

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

Sector	Healthcare		
Track	Speech Therapy		
Sub-track	Management		
Occupation	Speech Therapist		
Job Role	Principal Speech Therapy Manager		
Job Role Description	<p>A Principal Speech Therapy Manager sets the strategic direction of the department and leads speech therapists in cluster-wide initiatives to enhance clinical innovation and evidence-based practice. S/He will lead change by implementing new or revised policies and driving 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 s/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 and community hospitals, rehabilitation centres, voluntary welfare organisations, schools, integrated and long-term care facilities and clients' homes and work environments. Possessing strong interpersonal and collaborative skills, s/he may also work as part of collaborative, interdisciplinary teams which may include teachers, nurses, doctors, audiologists, psychologists, social workers, physiotherapists and occupational therapists.</p> <p>S/He should be visionary, driven and decisive. 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 compliance to clinical protocols and Standard Operating Procedures (SOPs) in the therapy department	In accordance with: • Allied Health Professions Act (Chapter 6B)
		Contribute to department's strategic directions which align with organisation's strategies and goals	
		Monitor department clinical and non-clinical key performance indicators	
		Develop work plans for teams to meet the department's key performance indicators	
		Lead institutional-wide initiatives	
		Develop operational policies and protocols	
		Implement department policies, guidelines and strategies	
		Conduct audits on department systems, processes and operations	
		Contribute to the strategic review of department's effectiveness and management of resources	
Manage resources	Develop proposals for procurement of equipment		
	Plan manpower allocation based on department needs		

		Develop budget recommendations for existing and new services
	Manage talent and team development	Manage feedback from stakeholders
		Participate in recruitment process of therapists and therapy assistants
		Manage staff performance and development
		Conduct performance reviews
		Develop strategies for talent management
		Develop mentorship frameworks
		Review mentorship frameworks
		Identify opportunities for leadership development
	Drive client care and service excellence	Develop strategies for key clinical services
Collaborate with multidisciplinary teams to enhance clinical services		
Drive quality improvement initiatives or projects		
Review clinical audit results		
Plan clinical audit strategies		
Support development of business continuity plans		
Manage health and safety standards	Assess potential 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	
	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	Communication	Advanced
	Change Management	Level 5	Decision Making	Intermediate
	Client Advocacy	Level 5	Problem Solving	Advanced
	Clinical Governance	Level 5	Resource Management	Intermediate
	Clinical Incident Management in Rehabilitation Therapy	Level 5	Leadership	Intermediate
	Clinical Services Development	Level 5		
	Continuous Improvement Management	Level 5		
	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		
	Management of Stakeholders	Level 5		
	People Management	Level 5		
	Performance Management	Level 5		
	Professional Consultation	Level 5		
	Professional, Legal and Ethical Healthcare Practice	Level 5		
	Programme Design	Level 5		
	Programme Evaluation	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			