

JOB DESCRIPTION

Therapist Network Coordinator

Introduction

This is a full time, office based role, working for a national independent Occupational Therapy Practice, within the centre of Hook, Hampshire. Reporting to HR & Network Manager, it requires organized and authoritative individual with excellent verbal and written communication skills.

The primary goal of this role will be maintaining the performance of our nationwide network of associates. This includes managing communications and engagement, new therapist induction, reviewing performance, training & support and managing their capacity.

Experience within HR or training and working with dispersed teams would be advantageous. You will need to have experience creating marketing communications and other mechanisms of engagement across a remote team.

You will be working with a team of over 300 people so being well organized and putting in place processes and strategies for managing tasks will be an essential part of this busy role.

The temperament of the person in the role is also very important. At The OT Practice we pride ourselves on being friendly and caring, but professional. With this role in particular, authority and efficiency are going essential traits needed.

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 Louise 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 overall aim of the Therapist Network Coordinator is to manage the post-registration administration and performance of our nationwide network of expert associates. The successful candidate will be responsible for the following core tasks:

Induction process

- On a therapist has completed registration they are handed over to the Therapist Network Coordinator for induction
- Facilitate and coordinate 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 non-clinical aspects of working as an associate with The OT Practice
- 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.
- Get to know the therapists coming on board and make them feel supported.

Managing & 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.
- 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.

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Engagement

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 Therapist Network Coordinator will be responsible for planning and executing the engagement activities in conjunction with the Marketing Executive. Activities will include:

- 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 the therapist conference.
- 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
- Update systems and notify staff internally to changes
- Review therapists with low or no capacity, or who regularly turn down work
- Create a capacity report to highlight where we have resources available for each clinical team
- 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 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:

- Excellent writing skills
- HR and/or training experience is desirable
- Experience with creating marketing communications/newsletters
- Highly competent with computers and online technology (tech savvy)
- Excellent verbal communication skills (phone manner is very important)
- Exceptional organisation and time management skills
- Excellent team player with the ability to work without direct supervision
- Project management experience would be desirable, although not essential
- An interest in occupational therapy
- Willingness to undertake a DBS check.

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Personal skills & attributes

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

- Caring, friendly and always willing to listen
- Excellent attention to detail
- Ability to work independently and within a team environment
- Able to present recommendations with clearly articulated justification
- Exceptionally well organised and able to put their own strategies and processes in place to maintain a well organised working environment
- Be able to earn respect and in turn have authority within the team and associates due to excellent knowledge of the network and organisation
- Conscientious, hard working and diligent
- Personal pride in their work
- Well presented
- Efficient working style and ability to juggle tasks without missing things
- Excellent telephone manner – chatty and confident but always professional
- Able to remain calm, composed and professional.

What we offer you

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 a competitive salary depending on experience, with 23 days holiday, plus bank holidays and other company benefits.

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