

JOB DESCRIPTION

OT Network Manager

Introduction

This is a full time, office-based role, working for a growing Independent Occupational Therapy Practice within the centre of Hook, Hampshire. The role requires an experienced OT Manager to support with the growth and development of a large network of OT's throughout the UK.

The individual will have significant responsibility for the end to end lifecycle of each occupational therapist working with The OT Practice. Their responsibilities will cover the selection and interview of new OT's to the team, induction, probation and ongoing performance management. In addition, the OT Network Manager will be instrumental in the engagement and development of the network team members through the creation and implementation of a new training and CPD program.

The role will be part of a newly created division within the business and will work alongside a Marketing Executive and Therapist Network Administrator, reporting into the Associate Network Director.

The role requires an OT who has a sound clinical and managerial background within the public and private sectors. They need to have excellent communication and people skills with the confidence and drive to take a strategic approach to expanding and enhancing our nationwide network of Associates.

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 and ask to speak to Nikki on 0330 024 9910.

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 function of the Therapist Network Division is to ensure that we have a fully resourced team that is compliant, clinically competent and professionally skilled, to deliver expert clinical services to our clients.

The OT Network Manager will draw on their clinical and business knowledge to take responsibility for the end to end journey of our community based occupational therapists. From selection and interview, through to managing training, engagement and performance.

The ideal person for this role will be an experienced OT with management experience who would like to draw on their skills to support and develop members of the team to help them reach their potential. They will be key in facilitating therapist engagement through creating a supportive environment and bringing a strong sense of belonging and enrichment to our network.

The key operational responsibilities that fall within this role can be summarised as:

- Recruitment, induction and probation
- Managing and maintaining performance
- Engagement and development
- Availability, capacity and effective utilization of the network

The introduction of this role aims to unify these functions under a single manager delivering a more cohesive experience for OT's and our existing clinical operations teams.

Detailed below are some of the main tasks the OT Network Manager will have responsibility for to fulfil these operational responsibilities:

Recruitment, induction and probation

- Screening applicants for suitability including reviewing pre interview submissions.
- Interviewing candidates including explaining The OT Practice expectations and models of working.
- Liaising with Therapist Administrator to track registrations.
- Facilitate and co-ordinate the induction process alongside Clinical Team Leads and Clinical Services Managers.
- Write induction reports on new starters to track progress and performance.
- Identify areas of weakness that need addressing and put in place a plan to rectify.
- Provide guidance (and direct training if necessary) on clinical and non-clinical aspects of working as an associate with The OT Practice.

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- Work with other members of the team to write and refine guidance notes and other training/induction materials.
- Present recommendations to the Clinical Operations Director for therapists to be confirmed in post, to continue training & induction or termination.
- Responsibility for the allocation of therapists to specialist teams, if appropriate.
- Prepare and deliver presentations of new starters and probation progress to the in-house team in monthly Therapist Network Meetings.
- Work with Associate Network Director on the company wide OT recruitment strategy.
- Support the delivery of the recruitment strategy including at events and promotion of The OT Practice to the OT community.

Managing and maintaining performance

- Work with the clinical teams to identify therapists who are falling below the required standards.
- Gather feedback from clinical teams and therapists to establish what the weaknesses or issues are and establish a plan for rectifying.
- In consultation with the Clinical Operations Director decide if a therapist should be put on performance review, where standards are consistently below the required level.
- Provide guidance/training either directly or coordinate with Clinical Team Leads for specific clinical support.
- Ensure system and process changes are communicated effectively to the network.
- Ensure changes to working practices, legal requirements and policies are communicated to the network.
- Develop a suit of training materials (guidelines, help sheets, tutorials etc) as required for helping therapists with common issues.
- Provide one-on-one over the phone or screen share training if required.
- Present outcomes and recommendations to the Clinical Operations Director for therapists on performance review.
- To complete termination discussions and exit interviews as needed.

Engagement and development

The overall goal for achieving engagement is giving the members of our network a strong sense of belonging and commitment to The OT Practice. The OT Practice needs to be perceived as a long term career choice and the key to this is how we engage with our network. The OT Network Manager will be responsible for planning and executing the engagement activities in conjunction with the Marketing Executive. Activities will include:

- Working with Team Leads and Clinical Service Managers to identify team specific and wider network training needs.
- Design and implementation of a network wide and team specific annual training programme.
- Identifying and communicating CPD opportunities.
- Create and maintain an on-going pro-active plan for engagement activities.
- Generate and present ideas for how we can engage effectively with our network
- Creating short notice reactive communications as needed.
- Disseminate information and updates to the internal clinical teams about the network.
- Planning and writing monthly newsletters.
- Maintaining regular communication through content on the therapist intranet (Resources).
- Planning and running networking events/meet up.
- Help coordinate and organize therapist conferences.
- Find ways to increase the cohesion within the specialist clinical teams

Availability, capacity and effective utilization of the network

- Monitor and manage feedback relating to availability of therapists and their capacity.
- Liaising with therapists regarding capacity to encourage increasing capacity as needed.

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- Review therapists with low or no capacity, or who regularly turn down work.
- Reporting on specialist team capacity and over all network capacity in management meetings.
- Work with the Marketing Executive to identify where we have capacity and how to target our marketing efforts
- Identify and track therapists who are actively seeking a higher caseload and highlight them to the clinical teams

In addition to these core elements of the role there will be general day to day support to the office team, and any other duties as may be commensurate of the post.

Skills and qualifications

The following skills and qualifications will be required/desirable:

- At least 10 year's experience as a qualified OT: a mixture of clinical and managerial
- At least 5 years front line clinical experience: breadth of clinical career is more important than depth.
- At least 2 years working in the private sector: this can be as a case manager, as an associate / self-employed OT.
- HCPC registered (essential) and a member of RCOT (desirable)
- Essential to this role will be the ability to influence and inspire our prospective and existing therapists.
- Working to KPIs (reporting results to executive team)
- Excellent project management and planning skills is required
- Strong IT skills

Personal skills & attributes

Fundamental to this role is the character and temperament of the individual. Important personal skills and attributes include:

- Excellent interpersonal skills, caring, friendly and always willing to listen
- Strong leadership skills and the ability to inspire confidence
- A desire to improve quality and invest and train others
- Able to quickly develop rapport and build relationships
- Clear decision maker who takes responsibility for actions, projects and people
- Innovative problem solver with drive and determination
- Flexible approach to work in order to achieve demanding goals
- Strong influencing and negotiation techniques
- Able to become a true business brand ambassador
- Efficient working style and ability to juggle tasks without missing things
- Strong attention to detail
- Excellent organisational and time management skills, demonstrate ability to prioritise and manage workload
- Skilled communicator and the ability to deliver feedback or difficult messages in a constructive manner.
- Within the team, a desire to question the status quo and be innovative.

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What we offer you

This role is the opportunity to join a growing business in the field of private occupational therapy and be part of a core new business function. We pride ourselves on being a caring and friendly, but professional company and believe the growth of our business to date is directly attributed to ensuring our values are at the core of everything we do. Based in the centre of Hook, with free parking and excellent transport links. Offering a competitive salary depending on experience, with 23 days holiday, plus bank holidays and other company benefits.

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