

Job Description

Title: Operational Lead

Band: Band 7

Staff Group: Therapies

Reports to: Therapy 8a Lead/Head of Therapies

Job Purpose:

- To provide operational management and leadership.
- To be accountable for the day to day direct delivery of services within a defined clinical area.
- To work closely with Therapy Clinical Specialists and other members of the MDT to ensure the delivery of high quality multi-disciplinary care and positive patient experience.
- To ensure a competency driven, flexible and responsive workforce.
- To work with senior operational leads, clinical leads and other relevant professionals to drive service development and transformation in line with the Trust's strategic aims.
- To report directly to the 8a on team performance, operational implementation of work streams and service delivery issues/concerns and service development
- To deputise for, and represent 8as as required
- To provide clinical assessment and management of patients within defined group(s)

In addition:

- Expect to split time 80% operational management and 20% clinical although this can be negotiated in line with role requirements at any time.
 - Demonstrate a flexible approach to working and undertake weekend and Bank Holiday as required within the service
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Key Responsibilities

Professional Responsibilities

- To be professionally and legally accountable for all aspects of your own work.
- To work autonomously and without direct supervision
- To maintain own professional competence to practice.
- To assess patient understanding of therapy interventions, gain valid consent whilst taking into consideration barriers to patient participation.
- To assess and manage patients using advanced clinical reasoning, skills and involving patients, carers and the MDT as required
- Where appropriate, to ensure the principles of the mental capacity act, best interests and deprivation of liberty are applied and documented in all situations with vulnerable patients and their carers.
- To keep accurate, legible records of patient care in line with service guidelines.
- Provide a source of expertise and support to colleagues across the therapy services and work with other statutory and independent agencies.
- Represent your profession and the therapy service at multi-disciplinary meetings to ensure a co-ordinated and integrated approach to patient care including discharge planning.

- To demonstrate and implement National Codes of Professional Conduct and Professional Standards of Clinical Practice (e.g. HCPC, CSP, RCOT, RCSLT).
- To actively participate in the trust appraisal process as appraisee and appraiser.

Operational management and Clinical Leadership

- To provide operational management to the team on a daily basis, seeking support and guidance from 8a Leads as required.
- To manage operational processes (including; recruitment, ESR, Health Roster, responding to escalation,).
- To line manage allocated staff to include, recruitment process, sickness and absence monitoring and disciplinary/ performance issues.
- To manage performance of individuals through the appraisal and supervision process and work closely with clinical leads to manage capability/performance issues in line with Trust policy when required
- To report, investigate and manage incidents, sharing learning from incidents and risk with the team and wider organisation as appropriate.
- To manage complaints in accordance with Trust policy, share and implement learning across the team.
- To work closely with the Therapy 8a Leads and Head of Therapies to ensure services are delivered efficiently and within budgetary constraints including monitoring of demand and capacity within designated area, to ensure efficient resources are available to maintain service delivery.
- To be responsible for ensuring effective induction for all staff within the area of responsibility and relevant students.
- To ensure all staff attend statutory and mandatory training.
- To work with clinical specialists to monitor performance, analyse data and provide performance reports for 8a Clinical lead and Head of Therapies as required.
- To work with clinical leads and clinical specialists to ensure the delivery of evidenced base practice and effective governance for staff working within your defined clinical area.
- To work with the Therapy 8a Clinical Lead, B7 Therapy Clinical Specialists, and Head of Therapies to ensure staff are clinically competent, services are clinically effective and safe and an excellent patient experience is delivered.
- If working within the community as a lone practitioner to ensure that you and your team are following trust and therapy service policies for lone-working.
- To embed the principles of integrated working across therapies and the wider multi-disciplinary team as required.
- To advise the Therapy 8a Lead and Head of Therapies on professional issues relating to the provision and development of your defined clinical area including an awareness of the impact of national/regional/local strategy within your defined clinical area.
- Propose, produce, interpret and implement policies, procedures, standards of service, clinical guidelines within your defined clinical area and wider therapy services.
- Responsible for the safe and competent use of equipment within your defined clinical as appropriate e.g. wheelchairs, electrotherapy equipment, feeding aids, adaptive and gym equipment; ensure that staff that you lead attain competency prior to use and that equipment defects or accidents are reported.
- Undertake risk assessments in a variety of complex situations for self, patients, colleagues and relatives.
- Responsible for maintaining stock of equipment or materials used within specific clinical areas e.g. mobility aids, hand therapy materials.
- Plan and organise non-clinical activities pertaining to your specialist area, meetings, training activities and conferences.
- To set up procedures to evaluate service delivery by encouraging patients' feedback.
- To take delegated clinical responsibility from line manager as required.

Communication

- To be key day to day operational communication link between the therapy team and Nursing operational lead / ward manager.
- Provide and receive complex, sensitive or contentious information to patients, carers, and other staff.
- Use highly developed interpersonal verbal and non-verbal skills to overcome significant barriers to communication, acceptance or understanding.
- Communicate sensitively and effectively with patients, carers, relatives or other professionals in situations that may be hostile, antagonistic or highly emotive.
- Establish robust communication networks with other professionals to optimise continuum of care, therapy intervention and discharge planning to ensure a consistent MDT approach to care.
- Responsible for recording personally generated information regarding patients e.g. written and electronic records, reports and activity data in accordance with professional and local standards including maintaining confidentiality.
- Concentrate while undertaking work that is not always predictable. With competing demands for attention, prioritise workload and manage interruptions relating to patient care.
- To provide regular support to staff members who may have been exposed to emotional and stressful situations.
- To attend and actively participate in specialty, peer group and departmental staff meetings
- To ensure timely and effective communication to senior therapy staff on all professional matters

Education and training

- Participation in CPD activity including teaching on specific subjects and delivering core training programmes to team members, other professionals and students.
- To manage clinical practice placements for pre-registration students and apprentices and support other staff within your team to supervise students.
- To ensure that new members of staff, locums, students and visitors receive appropriate orientation and induction programmes.
- To keep updated with new developments within your specialist area and attend relevant training as appropriate,

Research and development

- To work with Therapy Clinical Specialists on clinical audit and participate in research as appropriate to inform future service development.
- Demonstrate regular development activities and contribute to audits or other projects in order to support clinical judgments and decisions.

Working Conditions

- To carry out assessments / treatments of patients with complex conditions with frequent moderate physical effort on a daily basis.
- Frequent therapeutic handling of patients in restrictive conditions e.g. hospital cubicles or corridors and patients' homes. Will involve complying with Trust Manual Handling Policy and local therapeutic handling guidance at all times.
- The job will involve frequent exposure to unpleasant working conditions on a regular daily basis involving exposure to bodily fluids e.g. sputum, vomit, urine, lice, fleas and unpleasant smells from wounds etc.,

- There is frequent exposure to patients who have high levels of anxiety and aggression caused by pain, dementia or limited mobility and a patients dealing with distressing circumstances e.g. death, loss of limbs and palliative care.
- Lone working as required e.g. In the community or on-call
- The job involves managing high caseloads, unpredictable work patterns and sustained concentration to care for unstable patients or emergency situations.

Trust Organisational Expectations

The post holder will:

- Staff – Demonstrate own activities and workplace routines to new or less experienced employees
- Proactively and positively contribute to the successful overall performance of the Trust.
- Deliver excellent levels of customer service to all patients/visitors and staff at the Trust.
- Develop effective ways of working and create strong partnerships and relationships with all stakeholders to support the implementation of the Government’s policies on Health.
- Develop an organisational culture that fosters collaborative working among all staff groups, to ensure a focused commitment to delivering quality services and outcomes.
- Act as an advocate for the Trust & its contribution to the Health Service arena through creating effective partnerships and relationships with internal and external stakeholders.
- Comply with corporate governance structure in keeping with the principles and standards set out by the Trust.
- Support the Trust culture of collaborative, flexible cross-team working and commitment to delivering quality services and outcomes, which support the Government’s policies on public health
- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
- In compliance with the Trust's practices and procedures associated with the control of infection, you are required to:
 - Adhere to Trust Infection Control Policies assuring compliance with all defined infection control standards at all times.
 - Conduct hand hygiene in accordance with Trust policy, challenging those around you that do not.
 - Challenge poor practice that could lead to the transmission of infection.
 - Proactively, meaningfully and consistently demonstrate the Trust Values in your everyday practice, decision making and interactions with patients and colleagues.

Shared Core Functions

- Proactively and positively contribute to the achievement of deliverables through individual and team effort. Manage the production of the required deliverables and control risks,
- Support team members to deliver on their functionally relevant objectives through offering advice, guidance and support as appropriate.
- Ensure that approved budgets are spent effectively and in accordance with agreed procedures
- Liaison with Senior Professionals and related functions to ensure that work is neither overlooked nor duplicated
- Build and sustain effective communications with other roles involved in the shared services as required

- Maintain and continuously improve specialist knowledge in an aspect of Health Service which significantly contributes to the Trust's stated objectives & aims
- Establish and maintain strategic links with a range of external partners/stakeholders or manage the links made through the team. Engage with external partners/stakeholders to gain their necessary level of contribution & commitment to the successful delivery of your work.
- Undertake proactive horizon scanning for either developments relating to Trust work or opportunities for Trust involvement around health issues
- Increase the level of knowledge & skills within the Trust through documenting key learning and supporting others to develop their professional abilities.
- Dissemination of knowledge through engagement in report writing, and reviewing, taking full responsibility for technical accuracy and reliability and being sensitive to the wider implications of that dissemination.
- Ensure that expertise is seen as a resource within and outside the Trust and form working partnerships with government departments, national agencies and key stakeholders.
- Develop structures, systems, ways of working and personal values that will support the Trusts sustainable development objectives regarding issues such as Carbon reduction and waste minimisation; and to encourage all stakeholders of the Trust to act as enthusiastic agents of change.

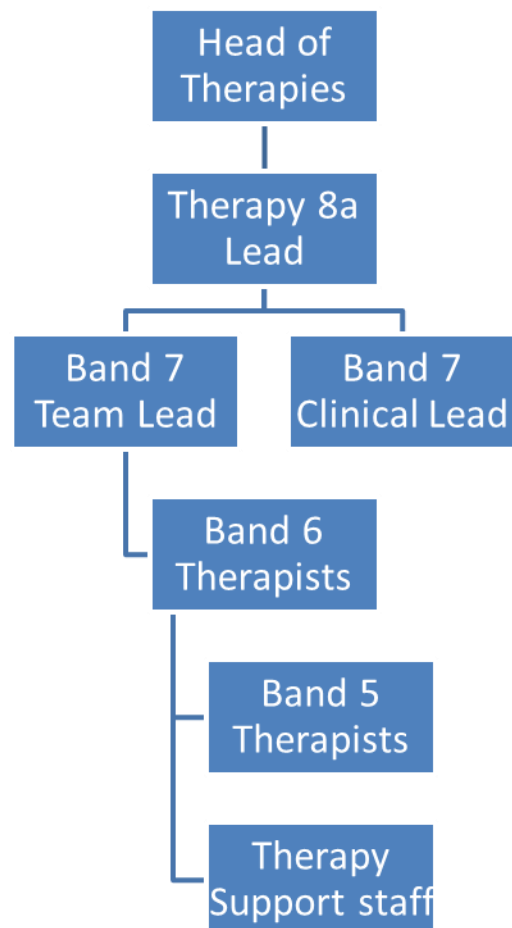
Limits of Authority

- May not dismiss or suspend staff under the disciplinary procedures.
- May not take annual leave without prior agreement of the manager

Job Holders are required to:

- Maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
 - Always keep requirements in mind and seek out to improve, including achieving customer service performance targets.
 - Adhere to Trust policies and procedures, e.g. Health and Safety at Work, Equal Opportunities, and No Smoking.
 - Act in such a way that at all times the health and wellbeing of children and vulnerable adults is safeguarded. Familiarisation with and adherence to the Safeguarding Policies of the Trust is an essential requirement for all employees. In addition, all staff are expected to complete essential/mandatory training in this area.
 - Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date
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Organisational Chart



Management Essentials

We are proud to offer a comprehensive development programme, Management Essentials, designed to equip staff with the skills and knowledge to become effective managers.

This post has been identified as a role that will benefit from this training, and you will be able to enrol in both mandatory and, relevant, optional modules upon commencement with the Trust.

Please click [here](#) for further information on the Management Essentials programme.



Leadership Insights

Additionally, our new leadership development programme, Leadership Insights, aims to help all newly promoted, existing and aspiring leaders, at every level at the Trust, to recognise, reflect and role model the core principles of people-centred leadership.

If, this is of interest to you, you will be able to enrol upon commencement with the Trust.

Please click [here](#) for further information on the Leadership Insights programme.

Person Specification

Qualifications

- Health Professions Council Registration
- Recognised professional qualification to degree or masters level
- Practice Educators Qualification
- Specific credited courses required for role e.g. accredited post graduate qualification dysphagia
- Evidence of relevant post graduate training including leadership training
- Member of professional body e.g. CSP, RCOT, RCSLT

Skills and Knowledge

- Operational management and leadership skills
- Supportive, excellent interpersonal skills including ability to communicate clearly both written and oral
- Outstanding leadership skills
- Understand legal responsibilities of your profession, with knowledge of professional and ethical issues in practice
- Ability to build effective working relationships within the Multi-Disciplinary Team
- Knowledge of health and safety issues
- Detailed knowledge of the principles and application of clinical governance including experience of quality issues and audit
- Specialist knowledge and application of assessments, interventions, outcome measures
- Self-motivated, assertive, diplomatic and tactful
- An ability to work alone, autonomously and set own priorities
- Ability to work flexibly and manage pressure of work
- Ability to delegate and negotiate.
- Able to analyse professional and ethical issues, including ability to critically appraise own performance
- Ability to recognise when to seek advice
- Supervisory and appraisal skills
- Ability to organise and respond efficiently to complex information
- Ability to cope with a stressful working environment and with emotional or aggressive patients or carers
- Ability to build effective working relationships
- Competent IT skills
- Presentation skills
- Commitment to lifelong learning
- Ability to engage with service users, including a commitment to client centred, non-discriminatory practice
- Ability to keep accurate and legible patient notes including numeracy and literacy skills.
- Driving licence as required for role

Experience

- Evidence of experience to meet the scope and authority of the post.
- Evidence of advanced level of practice including in depth experience at band 6 level
- Supervision of staff/students
- Leadership, recruitment and selection of staff
- In individual/group and team work in a variety of relevant settings
- Of research/audit

- Documented evidence of Continuous Practice Development (CPD)
- Practice innovation
- Of working with users/carers and external agencies

Working Together For Patients with Compassion as One Team Always Improving

Strategic approach (clarity on objectives, clear on expectations)

Relationship building (communicate effectively, be open and willing to help, courtesy, nurtures partnerships)

Personal credibility (visibility, approachable, back bone, courage, resilience, confidence, role model, challenge bad behaviour, manage poor performance, act with honesty and integrity)

Passion to succeed (patient centred, positive attitude, take action, take pride, take responsibility, aspire for excellence)

Harness performance through teams (champion positive change, develop staff, create a culture without fear of retribution, actively listen and value contribution, feedback and empower staff , respect diversity)

Job holders are required to act in such a way that at all times the health and well being of children and vulnerable adults is safeguarded. Familiarisation with and adherence to the Safeguarding Policies of the Trust is an essential requirement for all employees. In addition all staff are expected to complete essential/mandatory training in this area.

Print Name: Lucy Elloway

Date: 28/05/2026



Signature: