

**SKILLS FRAMEWORK FOR HEALTHCARE
SKILLS MAP - SENIOR PRINCIPAL SPEECH THERAPY MANAGER**

Sector	Healthcare		
Track	Speech Therapy		
Sub-track	Management		
Occupation	Speech Therapist		
Job Role	Senior Principal Speech Therapy Manager		
Job Role Description	<p>A Senior Principal Speech Therapy Manager is responsible for managing department operations and driving patient care and service excellence. S/He will manage department's resources and risks, and ensure department's compliance to regulatory requirements. S/He will lead change management activities at a national level and be involved in starting new services for the department.</p> <p>S/He works in varied settings such as but not limited to public and private institutions, acute hospitals, clients' homes and work environments, integrated and long-term care facilities as well as in the community setting.</p> <p>S/He should be meticulous, strategic, fair, decisive and insightful. S/He should possess strong interpersonal and collaborative 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 compliance to clinical protocols and Standard Operating Procedures (SOPs) in the therapy department	In accordance with: • Allied Health Professions Act (Chapter 6B)
		Set strategic direction for the department to align with organisational strategies and goals	
		Set department key performance indicators which align to the organisation's strategic direction	
		Develop work plans for the department to meet the department's key performance indicators	
		Contribute to cluster-wide and/or national level initiatives	
		Review operational policies and protocols	
		Implement department policies, guidelines and strategies	
		Conduct audits on the department systems, processes and operations	
		Lead strategic review of department's effectiveness and management of resources	
Manage resources	Review proposals for procurement of equipment		
	Conduct workforce planning and/or manpower projection based on departments' current and future needs		
	Allocate financial resources appropriately to ensure alignment with organisational goals		

	Manage talent and team development	Manage feedback from stakeholders
		Develop recruitment strategies for therapists and therapy assistants in collaboration with human resource department
		Oversee staff performance management and development process
		Develop strategies for talent management
		Develop mentorship frameworks
		Review mentorship frameworks
		Identify opportunities for leadership development
	Drive client care and service excellence	Set strategic direction for key clinical services
		Collaborate with multi-disciplinary teams to enhance clinical services
		Identify strategic quality improvement initiatives
		Develop strategies based on clinical audit results
		Plan clinical audit strategies
		Develop business continuity plans
	Manage health and safety standards	Manage impact of adverse events
		Conduct workplace health and safety audits
		Assess risks of work systems, work processes and service delivery
		Review recommended preventive and corrective measures
		Develop health and safety policies
		Review adverse events to refine risk management plans

	Technical Skills and Competencies		Generic Skills and Competencies	
	Skills and Competencies	Audit Management	Level 5	Communication
Change Management		Level 6	Decision Making	Advanced
Client Advocacy		Level 6	Problem Solving	Advanced
Clinical Governance		Level 6	Resource Management	Advanced
Clinical Incident Management in Rehabilitation Therapy		Level 6	Leadership	Intermediate
Clinical Services Development		Level 6		
Continuous Improvement Management		Level 6		
Department Financial Management		Level 5, Level 6		
Emergency Response and Crisis Management		Level 6		
Health Promotion		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 Consultation		Level 6		
Professional, Legal and Ethical Healthcare Practice		Level 6		
Programme Design		Level 6		
Programme Evaluation		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		
Programme Listing	For a list of Training Programmes available for the Healthcare sector, please visit: www.skillsfuture.sg/skills-framework/hc			