

JOB DESCRIPTION

Speech & Language Therapy (SLT) Manager

Introduction

This is a full-time office-based role in the centre of Hook in Hampshire and reports to the Clinical Services Manager for Paediatrics. It requires a Speech and Language Therapist who has experience in paediatrics. This role is ideal for someone who is looking to gradually move away from hands on clinical work, but still wishes to draw and build on their clinical skills and knowledge to further establish and develop the nationwide SLT service at The OT Practice.

Accordingly, the role offers development and advancement opportunities for the right candidate as there is the potential for the post-holder to lead the growth of the service with the added responsibility of line management and leading the SLT service.

The role relies on the expert knowledge of the individual to advise potential clients who are enquiring about our services. It is the responsibility of the SLT Manager to discuss the options and ultimately convert the enquiry into a case, and manage that case while it is active. Initially, the SLT Manager will also have a small clinical caseload. The SLT Manager will work closely with colleagues in the recruitment and business development teams to both help inform and support the delivery of recruitment and business development initiatives.

Alongside growing the SLT service, the goal of the SLT Manager is to make the client feel like they are in safe hands and give them total confidence and comfort in the knowledge that they are under our care.

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. 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 client manager, the primary point of contact with our clients, 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:

Clinical Delivery & Service Development

- Leading the ongoing growth and development of the SLT service.
- Carrying out home or school-based assessments each month (within paediatrics) and carrying a small clinical caseload initially (approx. 1 day per week)
- Handling all new SLT enquiries, mainly incoming calls and website enquiries from across the UK and converting these into referrals/active cases.
- Allocating referrals to the most appropriate SLT and having oversight of case through to discharge.
- Quality assuring reports and auditing cases of associate SLTs.
- Overseeing active SLT cases to ensure clinical quality and smooth progress.
- Liaising with a diverse range of clients and referrers such as LEAs, schools, private clients/parents and case managers.
- Maintaining contact with associate SLTs and providing guidance as needed.
- Initial and periodical review of clinical documentation/templates and policies to ensure quality and best practice.
- Sharing best practice and other updates among the nationwide SLT team to drive quality and continual improvement.

Recruitment Support

- Working with the HR/recruitment team and leadership team to shape and deliver the SLT recruitment strategy.
- Supporting the HR/recruitment team with reviewing/screening SLT applicants and carrying out interviews.

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- Attending industry events to support recruitment activities and build relationships with potential associate SLTs.
- Maintain communication and develop strong relationships with existing associate SLTs.

Business Development Support

- Helping identify opportunities for growing the SLT service.
- Attending business development meetings e.g. with potential new referrers as required.
- Attending industry events as required to support business development activities.

Skills and qualifications

The following skills and qualifications will be required/desirable:

- Qualified Speech & Language Therapist
- Paediatric experience
- Experience within a clinical environment with exposure to multiple specialisms
- Experience of working as part of an MDT
- 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

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:

- Strong commercial/business acumen
- Able to work independently/autonomously to achieve goals
- Caring, friendly and always willing to listen
- Taking responsibility and having the ability & confidence to make sound 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

We pride ourselves on being a caring and friendly, but 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. Based in the centre of Hook, with free parking and excellent transport links, offering 23 days holiday, plus bank holidays and other benefits.

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