff and the appropriate use of therapeutic interventions across all fields of the inpatient and day care programme.
- Regularly monitors, reviews and reports on the performance of the therapy services programme against key performance indicators, quality assurance targets and audit results ensuring therapy services continue to deliver to quality standards in terms of success rates, costs and income.
- To ensure relevant the team work within the standards and frameworks of professional codes of conduct and to take remedial action as appropriate.
- Manages and develops a highly skilled and motivated workforce by carrying out management supervision.
- Links with local universities and HEI's to build a pipeline of Therapists into the hospital including, where appropriate, to carry out seminars / lectures and recruitment campaigns to raise the profile of the hospital.
- Ensures that all employees have the opportunities to further develop their careers and encourages and supports CPD applications.
- Responsible for ensuring that all colleagues receive clinical supervision in accordance with professional guidelines and carries out management supervision as appropriate.
- As part of the Senior Management team will carry out on-call duties as directed by the Hospital Director.
- Contributes to the development of Priory policies, procedures, processes and initiatives.
- Maintains own professional development and accreditation.

Knowledge / Education / Skills

- A recognised post-registration qualification together with full membership / accreditation of a relevant professional institution and evidence of continuous professional development.
- A detailed understanding of statutory regulations is essential.
- Passionate about providing high quality care and continuous improvement.
- Demonstrated leadership and decision making skills essential.
- Forward thinking, proactive and creative.
- The ability to deal with multiple issues simultaneously in a highly dynamic environment.
- High levels of integrity and boundried.

Experience

- Experience of working at a supervisory or managerial level within a mental health environment; minimum 2 years working as a Ward Manager or equivalent.
- Experience of managing a clinical budget.
- Strong background within leadership and people management.
- Experience of leading, implementing and reviewing quality initiatives in a related environment.
- Strong track record of innovation.

Communication

Excellent verbal and non-verbal communications including awareness of impact of communication on desired audience. Can flex communication style dependant on situation and message.

Responsibility

Leadership

Full managerial responsibility for the effective operation and delivery of therapy services through a large team of permanent colleagues.

Budgets & Equipment

Delegated authority for the therapy services budget and for the care, security and maintenance of equipment and other consumables within the hospital.

Information

Responsibility for the confidentiality, security and accuracy of patients records, data and information. Ensuring that good quality patient documentation which meets regulatory guidelines and statutory requirements.

Working Environment

The problems faced by patients may present difficult and challenging situations, which may heighten the physical, sensory and emotional demands of the role.

Upholding the Company Behaviours	
This provides some guidance on the types of conduct to support the Company Behaviours	
Behaviour	Evidence
Putting People First	<ul style="list-style-type: none"> • Strives to ensure every colleague is able to make a positive and lasting difference to Service Users and their families • Actively seeks to develop the potential of every service user and staff member
Being a Family	<ul style="list-style-type: none"> • Celebrates success and supports colleagues through difficult times • Demonstrates loyalty to colleagues, manager and team
Acting with Integrity	<ul style="list-style-type: none"> • Is honest and respectful in all interactions with colleagues and customers • Demonstrates emotional control • Ensures accurate recording of any transactions and interactions on all company documentation • Challenges poor performance and behaviours
Being Positive	<ul style="list-style-type: none"> • Promotes the company in a positive way at all times • Strives for positive outcomes, especially when times are challenging
Striving for Excellence	<ul style="list-style-type: none"> • Always puts service quality first • Shares and encourages innovation • Keeps on top of new developments in the sector