

## JOB DESCRIPTION & PERSON SPECIFICATION

# Clinical Referral Manager

### Context

The role is full-time role, working for a growing Independent Occupational Therapy Practice within the Centre of Hook, Hampshire. Reporting into our Senior Clinical Services Manager and working closely with our Clinical Services team and Case Management customers.

### Introduction

This role is ideal for an OT with case management experience or an OT with a wide breath of experience looking to progress their career by transitioning from hands on clinical work to a more managerial role. You will still need to rely heavily on your clinical expertise and will have to apply your clinical knowledge to a wide variety of cases across different aspects and specialisms of OT. Whilst this is an office-based role, getting out and meeting the people you support will be an essential part of the role.

You will be primary point of liaison from a clinical standpoint, being the connecting point between our case manager customers (many of whom are OTs themselves) and our OTs, with the support of the internal administration team who you will work alongside. Therefore, you will be relied on more for your relationship building skills and broad clinical knowledge, than your administrative and line management experience.

So, the key focus of this role is clinical management, support and advice, not administrative management and support. Whilst organisational skills are important, you will have the support of the team for much of the case administration – the focus of this role is using your clinical knowledge to understand situations, make good decisions underpinned by your clinical experience, have strong influence based on clinical knowledge, and in turn instill confidence with the other professionals you are working with.

### Applications & enquiries

Applicants should submit a CV and covering letter to [careers@theotpractice.co.uk](mailto:careers@theotpractice.co.uk) or if you would like to discuss the role in more detail please call us on 0330 024 9910.

## Our Company ethos

- We make clients & potential clients feel understood and provide sound professional advice.
- We are friendly & caring, but always remain professional.
- We are socially responsible – if there is a better option for a prospective client then we say so
- We are client-focused and want to ensure our clients feel they are in safe hands.
- We are driven and go the extra mile if that is what is needed to keep a client happy.

Nikki, the company founder, has an extensive clinical background with a strong sense of ethics and a desire to help. We believe the growth and success of our business to date is directly attributable to ensuring these values, combined with expert knowledge, are at the core of everything we do. It is therefore essential that our Clinical Referral Manager, as one of the primary points of contacts with our clients, can consistently uphold these values, and believe in them in the same way we do.

## Details of the role

The successful candidate will be responsible for the following core tasks:

### Client Relationship Management

- Presenting clinical information in an engaging and informative way to a diverse range of case managers, helping to facilitate client access to occupational therapy.
- Possess an innate ability to quickly develop lasting rapport with clients in different environments and circumstances.
- Influence case managers and referrers through a wide depth of clinical knowledge demonstrating the significant impact that OT can have on their client's lives.
- Display a solution focused attitude, to enthuse and empower our network of OTs to want to work with you and your referrers.
- Be highly responsive, always making sure clients and OTs are responded to fast and regularly updated with progress.
- Attend networking/CPD events; providing valuable insights to our customers, building credibility within the case management market and establishing supporting relationships.
- Know and share client feedback to continuously improve and develop The OT Practice client services and experience of working with us. Ensuring we are the "go to" OT provider.

### Clinical Delivery

- For our more complex enquiries, be the clinical sounding board and solution finder for case managers.
- For our more complex cases, be the central point of collaboration and solution finding, understanding the clinical needs of case manager, finding the right OT to support them and facilitating throughout the case lifecycle to ensure a positive outcome for the client and appropriate support for the OT.
- Demonstrate and advocate for OT, the clinical benefits of provision to case managers.
- Provide expert clinical insight and advice to case managers, becoming their "go to" person for clinical questions and advice.
- Supporting the clinical services team with the clinical development of our network of 350+ OTs through supervision, webinars, drop-in clinics or ad hoc case discussion. Helping to consistently maintain the culture around high standards of work.
- Should the opportunity arise, hold a small and local caseload of clients to keep your clinical hand in.

### Applications & enquiries

Applicants should submit a CV and covering letter to [careers@theotpractice.co.uk](mailto:careers@theotpractice.co.uk) or if you would like to discuss the role in more detail please call us on 0330 024 9910.

- Be a prominent member of clinical discussion forums and CPD events, championing OT and flying the flag for The OT Practice.

## Skills and qualifications

The following skills and qualifications will be required:

- Fully qualified, HCPC registered Occupational Therapist
- Previous experience of working in private practice, particularly in the case management market.
- Experience within a clinical environment with exposure to complex cases with a broad base of clinical expertise.
- Willing to undertake an enhanced DBS check.
- Full UK driving license.
- Competent with computers and online technology.
- Experience of working towards company goals.
- Excellent presentation, listening and consultation skills.

## Personal skills & attributes

Important personal skills and attributes include:

- A passion for delivering a high-quality service.
- Excellent Interpersonal skills allowing rapport and relationships to be quickly developed with case managers and OT's.
- A willingness to talk and meet people.
- Confidence to present to groups of people you have never met before
- Have a problem solving, solution focused approach, that can be creative and innovative with resources and opportunities.
- Want to go above and beyond in your day-to-day duties.
- Be able to influence people through clinical knowledge around OT.
- Remain calm, composed and professional in different environments and clinical settings.
- Unwaveringly professional and able to represent The OT Practice in this respect, in all circumstances.
- Share in a willingness and desire for The OT Practice to grow and become more successful.
- Commitment to maintain the integrity of The OT Practice brand
- Have the ability to travel across the UK to attend conferences/ CPD events.
- A strong sense of ethics and integrity.

## Working with The OT Practice

We pride ourselves on being a caring, friendly and professional company. We believe the growth of our business to date is directly attributed to ensuring our values are at the core of everything we do. New joiners will receive an initial induction period and undergo a 6-month probation period.

**Holidays:** 31 days per year (including Bank Holidays) with option to 'purchase' up to 3 additional days each year.

**Access to Health Cash Plan** providing cover for routine prescription / other medical costs as well as access to a 24 hour Medical Healthline staffed by experienced, specially trained nurses.

### Applications & enquiries

Applicants should submit a CV and covering letter to [careers@theotpractice.co.uk](mailto:careers@theotpractice.co.uk) or if you would like to discuss the role in more detail please call us on 0330 024 9910.