

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

Sector	Healthcare		
Track	Physiotherapy		
Sub-track	Management		
Occupation	Physiotherapist		
Job Role	Principal Physiotherapy Manager		
Job Role Description	<p>A Principal Physiotherapy Manager is responsible for managing clinic and department operations. S/He manages resources and budgets to ensure smooth operations of the department. S/He drives service and care delivery and the client care model. 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 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 decisive, confident and analytical. S/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	In accordance with: • Allied Health Professions Act (Chapter 6B)
		Review departmental work processes on policy, procedures and clinical standards	
		Conduct audits on the department systems, processes and operations	
		Manage feedback from stakeholders	
	Drive client care and service excellence	Design and implement clinical audits	
		Provide service recovery for client complaints	
		Develop operational strategies, policies and protocols	
		Lead research and/or quality improvement initiatives	
	Manage resources	Oversee induction of new team members	
Develop operational policies, processes and protocols pertaining to physiotherapy			
Lead the development, promotion or marketing of new clinical services			

		Develop proposals for procurement and disposal of equipment	
		Plan manpower allocation based on needs	
		Develop work plans for the team to meet key performance indicators	
		Participate in recruitment processes of therapists and therapy assistants	
		Manage staff performance and development	
	Manage risk and quality		Support the development of business continuity plans
			Review recommendations for budgets
			Assess risks of work systems, work processes and service delivery
			Oversee implementation of preventative measures pertaining to risk management
			Manage client incidents and adverse events
			Report client incidents to supervisors
			Review client incident reports documented
			Identify safety risks and issues
			Review recommended preventive and corrective care measures
			Introduce new measures to enhance workplace safety and health
		Monitor compliance to standard operating procedures	
		Assist in formulating risk, emergency response and crisis management plans where necessary	
	Formulate preventative measures for clinical adverse events		
	Implement clinical audit strategies		
	Analyse results of clinical audits		
Manage health and safety standards		Conduct workplace health and safety audits	
		Assess potential impact of adverse events	
		Assess risks of work systems, work processes and service delivery	

	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	Advanced
	Change Management	Level 5	Communication	Advanced
	Clinical Governance	Level 5	Decision Making	Advanced
	Clinical Incident Management in Rehabilitation Therapy	Level 5	Problem Solving	Advanced
	Clinical Record Documentation and Management in Rehabilitation Therapy	Level 5	Resource Management	Advanced
	Clinical Services Development	Level 5		
	Continuous Improvement Management	Level 5		
	Department Financial Management	Level 5		
	Emergency Response and Crisis Management	Level 5		
	Individual and Cultural Diversity	Level 5		
	Infection Control	Level 5		
	Inter-professional Collaboration	Level 5		
	Inventory Management in Rehabilitation Therapy	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		
	Workplace Violence	Level 5		
Programme Listing	For a list of Training Programmes available for the Healthcare sector, please visit: www.skillsfuture.sg/skills-framework/hc			