

JOB DESCRIPTION & PERSON SPECIFICATION

Head of Clinical Services

Introduction

This is a full-time office-based senior-level role in Hook, Hampshire and reports to the Clinical Operations Director and will also work closely with the other Directors. The Head of Clinical Services role requires an experienced Occupational Therapist with senior management experience and commercial awareness to assume full responsibility and accountability for their area of the business which provides occupational therapy services to adults and children. Experience in the private healthcare or rehabilitation/case management sector is desirable.

The role requires an individual who can lead the Clinical Services division of the practice to ensure clinical excellence and a consistently high standard of quality is delivered to our clients and referrers. The role will also carry responsibility for leading on clinical governance, embedding best practice and driving continual improvement whilst working in line with strategic objectives.

The Head of Clinical Services will manage and have oversight of the various clinical and non-clinical individuals and teams within their area of the business requiring demonstrable management skills and the ability to support those line-managing their own teams.

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.

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. We believe the growth and success of our business to date is directly attributable to ensuring these values are at the core of everything we do. It is therefore essential that our Head of Clinical Services 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
- 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 client-focused and want to ensure our clients feel they are in safe hands
- We are driven and go the extra mile if that is what is needed to keep a client happy

Details of the role

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

- Line management of department managers including staff one-to-ones, performance management, learning and development.
- Leading on clinical governance and ensuring The OT Practice remains abreast of best practice and delivers clinical excellence.
- Contributing to company strategy for this area of the business and supporting teams to deliver on the same.
- Identifying areas for improvement and development both operationally and clinically. Drawing on and coordinating available resources (such as Clinical Leads) to achieve same.
- Supporting team managers with complex or clinical case issues and problem-solving.
- Supporting team managers with therapist performance issues.
- Working across teams/functions, for example Therapist Network Division to ensure any operational or clinical requirements continue to be met.
- Ensuring teams are performing consistently to KPIs and service levels.
- Strengthening relationships with key referrers and retaining/developing these through continual improvement and client feedback.

Skills and qualifications

The following skills and qualifications will be required/desirable:

- Qualified HCPC registered Occupational Therapist
- Demonstrable management experience is essential
- Conversant with business and management tools and practices such as financial/accounting data, management information and other case management system data.
- Experience in the private healthcare, rehabilitation/case management sector desirable
- Experience of client-focused practice, using feedback to drive change
- High level of competency with technology
- Working knowledge and experience in key sector legislation and practices such as GDPR, Safeguarding, HCPC standards.
- Willing to undertake a DBS check
- Attention to detail and quality

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Personal skills & attributes

Fundamental to this role is the character and temperament of the individual. They will be expected to take responsibility for their clients, which will take a high level of organisation, efficiency and sense of ownership. Important personal skills and attributes include:

- A confident and credible health professional
- Comfortable leading and developing a team
- High level of client focus and business awareness
- A strong communicator, caring, friendly and always willing to listen
- Taking responsibility and having the ability & confidence to make good decisions
- Persuasive, with sound influencing and stakeholder management skills
- Problem solver with drive and determination
- Able to understand clients' needs, building trust and establishing a strong rapport
- Well presented
- Personal pride in their work
- Share in a willingness and desire for TOTP to grow and become more successful
- Ability to act on own initiative, self-motivated and tenacious
- Energise, influence, motivate and inspire your team and other colleagues
- Efficient working style and ability to juggle tasks without missing things
- 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
- A strong sense of ethics and integrity

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