

**SKILLS FRAMEWORK FOR HEALTHCARE  
SKILLS MAP - SENIOR PRINCIPAL PHYSIOTHERAPY MANAGER**

<b>Sector</b>	Healthcare		
<b>Track</b>	Physiotherapy		
<b>Sub-track</b>	Management		
<b>Occupation</b>	Physiotherapist		
<b>Job Role</b>	Senior Principal Physiotherapy Manager		
<b>Job Role Description</b>	<p>A Senior Principal Physiotherapy Manager sets the strategic directions of the department and leads physiotherapists in cluster-wide initiatives to enhance clinical innovation and evidence-based practices. S/He leads change by implementing new or revised policies and drives the corporate governance agenda. S/He is in charge of leading improvements in service delivery and the care model and planning strategies to promote these new improvements and clinical services. S/He ensures that there is sufficient human resources in the department and manages the budgets in the clinical setting. Her/His core function will be in managerial work, but she/he will also perform some clinical, educational and research tasks in the course of her/his day-to-day work.</p> <p>S/He may work in various settings such as but not limited to public and private institutions, acute hospitals, community hospitals, rehabilitation centres, voluntary welfare organisations, schools, sports teams, integrated and long-term care facilities and clients' homes and work environments. S/He may also work as part of a collaborative, interdisciplinary team which may include teachers, nurses, doctors, audiologists, psychologists, social workers, occupational therapists and speech therapists.</p> <p>S/He should be visionary, driven and decisive. S/He should possess effective interpersonal, team-building and leadership skills.</p>		
<b>Critical Work Functions and Key Tasks / Performance Expectations</b>	<b>Critical Work Functions</b>	<b>Key Tasks</b>	<b>Performance Expectations (For legislated / regulated occupations)</b>
	Manage clinic and department operations	Set clinical and non-clinical key performance indicators	In accordance with:  • Allied Health Professions Act (Chapter 6B)
		Manage feedback from stakeholders	
		Conduct audits on the systems, processes and operations	
	Drive client care and service excellence	Set strategic directions for key areas of clinical services	
		Design, implement and analyse clinical audits	
		Develop strategies based on clinical audit results	
		Provide service recovery for client complaints	
		Oversee development, promotion or marketing of new clinical services	
		Review operational strategies, policies and protocols pertaining to physiotherapy	
Drive research and/or quality improvement initiatives or projects			
Collaborate with multidisciplinary team to enhance clinical services			

		Review proposals for procurement and disposal of equipment			
	Manage resources	Conduct workforce planning and/or manpower projection based on settings' current and future needs			
		Develop work plans to meet settings' key performance indicators			
		Develop recruitment strategies for therapy assistants and therapists in collaboration with human resource department			
		Oversee staff performance management and development processes			
		Lead strategic review of settings' effectiveness and management of resources			
		Allocate financial resources appropriately to ensure alignment with organisational goals			
		Manage risk and quality	Develop business continuity plans		
	Manage processes for incidents reporting				
	Oversee implementation of preventative measures pertaining to risk management				
	Monitor compliance to standard operating procedures in the therapy department				
	Drive corporate strategic directions				
	Manage health and safety standards	Formulate risk, emergency response and crisis management plans where necessary			
		Oversee workplace health and safety audits			
		Assess risks of work systems, work processes and service delivery			
		Review recommended preventive and corrective measures			
		Oversee implementation of new workplace safety and health and/or initiatives			
		Monitor health and safety standards			
		<b>Skills and Competencies</b>	<b>Technical Skills and Competencies</b>		<b>Generic Skills and Competencies</b>
	Audit Management		Level 5	Leadership	Advanced
	Change Management		Level 6	Decision Making	Advanced

	Clinical Governance	Level 6	Problem Solving	Advanced
	Clinical Incident Management in Rehabilitation Therapy	Level 6	Communication	Advanced
	Clinical Record Documentation and Management in Rehabilitation Therapy	Level 5	Resource Management	Advanced
	Clinical Services Development	Level 6		
	Continuous Improvement Management	Level 6		
	Department Financial Management	Level 5, Level 6		
	Emergency Response and Crisis Management	Level 6		
	Individual and Cultural Diversity	Level 5		
	Infection Control	Level 5		
	Inter-professional Collaboration	Level 6		
	Inventory Management in Rehabilitation Therapy	Level 5		
	Management of Stakeholders	Level 6		
	People Management	Level 6		
	Performance Management	Level 6		
	Professional, Legal and Ethical Healthcare Practice	Level 6		
	Project Management	Level 6		
	Reflective Practice	Level 6		
	Risk Management	Level 6		
	Service Quality Management	Level 6		
	Strategy Development	Level 6		
	Strategy Execution	Level 6		
	Workforce Planning	Level 6		
	Workplace Safety and Health	Level 4		
	Workplace Violence	Level 5		
<b>Programme Listing</b>	For a list of Training Programmes available for the Healthcare sector, please visit: <a href="http://www.skillsfuture.sg/skills-framework/hc">www.skillsfuture.sg/skills-framework/hc</a>			