**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:**  Occupational Therapy Service Manager  | **Grade**: MG1 |
| **Section:**Adult Social Care Services  | **Department:** Adult Social Care and Public Health  |
| **Responsible to following manager:**Head of Integrated Discharge and Occupational Therapy  | **Responsible for following staff:**All staff in the Occupational Therapy Service within the SSA |
| **Post Number/s:**RWA7200 | **Last review date:** July 2022 |

**Working for the Richmond/Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose**

The Occupational Therapy Service Manager has overall responsibility for operational functionality of the Occupational Therapy service across Richmond and Wandsworth, ensuring that the Occupational Therapy provision is outcome focused, that needs of people with care and support needs and their Carers are met and that the use of resources is maximised. The Occupational Therapy Service Manager also plays a significant part in the development of the service and assists in strategy implementation, a crucial aspect of the role

The role ensures the delivery of an effective service, provision of assessments and advice and information, to maximise the independence of Service Users, such as provision of equipment and major and minor adaptations. The service requires partnership and effective liaison with NHS and their subcontracted service providers, HMP, Medequip or any relevant equipment provider, statutory and voluntary sector services, e.g. service providers, GPs, voluntary care groups and third part Occupational Therapy service providers when they are used.

The role has a lead in working closely with Housing Department including the Home Improvement Agency and other inhouse and external agencies as necessary.

**Specific Duties and Responsibilities**

1. To provide operational and motivational leadership of staff, providing a visible presence to the Occupational Therapy workforce and promoting a good working environment with the primary aim of delivering high quality services.
2. To provide effective management of staff, including recruitment, training, development supervision, and appropriate application of policies and codes of practice on staffing matters. Ensure that the different skills, experience, and knowledge of team members are harnessed to maximise the benefits of an integrated approach to service delivery for people with care and support needs and their care and to maintain a high standard of professional practice and competence and innovation within a culture of continuous learning in keeping with the relevant professional codes of conduct.
3. To be responsible as required with the management of budgets, including ensuring that all necessary processes and procedures are carried out in a timely and effective way.
4. To contribute towards the development of good working relations and collaborative arrangements with relevant third-party organisations including private, voluntary and other public organisations, to forge effective partnership working. Develop effective working partnerships with the contracted equipment providers, HMP, Housing dept, including Home Improvement Agency (HIA) and community and Primary healthcare providers to ensure that all opportunities for integrated working are identified and maximised and are delivered seamlessly.
5. To proactively assist and as required carry out service and performance review in view of service improvement. To recommend plan and implement improvement measures such as more efficient processes and procedure on an ongoing basis, helping to ensure that a customer focus is embedded within the function and innovative and creative solutions are evaluated to securing the highest quality and value for money function i.e. cost effective, not over prescribing. To have close, robust and proactive oversight of service performance, acting strategically to manage performance and working closely with the Head of Service, senior management and the Performance team to ensure best performance and outcomes for residents.
6. To ensure the timely provision of information, advice and support to enable people with care and support needs and their carers to maintain independence for as long as possible and in line as much as possible with key performance indicators
7. To be responsible for the provision of timely and effective Occupational Therapy service delivery, including equipment and adaptations as required such as, referral to appropriate service. To ensure effective problem- solving and to oversee appropriate responses to crisis for service users where no other team is currently actively involved. To ensure the whole Occupational Therapy process and the service users journey through the service and handovers between different teams is efficient and timely.
8. Ensure effective and timely action is taken to manage and reduce risk to the service, to people with care and support needs and their carers and partner organisations in accordance with Council and partner organisations’ policies and procedures.
9. Participate in and contribute to the Council’s and partner agencies business planning processes and the overall management and strategic development of services, taking delegated lead responsibility for appropriate meetings and working parties. E.g. equipment provider, different health and asocial care organisations etc.
10. Providing clinical support to the equipment contract management.
11. Any other duties which are consistent with the role arising from legislation, policy or organisational change.
12. To provide good, supportive, intuitive leadership to the service, using excellent interpersonal approaches that are able to manage conflict, competing demands and pressure in the service

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by the SSA’s policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Additional Information**

* The Occupational Therapy Service Manager is responsible for a range of social care staff including Occupational Therapists and Social Care Assessors. (approx. 20 staff). The post holder is responsible for recruiting, retention, training and developing and supervising staff, their productivity and the quality of their performance.
* The Occupational Therapy Service Manager is responsible for the management and financial control of the Occupational Therapy team staffing and equipment budgets; complying Scheme of Delegation and taking remedial action to address identified financial pressures. The financial value of budget responsibility will be confirmed.
* Leading or managing projects relating to Occupational Therapy service development and change ensuring that they are planned effectively to achieve outcomes and deadlines.
* Representing the Head of Service as appropriate.
* Overseeing and ensuring that the Occupational Therapy work subcontracted to external agency/s meets required standards. Managing the contract with subcontracted agencies.
* To keep abreast with Occupational Therapy related service innovations and improved practices in other LAs and liaise and work in co-operation with Senior Occupational Therapy Managers in other LAs when appropriate. To also have a good understanding of legalisation that may shape practice and operational delivery of services.
* Working with the Workforce Development Team to address strategic workforce development needs, around Occupational Therapy students and apprenticeship.
* Working closely with the Lead Occupational Therapist around maintaining professional standards, governance, CPD, performance and quality monitoring and meeting standards, training and development, strategic planning around service, recruitment and retention.
* Managing equipment provider contract and working closely with our health partners in relation to equipment.
* To be responsible for the Occupational Therapy service provision in HMP including close working with the Social Work team and the relevant service providers.

**Team structure**

**Person Specification**

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**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means, we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

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| **Person Specification Requirements** | **Assessed by** **A**  **& I / T/ C** **(see below for explanation)** |
| **Knowledge**  |
| 1. A sound knowledge of relevant social care and health legislation, relevant policies and issues that affect the delivery of social care services and the ability to advise practitioners in their application.
 | A and I |
| **Experience**  |
| 1. Substantial post-qualification experience of working in a statutory Health or Social Care setting demonstrating increasing levels of responsibility and of achieving positive outcomes for people with care and support needs, Carers and the wider community through multi-disciplinary and partnership working.
 | A and I |
| 1. Substantial experience of leading, managing and motivating staff including performance management and staff development to deliver high quality results and meet required standards.
 | A and I |
| 1. Experience of identifying and managing risk, planning appropriate interventions.
 | A and I |
| 1. Experience of effectively managing and controlling budgets.
 | A and T |
| **Skills**  |
| 1. Ability to communicate clearly and effectively both verbally and in writing for a variety of audiences and purposes.
 | A and I |
| 1. Ability to analyse and interpret data relating to performance and to financial issues.
 | A and I |
| 1. Ability to demonstrate professional and strategic leadership and to build constructive relationships with colleagues, partners and providers in complex situations, including where there may be tensions and to be able to influence, persuade, negotiate and inform. Ability to manage conflict with a positive approach and voice.
 | A and I |
| **Qualifications**  |
| 1. A relevant professional qualification e.g. Occupational Therapy.
 | A and C |
| 1. A recognised management qualification or, if not already completed, a commitment to undertaking management training.
 | A and C |
| 1. Current registration with the HCPC as appropriate.
 | A |

**A – Application form**

**I – Interview**

**T – Test**

**C - Certificate**