

JOB DESCRIPTION

Clinical Services Manager

Introduction

This is a full-time role in the centre of Hook in Hampshire and reports to the Head of Clinical Services. The role is ideal for an allied health professional looking to transition from hands-on clinical work to a managerial position. The Clinical Services Manager will assume responsibility for their designated business area/caseload and work closely with the Head of Clinical Services on service development.

The role relies on the expert knowledge of the individual to oversee day-to-day delivery of services within their designated team. This involves advising potential clients who are enquiring about our services and overseeing active cases from referral through to discharge to ensure our clients receive a quality, professional service. This will involve proactive liaison with therapists and referrers, and line management of the office-based team. As our clients' cases and workflows are managed using our bespoke online case management system, being competent in using systems and data is vital.

A key goal of the Clinical Services Manager is to make the client and referrer feel like they are in safe hands and give them total confidence and comfort in the knowledge that they are under our care.

The personal skills and temperament of the successful candidate will be of great importance. We pride ourselves on being a caring and friendly, but professional company. Nikki, the company founder has an extensive clinical background with a strong sense of ethics and a desire to help. We believe the growth and success of our business to date is directly attributable to ensuring these values, combined with expert knowledge, are at the core of everything we do. It is therefore essential that our Clinical Service Manager, is able to constantly and consistently uphold these values, and believe in them in the same way we do.

Our Company ethos

- We make clients & potential clients feel understood and provide sound professional advice – even if it ends up being for free
- We are friendly & caring, but always remain professional
- We are socially responsible – if there is a better option for a prospective client then we say so
- We are a PRIVATE practice and understand that generally our clients are looking for more than what statutory services provide and are willing to pay for that service
- We are driven and go the extra mile if that is what is needed to convert an enquiry or to keep a client happy.

Details of the role

The successful candidate will be responsible for the following core tasks:

- Ensuring the team are working effectively to deliver a quality end-to-end service to clients, to include:
 - Handling and progressing incoming enquiries.
 - Identifying and allocating appropriate therapists.
 - Managing the case, client and therapist from referral through to discharge to ensure a timely and quality service.
 - Reviewing/processing reports and treatment recommendations.
- Liaising with Therapist Network Team on therapist performance and new therapists on probation.
- Supporting team to resolve day-to-day issues arising from clients, referrers or therapists.
- Reporting to and liaising with Head of Clinical Services on team performance, KPIs and addressing any barriers to progress.
- Liaising with referrers to review service and manage relationships.
- Contributing ideas and liaising with other departments/colleagues as required for example, marketing, and senior management team.
- Assisting Head of Clinical Services with investigating complaints as required and appropriate.
- Line management of any team members and undertaking team recruitment activities as needed e.g., interviewing and selection.

Skills and qualifications

The following skills and qualifications will be required/desirable:

- Ideally experienced in Occupational Therapy or another Allied Health profession
- Experience in private practice is desirable but not essential
- Managerial or leadership experience is desirable
- Willing to undertake a DBS check
- Competent with computers and online technology (tech savvy)
- Excellent written skills. With particular reference to report writing
- Ideally be a member of your professional body

Personal skills & attributes

Fundamental to this role is the character and temperament of the individual. They will be expected to take responsibility for the running of their area of the business, which will take a high level of organization, efficiency and sense of responsibility for it to run smoothly. Important personal skills and attributes include:

Applications & enquiries

Applicants should submit a CV and covering letter to careers@theotpractice.co.uk or if you would like to discuss the role in more detail please call us on 0330 024 9910.

- Caring, friendly and always willing to listen
- Ability to manage time effectively and delegate appropriately
- Leading and managing a team to work towards shared goals
- Adaptable in dealing with people
- Taking responsibility and having the ability & confidence to make good decisions
- Problem solver and determined – often an enquiry or a case will require them to go the extra mile to get the right outcome for the client and the business.
- Personal pride in their work and a sense of wellbeing from helping clients and the business
- Efficient working style and ability to juggle tasks without missing things
- Excellent telephone manner – chatty and confident but always professional
- Within the team, a desire to question the status quo and be innovative
- Able to remain calm, composed and professional under stressful or confrontational situations

Working with The OT Practice

We pride ourselves on being a caring, friendly and professional company. We believe the growth of our business to date is directly attributed to ensuring our values are at the core of everything we do. New joiners will receive an initial induction period and undergo a 6-month probation period.

Working hours: Hours Monday to Friday 9am to 5.30pm (5pm Fridays).

Location: RG27 9HY, Hook Hampshire (free on-site parking and close to Hook railway station).

Hybrid Working Scheme (upon successfully passing probation) 52 days per year to book as home-working days on a Tues, Weds or Thurs.

Holidays: 23 days per year, plus Bank Holidays in addition, with option to "purchase" up to 3 additional days each year.

Access to Simplyhealth plan providing video GP appointments, cover for routine prescription / other medical costs as well as access to telephone counselling and online physio assessments.

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