



**THERAPY MANAGER / LEAD OCCUPATIONAL THERAPIST**

**CANDIDATE INFORMATION**

**May 2023**





## WELCOME FROM THE CHIEF EXECUTIVE

Thank you for your interest in this important role at British Home.

We are proud of our long history of supporting people who live with neuro-disability to lead positive, independent and fulfilling lives. In common with many charities, the past few years have been particularly demanding. Your success in this role will ensure that we can meet our commitment to current and future residents.

I wish you good luck with your application and look forward to welcoming you to the team at British Home.

Paul Perkin, Chief Executive

## ABOUT BRITISH HOME

British Home is registered charity 206222. We were founded in 1861 and moved to our current site on Crown Lane in Streatham in 1892.

We provide care, therapy, support and rehabilitation to people who are profoundly affected by complex neuro-disability. At any time, we have up to 80 residents across four units covering High Dependency, Long Term Care, Reablement and Palliative Care. An on-site Therapy Department provide bespoke programmes in both the therapy gym and in residents' rooms, and our Activities programme ensures that residents are socially active and engaged.

We are making significant investments in all of our services, and in capital projects, as we continue to move to being a Centre of Excellence in neuro-disability, able to support some of the most vulnerable people in our society.

We have over 130 staff across care and therapy teams, administration, services and maintenance. Expenditure in 2020/21 was £6.49m.

We are well served by local transport. Several buses stop nearby and the nearest station is West Norwood. There is ample parking on site.



# ABOUT THE ROLE

## Details

**Therapy Manager / Lead Occupational Therapist** - Salary £50,000 to £55,000

(special interest in rehabilitation or ABI essential)

Reports to Director of Care

Line Management of Identified Staff Groups Therapy and Activity team (this may include some volunteer management responsibilities)

Responsible for Individual clinical areas as directed by Director of Care, and overall leadership for British Home's therapeutic programme

22 days annual leave

Deadline for applications - 2nd June 2023. Interviews will be held in June.

## Overview

British Home is undergoing an exciting period of change and development. At the heart of this change are the therapeutic services British Home offer. This post will manage a small but growing team of OT's, Physiotherapists and Rehabilitation Assistants.

The post holder will have opportunity to grow and develop the team as British Home moves towards achieving its vision to be a Level 2 rehabilitative service. This post holder may also enhance the therapeutic profile of British Home by offering teaching and developing links with rehabilitation bodies such as SRM and UKROC. Support will be provided to the postholder in order to support and develop them as the service develops.

The Therapy Manager will provide leadership and direction to the therapy services.

Working alongside the Unit Manager and Clinical Lead Nurses, the Therapy Manager will be responsible for developing the strategy for the Therapies Department in line with British Home's overall strategy and transformation programme. This will include playing a key role in identifying opportunities for clinical innovation and modernisation. This will include, but not be limited to, focusing on new ways of working; delivery of all operational performance targets; reporting both nationally and individually on rehabilitation programmes; outcomes and goals, as well as capacity utilisation and staff management.

The post holder must have a professional background in Occupational Therapy; however, a strong background in other rehabilitative disciplines may be considered. The Therapy Team is moving to a 365 service, this means the team is expected to be present as weeks on a roster at the discretion of the manager. Some weekend working may be required. In addition, senior leaders may be expected to take part in an on-call rotation.

## Purpose

- To be the professional therapies lead for the British Home, providing advice within the organisation and, where appropriate, to external partners on all matters concerning the managed services and practices. This responsibility includes internal and external MDT support.
- Change management: Reviewing departmental operations and implementing Changes to

improve service delivery for British Home patients and staff. This includes developing an effective team approach across therapy services, to lead British Home in its journey to accredited Level- two status and supporting the Gold Standards framework for palliative care.

- Deliver high quality, evidence based clinical services in line with the clinical services' strategy. This means reporting effectively both for the individual and nationally into UKROC.
- Support and oversee improvements in patient care and working directly with ward staff and nurses to improve practice and work with a bio-social, holistic overview of treatment: involving clients and their families at all times.
- Ensure productivity and efficiency across the department. This includes financial management and oversight of admissions pathways and costings for therapeutic packages.

### Strategic Responsibilities

- Provide leadership to the Therapies department, working with clinical colleagues to manage the design and delivery of clinical/non-clinical services.
- To support positive and effective relationships between the Therapies Department and other services, with external bodies and friends and families.
- Develop a culture in which all staff are delivering high quality patient centred care in tandem with nursing staff
- Be jointly responsible for the writing of copy and content for external publication, ranging from fundraising bids to media publications and articles.
- Continually review services in line with Level -2 service provision aspirations and work with colleagues to redesign services in order to meet the needs of patients and enable the Therapies Department to achieve key performance indicators.

### Performance Management

- Develop effective processes for monitoring, analysing and managing department activity, including the efficient management of capacity, identifying when performance falls below set standards and taking corrective action. This also includes all investigations and learning from incidents and accidents.
- Set up and monitor a UKROC reporting system and ensure appropriate timely data collection mechanisms are established to support capacity and demand analysis and transparency with regard to productivity.
- Responsible for the Therapies department's performance, review processes ensuring that all Key Performance Indicators (KPIs) are met; where they are not met, establish appropriate action plans to meet the standards.
- Oversee the department's implementation of Transformation Improvement Plans.
- Responsible for proposing, developing and implementing department policies, with particular reference to clinical governance, best practice, national guidelines, recommendations and regulations.

## Financial Management

- Accountable for the delivery of a balanced budget for the Therapies Department.
- Accountable for all equipment and services within the department to come in under budget while still providing an excellent level of rehabilitation opportunity to clients.
- Understand the therapy team's position within the wider scope of the charity. This means taking the lead on fundraising for therapy led initiatives, such as a sensory room or new specialist equipment.
- Work directly with finance to ensure costings for new admissions are modern and fair while incorporating fair and accurate.
- Meticulously oversee the staffing requirements of the department vs commissioned therapy hours provided, to ensure this is always accurate and clients are able to access all the therapy they are entitled to.

## Personnel

- Line-manage individuals and growing teams of Physiotherapy, Occupational Therapy, Speech & Language Therapy and Psychology, either individually or working directly with seniors in relevant professional departments of neuro psychology.
- Manage recruitment and selection, providing clear leadership and ensuring appropriate arrangements are in place to set objectives, monitor performance and agree and review personal development needs.
- The post holder will be expected to develop and oversee a departmental workforce plan to optimise staff opportunities to ensure delivery of high-quality services.
- To act as a mentor, facilitator and clinical supervisor to junior colleagues to develop professional and leadership competence by promoting analytical and reflective practice, leading by example in developing and maintaining a personal, professional portfolio.
- To promote evidence-based innovative practice through the process of multi-disciplinary research and clinical audit, to promote excellence in practice and inter-professional working. This might involve taking part or coordinating research project where appropriate.

## Changes

This is a description of the job as it is presently constituted. It is the British Home practice to periodically review job descriptions and to update them from time to time. This process will be conducted in consultation with you. It is the aim of British Home to reach agreement on any changes but if agreement cannot be reached, it reserves the right to insist on such changes, after consultation with you.

# PERSON SPECIFICATION

Key: E = Essential, D = Desirable, I = Interview, AF = Application Form, SP = Strategy Paper, P = Presentation, C = Certificate(s)

## Qualifications/Education

- First Level Registered Occupational therapist registered with HCPC or Another HCPC registered professional with significant experience. (E, AF)
- Evidence of continuing professional and clinical development.(E, AF / C)
- Experience in rehabilitative medicine or neurology. Spinal or palliative care experience in tandem with rehabilitative experience also considered. (E, AF)
- Moving & Handling Trainer. (D, AF / C)
- Mentor or Mentorship qualification / experience with students (D, AF / C)

## Experience

- Experience leading the work and management of staff within a mixed discipline therapeutic team (E, AF / I)
- Experience working with or managing neuropsychology (D, AF / I)
- Experience of supervising, appraising, training and coaching a staff team (E, AF / I)
- Computer literate with experience of word-processing/ spreadsheets/databases/ e-mail (E, AF / I)
- A minimum of 2 years previous experience of supervising staff. (E, AF / I)
- Experience/knowledge of reporting to UKROC and associated national guidelines (E, AF / I)
- Experience using FIM&FAM as part of routine assessment for client admission and progress management (D, AF / I)
- Experience of rolling FIM&FAM into a service with integrated nursing care (D, AF / I)
- Experience of delivering therapies as part of the gold standard framework of palliative care pathway (D, AF / I)

## Skills, Knowledge, Abilities

- Ability to manage, lead and motivate a team. (E, I)
- Ability to maintain all aspects of confidentiality. Able to comply with all legislative requirements in relation to service users and staff. (E, I)
- Ability to communicate verbally in a clear, concise and succinct manner. (E, AF / I)
- Ability to listen in an open and reflective manner. (E, I)
- Clear and concise written skills. (E, I)
- Effective IT skills to assist with the implementation of computerised care plans (E, AF / I)
- Ability to maintain positive working relationships with external agencies (E, I)
- Awareness of effective administration systems (E, AF / I)
- Ability to prioritise tasks and time manag (E, I)
- Awareness of and the ability to support management using influencing skills. (E, I)
- Ability to provide both a quality and customer focused service (E, I)
- Awareness of best dementia care practice and how to support older people living with increased physical and emotional frailties (E, I)



- Ability to lead and motivate staff teams (E, I)

### Personal Qualities

- Sensitivity to needs of vulnerable or unwell groups (E, I)
- Enhanced understanding of EDI and how this translates to a client centred approach to therapeutic goals (E, I)
- Willingness to be trained and developed (E, I)
- Ability to use own initiative. (E, I)
- Flexible approach to work (E, I)

### Circumstances

- Ability to work a 7 -day rota pattern if and when required, or ensuring the team provide this (E, I)
- Ability to undertake occasional travel (E, I)
- Be available to cover emergency situations (E, I)

### Values

- Must understand and share the values of British Home (E, I)

### Equal Opportunities

- Demonstrate your use of good practice and anti-discriminatory working and show how you are a role model and promoted equality in your team (E, I)

### Health and Safety

- Committed to promoting the highest standards in Health & Safety performance (E, I)



To apply for this role, please send your CV, along with a covering letter to:  
Human Resources Department, British Home, Crown Lane, Streatham SW16 3JB  
or email [lataja.ballin@britishhome.org.uk](mailto:lataja.ballin@britishhome.org.uk).

**It is a requirement of this role that a full Disclosure and Barring Check be completed before employment at British Home can commence.**



## OUR VALUES

British Home puts the individual at the heart of their care.

We understand that every individual will have their own targets and motivations, and that rehabilitation is a process that people take at their own pace.

Recognising the advantages that our diversity provides, we will harness the talent and energy of everyone at British Home: staff, volunteers, residents, families and carers.

We are committed to the highest standards and embrace innovation and models of best practice.

In everything we do, we will act with integrity, openness and honesty.

