

**SKILLS FRAMEWORK FOR HEALTHCARE
SKILLS MAP - PRINCIPAL OCCUPATIONAL THERAPY MANAGER**

Sector	Healthcare				
Track	Occupational Therapy				
Sub-track	Management				
Occupation	Occupational Therapist				
Job Role	Principal Occupational Therapy Manager				
Job Role Description	<p>A Principal Occupational Therapy Manager is responsible for managing clinic and department operations. S/He manages resources and budget to ensure the smooth operation of the department. S/He drives service and care delivery and client care models. S/He facilitates the implementation of emergency management plans and highlights policies, guidelines and strategies to members of the department.</p> <p>S/He may work in various settings such as but not limited to public and private institutions, sports teams, acute and community hospitals, rehabilitation centres, voluntary welfare organisations, schools, integrated and long-term care facilities and clients' homes and work environments. S/He may also work as part of collaborative, interdisciplinary teams which may include teachers, nurses, doctors, audiologists, psychologists, social workers, physiotherapists and speech therapists.</p> <p>S/He should be decisive, confident and analytical. He should possess effective interpersonal, team-building and leadership skills.</p>				
Critical Work Functions and Key Tasks / Performance Expectations	Critical Work Functions	Key Tasks	Performance Expectations (For legislated / regulated occupations)		
				Manage clinic and department operations	Monitor clinical and non-clinical key performance indicators
					Review departmental work processes on policies, procedures and clinical standards
					Conduct audits on the department systems, processes and operations
		Manage feedback from stakeholders			
	Drive client care and service excellence	Lead promotion and/or marketing of new clinical services			
		Set strategic direction for key areas of clinical services			
		Design, implement and analyse clinical audits			
		Provide service recovery for client complaints			
		Drive research and/or quality improvement initiatives or projects			
Manage resources	Oversee induction of new team members in department				
	Develop operational policies, processes and protocols pertaining to occupational therapy				

		Develop proposal for procurement and disposal of equipment			
		Lead the development, promotion or marketing of new clinical services			
		Participate in recruitment process of therapists and therapy assistants			
		Manage staff performance and development			
		Plan manpower allocation based on department needs			
		Develop work plans to meet key performance indicators			
		Develop budget recommendations for existing and new services			
	Manage risk and quality		Support the development of business continuity plans		
			Manage client incidents and adverse events		
			Assess risks of work systems, work processes and service delivery		
			Oversee implementation of preventative measures pertaining to risk management		
			Analyse results of clinical audits		
			Assist in formulating risk, emergency response and crisis management plans where necessary		
			Implement clinical audit strategies		
	Manage health and safety standards		Conduct workplace health and safety audits		
		Assess potential impact of adverse events			
		Review recommended preventive and corrective measures			
		Monitor health and safety standards			
		Lead investigations of adverse events			
Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies		
	Audit Management	Level 5	Leadership	Intermediate	
	Change Management	Level 5	Developing People	Advanced	
	Clinical Governance	Level 5	Decision Making	Advanced	
	Clinical Services Development	Level 5	Problem Solving	Advanced	
	Continuous Improvement Management	Level 5	Interpersonal Skills	Advanced	

	Department Financial Management	Level 5		
	Emergency Response and Crisis Management	Level 5		
	Health Promotion	Level 5		
	Individual and Cultural Diversity	Level 5		
	Infection Control	Level 5		
	Inter-professional Collaboration	Level 5		
	Inventory Management in Rehabilitation Therapy	Level 5		
	Learning Needs Analysis	Level 5		
	Management of Stakeholders	Level 5		
	People Management	Level 5		
	Performance Management	Level 5		
	Professional, Legal and Ethical Healthcare Practice	Level 5		
	Project Management	Level 5		
	Reflective Practice	Level 5		
	Risk Management	Level 5		
	Service Quality Management	Level 5		
	Strategy Development	Level 5		
	Strategy Execution	Level 5		
	Workforce Planning	Level 5		
	Workplace Safety and Health	Level 4		
Programme Listing	For a list of Training Programmes available for the Healthcare sector, please visit: www.skillsfuture.sg/skills-framework/hc			