

## JOB DESCRIPTION

# Therapist Network Director

### Introduction

This is a full time, office based role, working for an Independent Occupational Therapy Practice within the centre of Hook, Hampshire. It requires an Occupational Therapist who has transitioned from clinical work into management and has operated at an executive level.

The individual will have significant responsibility and autonomy over defining and implementing the strategic objectives of this newly created division within The OT Practice business. Their responsibilities will cover the recruitment of new Occupational Therapists to the network and enhancing the performance of the existing team.

As a newly created division they will have a budget allocated and will be required to build their team from existing staff members covering aspects of the process currently, as well as recruiting new team members to cover tasks that are currently not well resourced.

The role requires someone who has the management experience, confidence and drive to take a strategic approach to expanding and enhancing our nationwide network of Associates.

We will expect candidates to have director level experience and an expectation of objective driven management underpinned by KPIs.

### Applications & enquiries

Applicants should submit a CV and covering letter to [sarah.h@theotpractice.co.uk](mailto:sarah.h@theotpractice.co.uk) or if you would like to discuss the role in more detail please call and ask to speak to Sarah 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 Therapist Network Director will not only be responsible for the operational delivery as defined below, but also work with the senior management team to establish clear strategic goals for this function of the business to pro-actively grow and enhance the associate network.

Having established their goals they will be expected to create and implement a plan to deliver their strategy.

The Therapist Network Director will be the face of the company with respect to the therapist network and will be the go to person for all matters related to the network. To achieve this they will have to be approachable, while presenting a strong sense of authority through their knowledge and influence.

An important part of their role will be networking. Whether on the phone, at a conference or through organising events of their own, the Therapist Network Director will need to thrive on presenting to groups, meeting new people, developing connections and inspiring the people they meet.

The key operational responsibilities that fall under the direction and management of this role can be summarised as:

- The administration of the network including on-boarding, registration and associated compliance
- The recruitment of new therapists and growth of the network
- The performance and utilization of the network

The introduction of this role aims to unify these functions under a single leadership delivering a more cohesive strategy for the development and management of our network of therapists. For each area of responsibility the Therapist Network Director will coordinate and set objectives for the staff they will be working with to deliver their strategic goals.

Whilst some resources are already in post the successful candidate will need to hire and line manage an additional member for their team.

Listed below are the tasks the Therapist Network Director would have management responsibility for, organised by the 3 key areas of operation and resources available to them for delivery of these tasks.

- Working with the HR team to manage administration of the network

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- This includes on-boarding and registering therapists
- Providing direction on policies and legal matters and ensuring we are adhering to legal and best practice compliance
- Setting network administration KPIs and ensuring they are met
- Oversee the administration of training
- Managing a Marketing/Recruitment Executive to build and enhance the therapist network
  - This role will need to be recruited by the Therapist Network Director
  - All activities relating to recruitment
  - Applications, initial candidate screening and selection days
  - Prospect therapist list management
  - Event coordinator (our events)
  - Existing Therapist engagement activities
  - Creating newsletters for both prospective therapist and our existing network
  - Online & off-line marketing activities
  - Social media (for therapists)
  - Conferences (planning conference schedule & attending)
  - Reporting and KPI preparation relating to network growth targets
  - Therapist utilisation monitoring & promotion activities
  - Therapist performance tracking
  - Training program design & promotion
  - CPD initiatives
- Working with the clinical team to interview candidates as well as manage performance and utilisation of the network
  - Interviewing (post screening)
  - Clinical induction
  - Performance management
  - Network capacity tracking (for each Specialist Clinical Team)

## Skills and qualifications

The following skills and qualifications will be required/desirable:

- Occupational Therapy degree required (or experience that represents a level of knowledge on a par with OTs)
- Essential to this role will be the ability to influence and inspire our prospective and existing therapists.
- MBA desirable
- Senior management experience required (autonomous objective led management)
- Setting and working to KPIs (reporting results to executive team)
- Recruitment experience is desirable
- Marketing experience is desirable
- Event organising is desirable
- Experience with creating and managing contacts/policies and associated legal and compliance work
- Excellent project management and planning skills is required
- Good technical ability and knowledge of technology based tools such as online marketing and social media platforms

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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:

- Excellent interpersonal skills, caring, friendly and always willing to listen
- 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
- Able to deconstruct risk situations providing quick and clear decisions
- 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 through written reporting and verbal presentation
- Within the team, a desire to question the status quo and be innovative.

## 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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