

Success Profile

This Success Profile outlines the purpose, key responsibilities, measures of success, values and professional skills required for success in the role. It defines what “great” looks like and provides focus for recruitment, development, career planning, performance management and remuneration initiatives.

Position Title:	Senior Occupational Therapist: Chief Clinical Lead	Current as of:	Sept 2019
Reports To:	Managing Director	Direct Reports:	Senior Occupational Therapists
Key Relationships:	Clients, Referrers, Industry, Suppliers	Location & Other Requirements:	Metropolitan Adelaide and surrounding regions with travel to client homes, hospitals, suppliers or other locations as required. Office is based at Beulah Park, Adelaide.

Role Purpose

As the Chief Clinical Lead you will lead our clinical services, combining your excellent leadership skills to support and inspire our fantastic team of OTs, while still providing you with the opportunity to maximise your exceptional clinical skills by working with our most complex clients with a disability.

At Living to the Max Occupational Therapy Services, everything we do, we believe in maximising our client's independence and quality of life, regardless of complexity. We believe all clients deserve specialist therapy services from highly skilled clinicians with extensive experience. The more complex a disability, the more important it is to get expert advice from those at the forefront of adolescent and adult disability. In short, we know our “Why?”.

As the Chief Clinical Lead, it is expected that you will work with a high level of autonomy, be assigned to complex clients with highly specialised needs and engage professionally across all stakeholder groups. You also have direct responsibility for leading, mentoring and coaching Occupational Therapists at all levels to enhance the overall capabilities of the business.

You have the following key areas of responsibility:

- Client Engagement
- Client Intervention
- Administration
- Occupational Health & Safety
- Professional Development
- Brand
- People & Culture

Key Area of Responsibility	Measures of Success
<p>Client Engagement Deliver quality home and hospital based occupational therapy assessments including all areas of activities of daily living, mobility and home safety. This includes:</p> <ul style="list-style-type: none"> • Equipment and/or home modification prescription and relevant clinical justification • Performs Home/ADL assessments • Completes Equipment applications for a variety of government equipment programs • Provision of therapy intervention (functional rehabilitation, pain management, stroke rehab etc) • Identifies opportunities to help clients in other areas through the discussion of services available through the company or complimentary allied health providers • Provides clients with all available options / solutions within assessment brief and funding guidelines • Ensures recommendations meet all legal requirements, including Australian Standards (where applicable) 	<ul style="list-style-type: none"> • Client/family feedback • Client referrals • Development of intervention goals / plan • Client achievement of development goals
<p>Client Intervention Delivers on client follow-up actions post assessment including:</p> <ul style="list-style-type: none"> • Order of equipment • Writes reports including interventions, minor and major home modification recommendations with relevant diagrams and community-based services • Communicates assessed needs clearly and precisely with stakeholders including families, agencies and suppliers • Education and training regarding correct use of recommended equipment • Review of recommended equipment and implementation of further intervention where required 	<ul style="list-style-type: none"> • Delivery of interventions on time • Quality of reports (accuracy and quality of clinical input expected for level of experience) • Recommendations meet all legal requirements and standards • Accuracy and timeliness of stakeholder communications
<p>Administration Delivers all internal administration in an accurate and timely manner to ensure the efficiency of practice operations. This includes:</p> <ul style="list-style-type: none"> • Submits billing / invoices accurately and on time • Updates case notes and DropBox folder in a timely manner so they can be readily picked up and actioned by others • Record keeping and progress documentation • Other administration as required • Prepares and delivers quotes for additional services with existing and new clients 	<ul style="list-style-type: none"> • Clarity and accuracy of progress notes • Progress notes completed and billing (non-DVA) submitted by the first working day of the following month • Progress notes and related billing records are accurate and up to date by Friday of each week (DVA) • Meets billable time requirements (monthly stats) • No rework of invoices

	<ul style="list-style-type: none"> • Quotes accurately reflect the amount of work required to deliver
<p>Occupational Health and Safety Operates in a manner that ensures personal safety and the safety of others at all times. Areas of focus include:</p> <ul style="list-style-type: none"> • Ensures the Occupational Health, Safety and Welfare of all staff including yourself • Informs reception of your whereabouts within the policy guidelines • Safety policies, procedures and safe behaviour expectations are well understood • Safety risks are actively identified and appropriately actioned or reported 	<ul style="list-style-type: none"> • No safety incidents • Proactively informs reception of whereabouts • Compliance with all safety policies and procedures •
<p>Professional Development</p> <ul style="list-style-type: none"> • Commits to ongoing professional development within both work time and personal time, including maintaining up to date knowledge of evidence-based practice • Direct supervision and support of less experienced colleagues within the organisation • Willing to share knowledge and promote team growth • Oversees the induction of new staff members as required and the Clinical supervision and / or mentoring of students • Liaises with other community-based organisations and GPs etc to ensure best practice in holistic client focused care • Contributes ideas and innovations around improving the business 	<ul style="list-style-type: none"> • Meets CPD point requirements • Proactive recognition and bridging of knowledge and skill gaps • Implements newly acquired skills and knowledge in the role • Identifies and supports the implementation of continuous improvement initiatives
<p>Brand Contributes to building the practice brand through an active involvement in a range of client and external facing events including:</p> <ul style="list-style-type: none"> • Represents the brand externally as required • Identifies and supports the exploration of opportunities to further expand the practice or client groups • Communicates positively about the practice and the value the team bring to clients • Has a full understanding of the services available through the practice and communicates this in an informed manner when engaging with clients • Demonstrates professional behaviour and communication skills inside and outside of work • to ensure that the that the practice brand is well represented 	<ul style="list-style-type: none"> • The market knows who we are and what we do • Represents the practice in an informed and professional manner • Personal presentation is in line with the brand • Generation of new opportunities, referral sources and clients
<p>People & Culture</p> <ul style="list-style-type: none"> • Builds leadership and clinical capabilities in the team so the business has the right capabilities for growth. This includes coaching, mentoring and conducting joint client visits with other OTs. 	<ul style="list-style-type: none"> • Clinical development and leadership development program in place for key people

<ul style="list-style-type: none"> • Facilitates meaningful career discussions with team members by documenting skill gaps, aspirations and creating targeted development plans. • Involved in the selection of key people to ensure recruitment is in line with the desired Company culture and the skills required for future growth • Creates a culture of accountability by embedding performance metrics, goals and measures of success • Is actively involved in the industry to keep abreast of best practice. Embeds key learnings into the practice and transfers learnings to the team 	<ul style="list-style-type: none"> • Creates and acts on OT development plans to build team capabilities • All areas of the business can operate effectively in the absence of key people • Quarterly catch-ups are delivered on time with all staff having meaningful development plans • No unmanaged performance issues in the business
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Living to the Max Company Values

What this means for the role		
Enterprising	<p>We will:</p> <ul style="list-style-type: none"> ▪ Lead best practice intervention and look for new ways of doing things. ▪ Be open to feedback and critique of our work. ▪ Make small improvements every day 	<p>We will never:</p> <ul style="list-style-type: none"> ▪ Do things because that is the way they have always been done. ▪ Get defensive when others challenge our thinking. ▪ Take the easy option
Teamwork	<p>We will:</p> <ul style="list-style-type: none"> ▪ Always show empathy and respect to others, both professionally and personally ▪ Actively offer support and assistance to colleagues ▪ Keep each other accountable by being open and honest 	<p>We will never:</p> <ul style="list-style-type: none"> ▪ Openly criticise others in the workplace ▪ Discriminate against colleagues in the workplace ▪ Dismiss the opinions of colleagues. Everyone has equal right to be heard
Reliable	<p>We will:</p> <ul style="list-style-type: none"> ▪ Always do what we say. No exceptions. ▪ Respond to clients, colleagues and stakeholders in a timely manner. ▪ Notify clients and colleagues if we are running behind schedule. 	<p>We will never:</p> <ul style="list-style-type: none"> ▪ Have unrealistic expectations with respect to scheduling of appointments. ▪ Compromise our integrity to meet an imposed deadline. ▪ Schedule clients for financial gain and jeopardise the quality of our service.
Respect	<p>We will:</p> <ul style="list-style-type: none"> ▪ Respect our clients and their wishes at all times. 	<p>We will never:</p> <ul style="list-style-type: none"> ▪ Force our recommendations, despite our best intentions, on a client or their family.

	<ul style="list-style-type: none"> ▪ Acknowledge it's a client's prerogative to accept or decline our intervention. ▪ Treat all those who come into contact with LTTM with the respect we expect from others 	<ul style="list-style-type: none"> ▪ Take for granted, the privilege of entering a client's private home. ▪ Dismiss the thoughts, ideas or opinions of our clients or their family/carers.
Integrity	<p>We will:</p> <ul style="list-style-type: none"> ▪ Always maintain the highest of professional standards when representing LTTM. ▪ Always act in the best interests of our clients. ▪ Always act with honesty, transparency, empathy and respect. 	<p>We will never:</p> <ul style="list-style-type: none"> ▪ Compromise our professional standards ▪ Be influenced to do anything other than what is in the best interests of our clients ▪ Accept financial (or otherwise) incentives to refer clients to other health professionals or related services
Client-Centred	<p>We will:</p> <ul style="list-style-type: none"> ▪ Talk with, not at our clients when finding customised solutions. ▪ Actively engage with family and other stakeholders as true partners. ▪ Always prioritise client needs above all else 	<p>We will never:</p> <ul style="list-style-type: none"> ▪ Suggest an intervention because it is easier for staff or other service providers. ▪ View family or other stakeholders as peripheral ▪ Impose our intervention on a client without their agreement

Behaviours

What this means for the role	
Communication	<ul style="list-style-type: none"> ▪ Speaks in a friendly and professional manner ▪ Communicates proactively, clearly and effectively with team members, peers and the leadership team ▪ Tailors communication content, channel and style to the audience to increase understanding and acceptance
Develops Capability	<ul style="list-style-type: none"> ▪ Creates clarity for individuals on their performance and long-term development needs through skillful questioning ▪ Provides timely coaching, practical advice and specific feedback to help others succeed and grow ▪ Looks for opportunities to reinforce, reward and celebrate individual progress and achievements
Problem Solving	<ul style="list-style-type: none"> ▪ Seeks the input of others to fully understand issues, and takes the time to explore problems ▪ Explores multiple options and formulates strategies to address problems ▪ Takes action and sets up systems/procedures to prevent problems recurring
Builds Strong Relationships	<ul style="list-style-type: none"> ▪ Is able to cultivate rapport and build trust & credibility with key stakeholders ▪ Proactively communicates with staff and others as needed ▪ Listens attentively to others; demonstrates openness to other points of view

Clinical Expertise

- Adapts work style and applies good judgement to situations to ensure that the best outcomes are achieved
- Understands the regulations and legal requirements of the industry and the business in order to ensure business compliance
- Learns new information and grasps new concepts quickly and easily

Adaptable

- Works effectively with a diverse range of people from different cultures, backgrounds and professions
 - Adapts work style and applies good judgement to situations to ensure that the best outcomes are achieved
 - Demonstrates the ability to handle a broad range of different tasks and assignments
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