

## JOB DESCRIPTION

<b>Job Title: Professional Therapy Lead – Outpatient therapy services</b>	<b>Band 8A</b>
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<b>Professionally Accountable to:</b> Head of Therapies
<b>Responsible for:</b> Line management of staffing groups within outpatient therapy services
<b>Key Relationships with:-</b>  <b>Internal:</b> Operational Managers, Senior Clinical Leads, Associate Director of Nursing, Associate Director of Operations, Clinical Delivery Lead, Clinicians, AHP Leads.  <b>External:</b> Patients and Carers, ICB representatives, Social Services representatives, WSFT ESD and other third sector stakeholders.

## Role Summary

The Professional Therapy Lead is also responsible and accountable to the Trust:

- For the delivery of the Clinical Governance agenda in the relevant clinical specialty working within the Trust framework of Clinical Governance ensuring clinical services deliver quality, performance and operational objectives.
- Maintenance of service delivery within agreed performance standards and the development of recovery plans when services are off track.
- For the continuous improvement of clinical productivity, patient safety and experience for all patients and carers.
- Development and delivery of Key Performance Indicators and outcome measures for the services to demonstrate the benefits achieved.
- Accountable for the delivery and monitoring of robust infection control measures through relentless vigilance by ensuring delivery of all aspects of the Infection Control Strategy.
- For management of the specialty clinical service, ensuring the delivery of high quality, timely care
- For ensuring the implementation of national and Trust initiatives, quality improvement initiatives and the Trusts quality priorities as outlined in the quality account and quality strategy.
- Accountable for the provision of safe and effective workforce requirements to meet patient needs and to develop a future workforce in line with the National and Trusts workforce strategy.
- To be accountable for the delivery of defined Therapy clinical services within both the allocated clinical service area and the Trust. This includes fiscal responsibility for the associated budgets.
- Contribute to service redesign and transformation, including workforce requirements to optimise efficiency and effectiveness while reducing waiting times and delivering financial efficiencies.
- Provide leadership for staff working in the clinical Specialties of the profession within outpatient therapies.

## **KEY RESPONSIBILITIES:**

### **Clinical Leadership and General Responsibilities**

- Maintain, high clinical profile across the therapy Outpatient services
- Line manage the Therapy Clinical Specialty to include annual appraisals employing the KSF framework and performance monitoring in accordance with Trust policies and procedures
- Work collaboratively with the Head of Therapies and General Manager in the development of the strategic direction of the Professions' Clinical Specialties and the Trust through shared objectives
- Responsible for the implementation of measurable accountable models of working to sustain high standards of safe patient care
- Responsible for the management of all therapy personnel issues in a timely manner in accordance with Trust policies, working closely with HR
- Accountable for ensuring that their therapy teams adhere to their own line management responsibilities in accordance with Trust policies and procedures
- Employ a wide range of specialist knowledge and expertise to develop skills of all therapy and other clinical staff in response to the Trust's strategic objectives, having maximum impact to enhance patient care
- Work with the Director of AHP's and Head of Therapies to create a vision for patient care which reflects local and national clinical standards
- Ensure Trust values are understood and evidenced within sphere of influence and line management
- Develop Clinical Specialty teams, ensuring culture change is delivered through high quality services
- Set direction and vision for their clinical specialty services that fit with organisational objectives and performance standards
- Work in collaboration with senior colleagues to challenge behaviours that undermine equality and diversity adhering to the Human Rights Act, Trust policies and other relevant local national policies

### **Professional Standards and Management**

- Implement in full the requirements of appropriate professional bodies and monitor compliance amongst all relevant staff
- Ensure Trust clinical and non-clinical policies, procedures and guidelines are strictly adhered to at all times
- Ensure education and training is in place to support skills and knowledge base
- Implement actions to ensure highest standards of clinical and healthcare governance in line with Care Quality Commission requirements
- Act as investigating officer when required
- Ensure full adherence to uniform/dress code policy
- Active engagement and commitment to the delivery of the Clinical Professions Strategy
- Act as a clinical and professional role model for Therapists
- Identification of professional talent amongst junior team and enable access to professional development opportunities including coaching, training, and shadowing

### **Clinical Quality Indicators**

- Ensure all clinical quality indicators are robustly collected and implement actions in line with findings to improve patient care
- Actively use the learning from complaints/incidents and patient feedback to improve patient care
- Implement a model of therapy and staffing establishment and skill mix in conjunction with the Clinical Division which delivers productivity and good care standards
- Be part of the development for ensuring that the clinical specialty has in place a mechanism to monitor safe ward/unit/department staffing levels and appropriate action taken to ensure patient safety

### **Delivery of Clinical Productivity**

- Responsible for ensuring that systems are in place for staff to be able to implement service planning improvements and developments with reference to the patient and carer experience
- Accountable for the direct delivery of therapy (clinical) services by relevant speciality
- Constantly strive to improve levels of clinical productivity and support local and organisational performance targets
- To undertake clinical duties as relevant to their speciality
- Lead on improved partnership working between external and internal agencies to deliver a common patient/client pathway

### **Infection Control and Environmental Responsibilities**

- To ensure to meet local and national infection control targets for example to reduce the incidence of Clostridium Difficile and E Coli infection
- Strictly enforce and adhere to all Infection Control Policies and Procedures – acting as a positive role model at all times
- Accountable for ensuring robust systems & processes are in place for the prevention and management for infection control
- Ensure responsibilities and accountabilities relating to infection control are clearly understood and reflected in all Job Descriptions and PDP's
- Undertake and review environment audits to ensure compliance with national standards

### **Financial and Performance Management**

- Accountable for ensuring the optimum use of resources and establishing and maintaining effective management process to ensure financial control / balance with in the Clinical Specialty therapy budget
- Accountable for monitoring their therapy service budget and take action to address variations to budget
- Work with the operational manager and finance advisor to ensure budget setting and finance issues are maximised to effect positive performance targets
- Manage therapy staffing and establishments through proactive recruitment to vacancies
- Ensure the effective use of resources through benchmarking against the model hospital.

### **Clinical Governance/Quality and Patient Experience**

- Responsible for ensuring that the therapy clinical speciality complies to the Trust's reporting mechanism for monitoring and reporting on clinical outcomes
- Work in close collaboration with the General Manager and Head of Therapies for the implementation and recommendation of identified actions
- Ensure clinical delivery of the risk strategy incorporating Datix Dashboards at the Risk Management Committee, in conjunction with General Manager and Therapy Clinical Lead
- Responsible for ensuring therapy staff with the speciality understand, accept and effectively respond to identified trends from complaints, maintaining close links with patient/carers, PALS and Complaints Service and Trust user groups
- Work collaboratively with others to investigate complaints and ensure systems are in place to support the delivery on action plans, through critical and trend analysis, and develop any further actions required
- Ensure that Departmental Induction training and all necessary training meets health and safety statutory requirements
- In collaboration with the Head of therapies ensure there is a reporting mechanism to provide structured audit reports in line with Clinical Audit & Effectiveness Annual Programme within the overall Clinical Governance framework
- Support the Director of AHP in developing and implementing AHP strategy
- Formally report to appropriate Trust committees

## **Human Resource Management, Workforce Development, Education and Training**

- Responsible for developing a fit for purpose workforce in line with National and Trust strategy to optimise care delivery in the present and for the future
- Ensure training and development needs identified in the individual's personal development plan are followed up and assist staff to identify their development needs and to promote a learning culture.
- Responsible for developing professional competencies in specific areas of practice
- To conduct annual Performance Development Reviews, and progress reviews, for staff in your charge and, through this process, to identify and facilitate development opportunities to improve the performance of the individual and the Trust.
- To ensure that in addition to the annual Performance and Development Review that all staff have regular 1 - 1 meetings with their line manager
- To pro-actively and in a timely manner manage matters relating to lack of capability or poor performance
- To ensure that all sickness absence is managed in a timely manner and in accordance with the Trusts Managing Sickness Absence Policy

## **Professional Development**

- Maintain an up-to-date knowledge base and awareness of local and national health care issues, making changes where necessary in the Clinical Specialty in the light of these
- Prepare and actively participate in Trust's annual Performance Development Review process and progress reviews
- Ensure training and development needs detailed in your personal development plan are followed up and the effectiveness of the acquired training and development evaluated in term of self, patient and service.
- Take responsibility for setting professional objectives and obtaining appropriate feedback, eg through use of the 360° appraisal process
- Participate in relevant local and national meetings to further develop expertise of self and others
- Maintain current active HCPC registration
- Act always in accordance with Trust Policies and procedures, HCPC Code of Professional Conduct and other guiding documentation

## **General**

- As an NHS manager, you are expected to follow the code of conduct for NHS managers (October 2002).
- If you have responsibility for a budget, you are expected to operate within this and under the Trust's standing financial instructions (available on the Intranet site) at all times.
- To be responsible and accountable for ensuring that all staff under your direction comply with Trust Infection Control policies and clinical guidelines.
- To conduct annual Performance Development Reviews, incorporating talent management reviews (if applicable) and progress reviews for staff in your charge and, through this process, identify and facilitate development opportunities to improve the performance of the individual and the Trust.
- Ensure training and development needs identified in the individual's personal development plan are followed up and assist staff to identify their development needs and to promote a learning culture.
- Ensure that Departmental Induction training and all necessary training to meet health and safety and statutory requirements is in place and is appropriately reviewed.
- To be responsible for the quality of data recorded. The data should be accurate, legible (if hand written), recorded in a timely manner, kept up to date and appropriately filed.
- All employees must comply with the Ipswich Hospital NHS Trust Equality and Diversity Policy and must not discriminate on the grounds of sex, colour, race, ethnic or national origins, marital status, age, gender reassignment, disability, sexual orientation or religious belief.

- Employees have a responsibility to themselves and others in relation to managing risk and health and safety, and will be required to work within the policies and procedures laid down by the Ipswich Hospital NHS Trust. The Trust seeks to establish a safe and healthy working environment for its employees and operates a non-smoking policy.
- All employees have the right to work in an environment which is safe and to be protected from all forms of abuse, violence, harassment and undue stress. All employees are responsible for helping to ensure that individuals do not suffer harassment or bullying in any form. All employees will be personally accountable for their actions and behaviour in cases of complaint of harassment or bullying.
- All staff have a responsibility to contribute to a reduction in the Trust's carbon footprint and should proactively reduce and encourage others through own actions to reduce their contribution to carbon emissions. This includes switching off electrical appliances that are not in use, turning down heating, closing windows, switching off lights and reporting carbon waste etc.

Reviewed By: Raj Guruchandran

Date: April 2024