


Job Description			
Title OT Manager	Service Group Children, Families and Cultural Services Personalisation Service	Post Ref	
Job Purpose To be responsible for the operational oversight and management of a team of front line professional staff within the Integrated Children’s Disability OT Team. Ensuring the timely, person centred and outcome focused assessment and review of OT Needs and support plans.			
Key Responsibilities		Key Accountabilities	
<ol style="list-style-type: none">1. Personally and through team members deliver service targets set out in the service and team plans.2. Update the OT Team service plan on an annual basis ensuring it links to the wider service priorities and review and report on progress to the Team Manager.3. Provide operational line management to the Senior OT Practice Consultant and Qualified Occupational Therapists.4. Manage and deliver statutory OT services within available resources and service standard timeframes.5. Manage and resolve service complaints and issues6. Improve the performance and standards of the whole team, as well as those particularly under his/her line management by maintaining communication and complying with the departments expectations and standards around supervision.7. To monitor customer service satisfaction and improve customer experiences as required.8. To act as a professional exemplar at all times.9. To deploy and manage assigned budgets and staffing as required and provide monthly budget updates to the Service Team Manager in preparation for budget forecasts.10. To lead on building positive working relationships with partner agencies11. To provide the Service Team Manager with updates on operational matters12. To be responsible for problem solving, resolving and		<ol style="list-style-type: none">1. Specified service targets within agreed resources.2. Effective supervision of staff to secure high levels of performance.3. Effective management and deployment of identified budgets as appropriate4. Effective control of resource allocation.5. Alert the Team Manager of issues that could affect performance.6. To ensure that processes are carried out within statutory timelines and guidance and that the service operates in relation to all county council policies and procedures.7. Ensure processes are carried out within statutory and service set timeframes.8. Effective control of case recordings on framework/mosaic9. Progression and timely response to both first and second stage complaints.	

<p>responding to service complaints as appropriate to a first line manager.</p> <ol style="list-style-type: none"> 13. To be responsible for collecting, analysing and reporting on service statistical data to the Service Team Manager. 14. To regularly review and update service policies and processes in line with service changes, government guidance and legislation and ensure these are accurate on the local offer. 15. To manage expenditure on the ICELS Budget, with an aim of keeping expenditure within in year budgets. 16. To apply a Quality Management Framework to the OT service and provide the Service Team Manager with Quality Assurance reports. 17. Develop and implement a service competency framework. 18. To manage and make managerial decisions over daily duty cases with the support of the Senior Consultant Practitioner. 19. Have overall managerial responsibility for the day to day operational business and service standards. 20. To identify and lead on training for the OT Team to meet the needs of the service, Local Authority and Government agendas. 21. To have overall line management of the Access Officer and responsibility for providing the Service Team Manager with monthly updates on the SAI budget. 	
The post holder will perform any duty or task that is appropriate for the role described	
Person Specification	
<p><i>Education and Knowledge</i></p> <ol style="list-style-type: none"> 1. Qualified Occupational Therapist (Dipcot/OT Degree) 2. HCPC Registered 3. Evidence of continuous professional, managerial and leadership development. 4. Detailed knowledge and understanding of legislation and issues relating to children with Special Educational Needs and Disabilities and their families, philosophy, principles and main legal aspects of the Children Act 1989, Children and Families Act 2014, Chronically 	<p><i>Personal skills and general competencies</i></p> <ol style="list-style-type: none"> 8. Sets an excellent example of customer care for other staff. 9. Effectively sets direction for a team providing motivation for all to deliver high performance. 10. Anticipates customer needs to provide excellent service continually striving to improve efficiency and

<p>Sick and Disabled Persons Act, Housing and Regeneration Act.</p> <p>5. Knowledge of the principles and practice of : Effective people management; Excellent Customer Service; Safeguarding and Restrictive Practices; DOLS; Risk Management; Equality and Diversity; Mental Capacity Act</p> <p>6. Good written and verbal skills and the ability to present complex information in an appropriate format to a variety of audiences.</p> <p>7. Strong ICT skills and the ability to analyse complex data</p>	<p>effectiveness.</p> <p>11. Sets challenging targets for performance for the team as well as delivering a high degree of personal effectiveness.</p> <p>12. Ensures the Council's policies for fairness and respect are delivered including setting high personal standards.</p>
<p>Experience</p> <p>18. Minimum of 5 years' experience within the service area.</p> <p>19. Extensive relevant post qualification experience as a children's occupational therapist, working with disabled children and their families.</p> <p>20. Experience of working with children and families who present with highly complex needs and offering creative, pragmatic and workable solutions</p> <p>21. Experience of managing staff effectively.</p> <p>22. Experience of planning and organising team work or co-ordinating complex activities.</p> <p>23. Experience of working in a multi-agency environment and partnership working.</p> <p>24. Experience of promoting equality and diversity.</p> <p>25. Experience of solution focussed planning in order to resolve complex casework issues.</p>	<p>13. Able to empower staff to develop ideas for increasing efficiency, managing the team to be ambitious but realistic in achieving the highest possible performance levels.</p> <p>14. Ability to identify issues that could impact on service delivery and develop a number of options to mitigate these issues.</p> <p>15. Able to ensure that staff are deployed as efficiently and effectively as possible, in line with customers' needs, changing priorities, national changes and performance levels.</p> <p>16. Excellent written and verbal skills and the ability to present complex information in an appropriate format to a variety of audiences.</p> <p>17. Ability to challenge in a positive professional way.</p>
<p>Role Dimensions</p>	

26. To be responsible for the operational management of a team of front line/professional staff within the OT Team.
27. To monitor, review and develop the service in relation to OT assessment, quality and reviewing.
28. To be part of a wider management team providing services for disabled children and young people and provide management cover as and when required.
29. To represent the service and feed into strategic meetings/plans
30. To be responsible for providing budget updates to the Service Team Manager
31. To take the lead on and represent the Children's Countywide OT Service on complex cases that require high cost adaptation DFG works
32. To work in partnership with our District Council Partners (of which there are 6) in drafting and agreeing policy and practice to promote consistent good practice across the county.
33. To work in close partnership with the CDS SW Practice Consultants to promote better partnership working for those cases where restrictive practices are used to manage concerning behaviours.
34. To provide in-service training to the team and other professional colleagues to promote and progress better integrated working
35. Direct management responsibility for 15 FTE staff

Date: 18/10/18