

Health and Adult Social Services

Professional Practice Lead, Occupational Therapy

Job Description and Person Specification

May 2022

Job Description

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| Job Title: | Professional Practice Lead, Occupational Therapy |
| Department: | Integrated Health and Adult Social Services |
| Function: | Adult Social Care |
| Team: | Wanstead & Woodford Locality, First Contact Team, Social Work Hospital Team |
| Post number: | S003142 |
| Grade: | LBR qualified OT pay scale points 14-20 |
| Hours/weeks: | 36 hours/52.14 weeks |
| Base location: | Flexible across Integrated Health and Social Care Service buildings within Redbridge |
| Reports to: <i>Job title</i> | Interim Head of Service for Wanstead & Woodford Locality |
| Responsible for: <i>Job titles of direct reports</i> | Senior Occupational Therapists/ Occupational Therapists/ Senior Practitioners. |
| Role purpose and role dimensions: <i>Overview of the job</i> | <p>The primary purpose of this role is to:</p> <ul style="list-style-type: none"> To be the lead Professional Practice Lead and specialise in Assistive Technology across Integrated Health and Social Care Service in the People Directorate which will include implementing The Technology Enabled Care (TEC) Strategy. The post holder will be responsible for leading the operational service across the People Directorate to develop an Assisted Technology offer to people eligible for social care support. Support the head of service to engage with stakeholders and commissioners to support service redesign, innovation, problem solving and development. Engage with locality teams to ensure standardised processes, quality and consistency across teams Ensure a high quality, high performing and effective health and social care service is delivered and responds in a timely manner, within statutory guidelines, policy and procedure. Take the key lead on specific key areas of work and projects as directed by the Head of Service. The post holder will be responsible for overseeing and developing the professional practice of all those working in occupational therapy roles within Adult Social Care. The post holder will provide senior Occupational therapy practitioners with access to professional supervision. They will oversee professional development for OT's in Redbridge which will include recruitment and retention. The post holder will provide the leadership to OTs across Redbridge to ensure that they are able to use their professional skills, knowledge and initiative to deal with complex issues and to respond appropriately. |
| Key external contacts: <i>Organisations</i> | <ul style="list-style-type: none"> Adults with eligible needs, Carers, Families, voluntary sector/specialist providers, private sector providers, pharmacists, GPs health colleagues, Carer's organisations, independent advocacy organisations, professional regulatory bodies, own professional organisations, NHS & CCG colleagues |
| Key internal contacts: <i>Job titles/groups of staff</i> | <ul style="list-style-type: none"> Health and social care professionals, Lifeline, Programme team, Finance, systems team, senior leadership, housing, police, specialist support services, corporate services. |
| Financial dimensions: <i>Budgetary responsibility & amount.</i> | <ul style="list-style-type: none"> The post holder will be responsible for the procurement of Assistive technology resources and will be required to create business cases in line with corporate practice. The post holder will have an overview of Assistive technology Be able to provide key indicators for innovations to practice which will provide savings. . |
| Key areas for decision making: | <ul style="list-style-type: none"> Funding for procurement of Assistive Technology Training plans /requests. Professional practice within the HASS |

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| | <ul style="list-style-type: none"> Implementing best practice Producing relevant guidance |
| Other considerations: <i>E.g. working patterns</i> | <ul style="list-style-type: none"> You may be required to work at any Council, NELFT or partner site. You will ensure team compliance, to all relevant NELFT and Social Care policies and procedures. To demonstrate a flexible approach in the delivery of work within the service area. You may be required to perform duties not specifically identified in the job profile but which are in line with the general responsibilities of the post. Weekend and evening working as required, specifically attending conferences related to AT To represent the service with professional, respectful and positive behaviour and communication at both a local and national level as required. |

| Key accountabilities and result area | Key elements: |
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| <p>Covers teams across the service areas as required.</p> <p>Quality assures and promotes outcome focused assessment, support planning and review within all areas of work.</p> <p>Assumes personal responsibility for making decisions, identifying solutions and achieving the best possible outcomes.</p> <p>Ensure that professional qualified members of the team have access to regular supervision from a senior person of the same profession – ensuring CPD requirements are met.</p> | <p>Project management:</p> <ul style="list-style-type: none"> Lead on PiDs and business cases to meet timescales and budget requirements Strategically guide senior managers through a range of options to overcome specific issues to enable the development and adoption of a new service model. Lead on ensuring guidance to Council staff is aligned with Programme objectives. Champion changes to business processes, systems and technology, job roles and the organization's structures. Responsible for developing and implementing change management plans that support the development of new service models, maximizing employee engagement and adoption of new ways of working and minimizing resistance. Responsible for ensuring the people side of change is prioritized by managers, ensuring a smooth handover to business as usual and that the programme delivers the planned Return on Investment. Work with managers and the Programme Team to identify and manage anticipated resistance. Define and measure success metrics and monitor change progress. Provide direct support and coaching to all levels of managers and supervisors as they help their direct reports through transitions. Undertake project and change work as defined by the Head of Service Manage risks, issues, and dependencies accordingly. <p>This will involve:</p> <ul style="list-style-type: none"> Being clear and unequivocal about responsibilities and accountabilities. Having oversight of assessment, support planning and ensuring reviews are quality assured to ensure outcome focused and asset-based principles are utilized in relation to Occupational Therapy and assistive technologies. Providing leadership on complex and sensitive issues and demonstrating sound professional judgement. Actively promoting the exchange of learning, best practices and new ideas within an integrated team. Empowering and enabling people to make decisions within their sphere of control. Ensuring decisions are endorsed or challenged appropriately. Ensuring robust professional and non-professional practice is developed and maintained across the team. Ensuring all professionals receive practice-based supervision in addition to their regular line management supervision where appropriate. Accurately advising on and interpreting relevant legislation policies and practice as it applies to the role and embeds new learning into current practice across the team. |
| General accountabilities and responsibilities | |
| Green Statement | <p>This will involve:</p> <ul style="list-style-type: none"> Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job. |

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| Data Protection/Confidentiality | <p>This will involve:</p> <ul style="list-style-type: none"> • Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. • Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Health and Council databases and systems. Any breaches could result in disciplinary measures. • Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements. |
| Conduct and Whistleblowing | <p>This will involve:</p> <ul style="list-style-type: none"> • Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination. |
| Safer Working | <p>This will involve:</p> <ul style="list-style-type: none"> • Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a DBS Disclosure check and references will be taken up prior to interview. |
| Equalities | <p>This will involve:</p> <ul style="list-style-type: none"> • Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination. |
| Customer Care | <p>This will involve:</p> <ul style="list-style-type: none"> • Complying with corporate and service area customer service standards and promoting the development of high quality, individualized and customer-led services. |
| Health and Safety | <p>This will involve:</p> <ul style="list-style-type: none"> • Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management. |
| To contribute as an effective and collaborative member of the team | <p>This will involve:</p> <ul style="list-style-type: none"> • Taking responsibility for continuing self-development and participating in training and development activities. • Participating in the ongoing development, implementation and monitoring of the service plans. • Supporting and contributing to value for money, service efficiencies and improvements. |
| Flexibility | <p>This will involve:</p> <ul style="list-style-type: none"> • The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence. |

Person Specification

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| Job Title: | Professional Practice Lead, Occupational Therapy | | |
| <i>Method of candidate assessment: A = Application form I = Interview T = Test.</i> <i>Weighting: 3 = most important, 2 = least important</i> | | A - I - T | Weighting |
| Minimum education/ qualifications/ Accreditations: | <ul style="list-style-type: none"> Diploma/Degree in Occupational Therapy recognised by the Royal College of Occupational Therapists (registered with Health Care Professions Council) | A - I | 3 |
| | <ul style="list-style-type: none"> Member of an assistive tech regulatory body such as TSA or BATA | A - I | 2 |
| | <ul style="list-style-type: none"> Other relevant management qualifications would be advantageous | A - I | 2 |
| | <ul style="list-style-type: none"> Leadership / Management training or willingness to undertake | A - I | 2 |
| Minimum experience/ knowledge/ skills: | Experience | | |
| | <ul style="list-style-type: none"> Substantial management experience as will be supervising and developing the occupational therapy service. | A - I | 3 |
| | <ul style="list-style-type: none"> Providing professional consultation, advice and support. | A - I | 3 |
| | <ul style="list-style-type: none"> Proven ability to work effectively and creatively with senior officers, Elected Members, staff, service users, other service providers and interested parties. | A - I | 3 |
| | <ul style="list-style-type: none"> Proven ability to work within the context of equality of opportunity, and to promote, develop and support practice which is anti-discriminatory and inclusive. | A - I | 3 |
| | <ul style="list-style-type: none"> Ability to work in partnership and develop trust, respect and co-operation of a broad spectrum of partners | A - I | 3 |
| | <ul style="list-style-type: none"> Evidence that you look for opportunities to work with colleagues and partners to deliver improved services | A - I | 3 |
| | <ul style="list-style-type: none"> Ability to provide effective leadership to professional staff and other social care staff. | A - I | 3 |
| | <ul style="list-style-type: none"> Ability to manage and implement change. | A - I | 3 |
| | <ul style="list-style-type: none"> Relevant experience implementing technology within the Public sector | A - I | 3 |
| | <ul style="list-style-type: none"> Relevant project management/ Assistive technology experience | A - I | 3 |
| | <ul style="list-style-type: none"> Significant experience of effective and efficient service delivery, including resource planning, performance management in a relevant area | A - I | 3 |
| | <ul style="list-style-type: none"> Experience of planning and reviewing Adult Social Care services. | A - I | 3 |
| | <ul style="list-style-type: none"> Experience of leading service improvement through a quality assurance process. | A - I | 3 |
| | <ul style="list-style-type: none"> Experience of operating in a multi-agency environment, representing the authority and providing informed decisions. | A - I | 3 |
| | <ul style="list-style-type: none"> Significant knowledge and experience in managing and delivering health and adult social care services | A - I | 3 |
| | <ul style="list-style-type: none"> Significant management / partnership working knowledge and experience in a large multi-disciplinary organisation at an operational level | A - I | 3 |
| | <ul style="list-style-type: none"> Experience in undertaking audit and participating in Research. | A - I | 2 |
| | <ul style="list-style-type: none"> Experience of leading a performance management culture within assessment and care management | A - I | 3 |
| | Comprehensive knowledge of: | | |
| | <ul style="list-style-type: none"> Advanced theoretical, practical and procedural knowledge across the relevant legislative and statutory frameworks that underpin occupational therapy practice in adults social care. | A - I | 3 |
| | <ul style="list-style-type: none"> Detailed knowledge of issues relating to Adults at Risk and disability. | A - I | 3 |
| | <ul style="list-style-type: none"> A full understanding of issues facing adult and carers, and young carers, particularly in hard to reach groups. | A - I | 3 |
| | <ul style="list-style-type: none"> Effective people management | A - I | 2 |
| | <ul style="list-style-type: none"> Excellent customer service | A - I | 2 |
| | <ul style="list-style-type: none"> Continual service improvement using an evidence-based approach | A - I | 3 |
| | <ul style="list-style-type: none"> Knowledge of accountancy practices in relation to managing budgets | A - I | 2 |
| | <ul style="list-style-type: none"> Knowledge of benefits realisation principles and approaches to delivering efficiencies | A - I | 3 |
| | <ul style="list-style-type: none"> Awareness and understanding of people who use adult social services | A - I | 3 |

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| | <ul style="list-style-type: none"> Awareness and understanding of the Care Act and other appropriate Social Care legislation. Sound understanding of research techniques to understand the complexities of the problem and identify potential solutions | A – I | 3 |
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| | Skills: <ul style="list-style-type: none"> Able to demonstrate strategic thinking | A – I | 3 |
| | <ul style="list-style-type: none"> Ability to apply effective conflict resolution skills using appropriate approaches to sustained improvement including coaching. | A – I | 2 |
| | <ul style="list-style-type: none"> Ability to establish, monitor and control operational budgets. | A – I | 3 |
| | <ul style="list-style-type: none"> Ability to analyse complex written and statistical data, prepare and present reports. | A – I | 3 |
| | <ul style="list-style-type: none"> Excellent verbal and written communication skills, Ability to identify and provide assistive technology solutions that improve the lives and independence of people who use our services | A – I | 3 |
| | <ul style="list-style-type: none"> Develop and implement innovative approaches to services | A – I | 3 |
| | <ul style="list-style-type: none"> Ability to understand, listen to, respect and values the views of people who use the services | A – I | 3 |
| | <ul style="list-style-type: none"> Ability to manage and monitor financial resources to ensure value for money | A – I | 3 |
| Minimum competencies: Customer focus | <ul style="list-style-type: none"> Have the ability to lead in organisational development and the continuous improvement of services for the benefit of customers and carers. | A – I | 3 |
| | <ul style="list-style-type: none"> Ensure outcome focused, asset-based approach is used in work with customers and carers that promotes independence, choice. | A – I | 3 |
| | <ul style="list-style-type: none"> Acts on feedback from service users and carer to change or develop services to better meet customer needs. | A – I | 3 |
| Communicating and influencing | <ul style="list-style-type: none"> Ability, with support, to influence the attitudes and opinions of others, gaining their agreement through persuasion of ideas, proposals and courses of action. | A – I | 3 |
| | <ul style="list-style-type: none"> Creates an environment where the team/s are encouraged and developed, to enable them to communicate effectively. | A – I | 3 |
| | <ul style="list-style-type: none"> Demonstrate use of professional assertiveness to support decision making. | A – I | 3 |
| Building relationships, working together and in partnership | <ul style="list-style-type: none"> Ability to develop effective working practices within the team and with a range of service providers from both statutory, health and voluntary agencies. | A – I | 3 |
| | <ul style="list-style-type: none"> Respect professional knowledge, experience and learning and use it proactively to develop skill and knowledge base. | A – I | 3 |
| Respecting & implementing diversity | <ul style="list-style-type: none"> Knowledge of the issues surrounding service provision in a diverse environment and a determination to promote equality in policy and practice. | A – I | 3 |
| | <ul style="list-style-type: none"> Commitment to diversity issues in both service provision and employment practices. | A – I | 3 |
| | <ul style="list-style-type: none"> Demonstrates integrity, fairness and consistency in decision making. | A – I | 3 |
| Planning, organising & achieving results | <ul style="list-style-type: none"> Skills in service monitoring, collection of statistics, including analysis of data. | A – I | 3 |
| | <ul style="list-style-type: none"> Ability to track efficiencies and savings | A – I | 3 |
| Embracing change | <ul style="list-style-type: none"> Adaptable and able to implement new ideas and ways of working. | A – I | 3 |
| | <ul style="list-style-type: none"> Adaptable, receptive to new ideas, willing and able to adjust to new demands and circumstances within an integrated services team. | A – I | 3 |
| | <ul style="list-style-type: none"> Willingness to undertake and develop learning opportunities in line with the service model. | A – I | 3 |
| | <ul style="list-style-type: none"> Is open and non-defensive in the face of feedback about own and team's performance and creates an environment which positively embraces change | A – I | 3 |
| Leadership | <ul style="list-style-type: none"> Demonstrate leadership and good team working skills. | A – I | 3 |
| | <ul style="list-style-type: none"> Qualities assure work within the team so is outcome focused and asset based. | A – I | 3 |
| | <ul style="list-style-type: none"> Forms strategic groups and partnerships to develop and improve services | A – I | 3 |

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| Managing and developing people | <ul style="list-style-type: none"> • Ability to develop and embed principles of health and wellbeing that promotes independence and choice. • Encourages organisational learning and continuous improvement. | A - I | 3 |
| Special conditions: | <ul style="list-style-type: none"> • To demonstrate an understanding of a commitment to Redbridge's Equal Opportunities Policy in both service delivery to the community in relationships with colleagues and in employment practices. • You may be required to work outside normal office hours on occasions | A - I | 3 |
| | | A - I | 3 |