



Job Description

Job Title: 5	Therapy Service Lead <ol style="list-style-type: none">1. <i>Therapy Service Lead – clinical service lines 1, 2, & 3 (Occupational Therapy & Physiotherapy)</i>2. <i>Therapy Service Lead – clinical service lines 5, 6, & 7 (Occupational Therapy & Physiotherapy)</i>3. Dietetic and Speech and Language Therapy Service Lead (Dietetics & Speech and Language Therapy)4. <i>Therapy Service Lead – clinical service lines 8 & 4 (Occupational Therapy & Physiotherapy)</i>5. <i>Therapy Service Lead – clinical service lines 9, 10 and supplementary therapy services (Occupational Therapy, Physiotherapy)</i>
Band:	8a
Hours:	37.5
Base:	Luton & Dunstable University Hospital, and any other associated Trust establishments across the Bedfordshire Hospitals NHS Foundation Trust including outreach clinics and establishments used in the course of Trust business (if necessary for the role).
Reporting to:	Deputy Head of Therapies
Terms and Conditions of Service:	Currently those of Agenda For Change and other local agreements



OUR VALUES



JOB SUMMARY

- The Therapy Clinical Service Manager is responsible and accountable for managing all aspects of Therapy delivery within the relevant clinical service lines (CSLs) to agreed quality standards and within the resource and income base of the CSL.
- To be an Allied Health Professional (AHP) leader and role model at all times championing the trusts values and upholding the highest standards of behaviour and compassion for colleagues.
- To be responsible for the smooth and safe day to day running of Therapy Services whilst ensuring that service delivery standards are achieved.
- Work collaboratively with the other Therapy leadership team as well as General Managers, Clinical Leads, Heads of Nursing, and other colleagues to ensure that service delivery and improvement plans are developed, implemented and reviewed.
- Ensure that financial controls are established and maintained.
- Act as a champion for patient safety, operational effectiveness and quality.

KEY RESPONSIBILITIES

Leadership

- Provide visible operational leadership guidance, support and direction to relevant staff within the CSLs
- Promote continual improvement in quality, performance, and delivery of Trust objectives
- Lead the establishment of accountability structures within the relevant CSLs ensuring that responsibility is delegated appropriately so that decisions can be taken as close to service provision as possible
- Lead, manage and motivate the AHP workforce within the relevant CSLs to facilitate and drive improvement of services
- In conjunction with the Deputy Head of Therapies and Head of Therapies develop the business and planning process throughout the relevant clinical specialities to deliver services to the required standards and within the available resource base



- Develop processes in collaboration with the other therapy service leads and operational managers to jointly manage the group's core business, delivery and development
- Work collaboratively with business partners to ensure effective financial, quality and workforce planning that meeting the needs of both current and future AHP services
- Ensure that all staff receive appropriate education and training opportunities which supports the workforce strategy and therefore the strategic aims of the trust.
- Work as a core member of the senior nursing, midwifery and AHP team
- Deputising for the Deputy Head of Therapies / Head of Therapies when appropriate and play a key role in the Therapies Group leadership team

Service Delivery and Improvement

- Support the efficient organisation of therapy services within the group making the best use of capacity to deliver activity within the terms of Service Level agreement (SLAs) and with cost effective utilisation of staff and non-pay resources
- Review national and local policies and assess local delivery again these collaboratively – where necessary develop and implement action plans to ensure service models meet recommendations and standards (NICE, National Frameworks, etc.)
- In conjunction with the Deputy Head of Therapies / Head of Therapies implement patient pathways with clinical staff and colleagues which deliver best practice
- Operate as a champion for service modernisation and change for not only the Therapies group but also the CSLs , sharing best practice, successes and learning from the organisation

Finance and Performance Management

- Operate as an accountable budget holder for the relevant specialities and be accountable for all pay and non-pay expenditure
- Ensure budgets are managed in accordance with the Trusts' Standing Financial Instructions, working collaboratively with the finance lead and other Therapy Service Leads, taking action where necessary to prevent or address variance in performance.
- Share and communicate performance indicators and levels of performance
- Ensure that unplanned variation in service delivery is identified promptly and that action plans are initiated and implemented



- To have input into the completion of well-balanced business cases for all service development or service changes including resource implication, capital requirements and full costs as well as income opportunity and efficiency gain across the relevant CSLs.
- Create formal reports on service delivery performance and improvement to be shared within the group, trust wide, and with external partners
- In collaboration with the Deputy Head of Therapies / Head of Therapies identify Cost Improvement plans (CIPs) and take responsibility for their implementation

Risk Management and Governance

- Work collaboratively with colleagues to address complaints and incidents appropriately – ensure that the learning from such events is embedded and that learning is achieved across CSLs
- Ensure that the approach to risk and incidents is supportive, transparent, and focussed on learning, applying the principles of candour
- Working collaboratively with Heads of Nursing, Clinical Directors, and General Managers to lead a culture of within the appropriate CSLs
- Work with the therapy leadership team to ensure that effective governance structures are in place
- To monitor standards and challenge under performance against professional standards, evidence based practice and targets.
- To ensure safer staffing is maintained in areas of responsibility
- Be accountable for ensuring that service comply with mandatory and regulatory standards, and comply with local commission requirements for information submission

Workforce Management

- To line manage staff in accordance with the Trust's policies and objectives
- To ensure appropriate methods are used to determine the staffing requirements at all times and to ensure managers are equipped with the knowledge, insight, and support to manage their staffing resource in the most effective manner
- Ensure that the most effective communication methods are used throughout the group to inform staff members of developments, objectives and news in order to develop an inclusive culture.



- To ensure that training and development needs are identified through regular training needs analyses and that those needs are carefully budgeted and executed in line with what the available resource.
- Ensure compliance with mandatory training requirements for all staff, regularity of appraisals for all staff and appropriate performance management arrangements.
- To lead investigations and reviews of incidents and potential performance issues in line with Trust policy, and in a thorough and transparent manner, within appropriate timescales.

Application of Knowledge

- At all times the post holder should use their professional management knowledge and experience to assess, plan, evaluate and judge the appropriate interventions.
- The post holder should maintain their knowledge of changes in the NHS and in wider industry to enable and direct services to respond to changing requirements and securing best practice.
- Aspire to expand the application of service improvement techniques within the clinical service lines, including QSIR, process analysis and project management discipline.
- Ensure a good knowledge of the key operational and quality policies and procedures to maintain compliance with these at all times and contribute to development of policies and procedures as needed.

GENERAL:

To comply at all times with any regulations issued by the Trust, especially those governing Health and Safety at work and to ensure that any defects which may affect safety at work are brought to the attention of the appropriate manager.

It is the responsibility of all staff to minimise the Trust's environmental impact by recycling wherever possible, switching off lights, computers, monitors and equipment when not in use, minimising water usage and reporting faults promptly.

This job description reflects the present requirements and objectives of the post. As the duties of the post change and develop, the job description will be reviewed and will be subject to amendment, in consultation with the post holder.

You are required to disclose any additional work you undertake or are planning to undertake for another employer.

PROBATIONARY PERIOD:



This post is subject to the successful completion of a probationary period of 6 months within which the notice period for both you and Bedfordshire Hospital is four weeks.

STANDARDS

Staff are responsible for complying with the relevant standards set by their Line Manager. A breach of such standards may lead to disciplinary action. It would be investigated fairly and appropriate steps taken to prevent a recurrence and address any wider causes.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS:

All employees and volunteers working within the Trust have a responsibility for safeguarding and promoting the welfare of children and vulnerable adults.

INFORMATION GOVERNANCE:

(This includes Patient Confidentiality, IT Security, Data Protection and Freedom of Information)

You are required to respect the confidentiality of all patients, carers and staff, by not sharing any information (including data) obtained during the course of your duties. You have an obligation to report any non-compliance through the Trusts Incident Reporting process.

All staff must comply with the legal obligations and statutory requirements of the General Data Protection Act 2018, the Trusts IT Security and Information Governance Policies, Codes of Conduct and Best Practice Guidelines which are available on the staff Intranet site.

PRIVACY STATEMENT

The Trust is committed to protecting the privacy and security of your personal information. Information about you will be kept by the Trust for purposes relating to your employment. In accordance with the Trust's Privacy Notice for employees, the Trust will hold computer records and personnel files relating to you which contain personal and special category data. The Trust will comply with its obligations under the General Data Protection Regulations and all other data protection legislation. The data the Trust holds will include employment application details, references, bank details, performance appraisals, holiday and sickness records, salary reviews and remuneration details and other records; which may, where necessary include special category data relating to your health, identity, data held for equality monitoring purposes, criminal offence data and data regarding DBS checks. The Trust requires such data for personnel administration and management purposes for the performance of your contract of employment and to comply with its legal obligations. The majority of information that you provide us with is mandatory to enable us to perform the contract of employment; where information is requested from you on voluntary



basis, you will be advised of this and will be properly advised of your rights in respect of consent and the withdrawal of that consent.

The Trust will take all reasonable steps to ensure that the personal information held about you is complete, accurate, up-to-date and not held for longer than necessary for the purposes for which it was collected. However, you are responsible for informing us promptly of any changes to your personal information either in writing or by updating your information on MyESR.

The Trust's Privacy Notice sets out the legal basis for processing your personal data and your rights to access this data are prescribed by law.

The Trust requires you to familiarise yourself with the Trust's Information Governance (data protection) Policy which set out its obligations under the General Data Protection Regulation and all other data protection legislation. You must comply with the Trust's Data Protection Policy at all times and you agree that you will only access the systems, databases or networks to which you have been given authorisation. The Trust will consider a breach of its Data Protection Policy by you to be a disciplinary matter which may lead to disciplinary action, up to and including dismissal. You should also be aware that you could be criminally liable if you disclose personal data outside the Trust's Policies and Procedures. If you have any queries about your responsibilities in respect of data protection, you should contact the Trust's Data Protection Officer.

A copy of the full Privacy Notice for Employees can be downloaded from the Trust's Intranet.

PROMOTING EQUALITY

The Trust is committed to promoting an environment that values diversity. All staff are responsible for ensuring that all patients and their carers are treated equally and fairly and not discriminated against on the grounds of race, sex, disability, religion, age, sexual orientation or any other unjustifiable reason in the application of this policy and recognising the need to work in partnership with and seek guidance from other agencies and services to ensure that special needs are met.

INFECTION CONTROL:

You are required to comply with the Trust's strategy regarding infection control and be aware of, and comply with, all Trust infection and prevention and control policies, to include hand hygiene, personal hygiene, environmental and food hygiene. Effective prevention and control of healthcare associated infections has to be embedded into every day practice and applied consistently by everyone. Failure to do so may result in disciplinary actions.

SMOKE FREE

The Trust implements a Smoke Free policy that applies to all staff. Staff are not allowed to smoke while wearing a recognisable Trust uniform or visible trust identification badge, and not allowed to smoke anywhere on hospital grounds. Staff are not allowed to take additional breaks in order to smoke. They may smoke during designated breaks but only out of uniform and off site. Staff contravening this policy may be subject to disciplinary procedures.



DISCLOSURE REQUIREMENTS:

A risk assessment has indicated that a DBS disclosure is both proportionate and relevant to this position. Any person who is conditionally offered this post will be required to undertake a DBS check in this respect.

The Trust guarantees that this information will only be seen by those who need to see it as part of the recruitment process.

The Trust ensures that an open and measured discussion will take place on the subject of any offences or other matter that might be relevant to the position sought could lead to a withdrawal of an offer of employment.

We undertake to discuss any matter revealed in a Disclosure with the subject of that Disclosure before withdrawing a conditional offer of employment. Having a criminal record will not necessarily bar you from working with us. This will depend on the nature of the position or circumstances and background of your offence. Please be aware that the Trust has a Policy containing a more detailed Code of Practice that meets the standards specified by the Disclosure and Barring Service relating to the fair use of criminal record information and the appointment of persons having a criminal record.

Note: Failure by an applicant to provide accurate and truthful information is considered to be a serious matter. Where it is found that a person has recklessly provided inaccurate information or withheld information relevant to their position, this may disqualify them from appointment. It may also result in dismissal or disciplinary action and referral to the appropriate professional registration body.

If you would like to discuss what effect any criminal record or fitness to practise proceeding might have on your application, you may telephone the Recruitment Manager at the Trust, in confidence, for advice.

ASSISTANCE WITH TRUST PROCESSES

Any member of staff who is a manager at band 7 and above may be asked to take part in disciplinary and appeals processes in line with the Trust's policy. Appropriate training and support will be provided by the Employee Relations Team.