JOB DESCRIPTION

Job Title	Service Manager - Occupational Therapy		
Service	Adults & Health Operations		
Reporting to			
Grade	8		
Evaluation ref:	NOM0466	**Job Family ref:**	

Role Purpose

To lead the development and delivery of high-quality Occupational Therapy services, providing effective operational, professional and clinical leadership and ensuring services are delivered in accordance with statutory requirements, professional standards and the strategic priorities of Somerset Council.

The postholder will have Service Manager responsibility for one of the following service areas, as determined by operational requirements: Neighbourhoods; Somerset Independent Living Centres (SILCs) and Prevention/Outreach; or the Home Adaptation and Housing Service. The postholder will provide leadership and performance management for their allocated service area and its staff, manage relevant resources and budgets, and work collaboratively with colleagues and partners to support effective, integrated Occupational Therapy services across Somerset.

Accountabilities

Operational Delivery

- Manage the effective operational delivery of the postholder's allocated service area, which will be one of the following: Neighbourhoods, Somerset Independent Living Centres (SILCs) and Prevention/Outreach; or the Home Adaptation and Housing Service
- Provide innovative and visionary leadership to promote the profession, founded on person-centred, strength based, compassionate, and values-based leadership principles, leading a cultural shift where needed.

Service Planning and Delivery

- Lead the development and continuous improvement of the postholder's allocated service area, working in co-production with partners, people who use services and the third sector to ensure services are valued, cost effective and deliver best outcomes
- Formulate and lead on the achievement of service-level objectives aligned to regional and national strategic priorities, maximising congruence between personal, team and organisational objectives, to facilitate high-performing teams across the system.

Strategic Development

- Analysis of data and trends and feedback to commissioners and strategic managers.
- Work alongside the Principal Occupational Therapist (POT) to develop Occupational Therapy (OT) services as the Council responds to Local Government Re-organisation (LGR) and works within the Integrated Care System (ICS), supporting the best outcomes for Somerset's population and wider system.

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- Provide strategic responsibility for the work of others within the allocated service area and evaluate and analyse the impact and outcomes of change on service delivery and the experiences of people who access services, their families, and carers.

Subject Matter Expert

- Provide Occupational Therapy clinical expertise to strategic managers and others including commissioning to ensure services are evidence based and fit for the future.

Delivery of Statutory Duties

- Ensure compliance with the statutory requirements relevant to the postholder's allocated service area, where applicable, the Care Act 2014 and legislation and guidance relating to Disabled Facilities Grants, adaptations, Housing Grants, Construction and Regeneration Act 1996.
- Work within national and local policies and procedures (including, but not limited to, complaints, confidentiality, consent, data protection, equality, diversity and inclusion, ethics, health and safety, risk management and safeguarding), the Health and Care Professions Council's professional regulatory requirements and the Royal College of Occupational Therapists' Professional standards for occupational therapy practice, conduct and ethics (2021), and support others to do so

Financial/Budget Management

- Manage the resources, staffing establishment and relevant budgets associated with the postholder's allocated service area, ensuring they are used effectively and within agreed financial limits.
- Be accountable for expenditure against the Community Equipment Budget to an agreed delegated level, where this forms part of the allocated service area.
- Support the effective allocation, procurement and management of relevant funding streams, working in partnership with system-wide commissioners as appropriate to the allocated service area.

Operational Team Management

- Provide professional clinical supervision, appraisals, and personal development planning for Advanced Practitioners
- Performance management to ensure high quality standards and levels of service are maintained in line with the expectations of the service.
- Promote safe professional practice and ensure that appropriate arrangements are in place to manage risks to practitioners within the allocated service area.

Stakeholder engagement

- Lead the co-production and development of the allocated service area with people who use services, health, housing, third-sector, community and other relevant partners.
- Build and maintain sustainable strategic alliances across organisational and agency boundaries, including with local community groups and representative organisations, to promote health, wellbeing and independence through occupation.

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Knowledge / Experience / Skills / Qualifications / Skills		
	Essential	**Desirable**
Knowledge		
Detailed knowledge of Occupational Therapy practice, professional standards (HCPC / RCOT), and statutory frameworks including Care Act and housing legislation.	X	
Strong understanding of national and local policy, governance, safeguarding, risk management, and equality frameworks.	X	
Advanced knowledge of commissioning principles and service redesign methodologies.		X
Understanding of integrated health and care systems, neighbourhood working, and the wider determinants of health.		X
Experience		
Significant experience of managing multidisciplinary teams, including performance, governance, and change management.	X	
Experience delivering and improving complex services, including use of data and evaluation to drive outcomes.	X	
Experience of working across organisational boundaries with partners (e.g. health, housing, third sector).		X
Experience of leading strategic service development or transformation programmes.		X
Qualifications/Registrations/Certifications		
Degree in Occupational Therapy and current HCPC registration.	X	
Postgraduate qualification (or working towards) relevant to leadership, management or advanced practice.		X
Skills		
Strong leadership and people management skills, with the ability to motivate teams and drive cultural change.	X	
Excellent analytical and decision-making skills, including the ability to manage risk in complex situations.	X	
Effective communication and stakeholder engagement skills, with the ability to build and sustain partnerships.	X	
Ability to influence at a strategic level and contribute to system-wide planning.		X
Skills in service innovation, co-production and continuous improvement.		X

Working Conditions
The role involves working across a range of Council, community and partner locations as required to meet service needs. The postholder will undertake regular use of display screen equipment and may be required to travel across Somerset in the course of their duties.

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Dimensions of the Role

Responsible for the operational leadership, performance and development of one allocated service area: Neighbourhoods, Somerset Independent Living Centres (SILCs) and Prevention/Outreach; or the Home Adaptation and Housing Service. The postholder will be responsible for the staff, resources and relevant budgets associated with their allocated service area and will work collaboratively across Occupational Therapy services and with health, housing, third-sector and community partners.

The role works across organisational and agency boundaries with health, housing, third-sector and community partners, providing Occupational Therapy expertise and contributing to the development, improvement and delivery of services across Somerset.

Working Arrangements

The role will work flexibly across service locations in Somerset according to operational and service requirements. This may include working from Council offices and other service or partner locations, together with home working where appropriate and in accordance with Somerset Council's working arrangements. Regular travel across Somerset may be required to support service delivery, staff and partnership working.

Corporate Accountabilities

- Provide clear leadership to deliver the Council's strategic priorities and meet the Council's financial targets, as a member of the Directorates Senior Leadership Team.
- Update and advise Elected Members in respect of operational and policy issues in relation to the Adults & Health Operations Services teams.
- Lead Adults & Health Operations teams with a clear identity in terms of flexible and responsive ways of working, inclusive and diverse culture, and high level of employee engagement and wellbeing.
- Undertake representational and communication duties on behalf of the Council to promote and protect the Council's interests in matters concerning their specialist areas.
- Create, monitor, and review frameworks of performance measures and quality standards to be applied in the delivery of services.
- Function as an ambassador for the Council promoting, both internally and externally, the Council's vision, strategic aims, and values.
- Value the diversity of Somerset's communities ensuring equality of access and treatment in service delivery and employment.
- Function as a role model for Somerset's vision and values. Promotes a culture of continuous improvement that encourages creativity and innovation to ensure services are efficient and develop the potential and flexibility across the Council and its workforce including the motivation and development of employees within the Adults & Health Operations service teams.

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- Ensure that Adults & Health Operations services place a high value on customer responsiveness by demonstrating a commitment to meeting and involving the broadest range of direct and indirect service users, citizens, customers, communities, and businesses.
- Support the delivery of the Councils' key strategic aims and objectives ensuring understanding and commitment from staff from across the Adults & Health Operations service.
- Support Corporate and Directorate and service specific transformational change programmes with the aim of maximising efficiency, modernising services, and achieving better outcomes and opportunities for service users and customers.
- Ensure flexibility in reacting to the needs of the Council, its' customers and partners supporting a culture of continuous improvement.
- Ensure compliance with all relevant legislation, the Council's standards of conduct, organisational policy, and professional codes of conduct to uphold standards of best practise.
- Accountable for compliance with all relevant health and safety legislation and Somerset Council H&S policies.

Date: