

Job Description

Occupational Therapy Manager

Reference: Z263

Date: May 2026

Job Family: Care / Adults Occupational Therapy

Level: 3

Band: 11

Career Track: Technical, Professional and Managerial

Job Purpose

The Occupational Therapy Team Manager role is to lead and develop the Countywide Adult Social Care Occupational Therapy service in Northumberland, ensuring the delivery of high-quality, efficient and person-centred support to adults with physical disabilities, age-related conditions, learning disabilities and mental health needs. The post holder will oversee the effective day-to-day management of OT teams, including referral triage and allocation, supervision, quality assurance and audit activity, while promoting flexible, adaptive and strengths-based practice. The role contributes to strategic planning, service improvement and the effective use of resources, including responsibility for complex equipment and adaptation decision-making within an agreed budget, and supports workforce development to maintain consistently high standards of occupational therapy practice across the county.

Service Purpose

The Community Occupational Therapy service enables adults to live safely, independently, and with dignity by providing timely, person-centred assessment and intervention. The service delivers professional expertise to identify functional needs, reduce risk, and recommend equipment, adaptations, and reablement approaches that promote independence, wellbeing and prevent, delay or reduces the need for care. Through collaborative working with individuals, carers, and partners, the service supports Northumberland County Council's statutory duties under the Care Act, contributes to prevention and early-help priorities, and ensures resources are used effectively to improve outcomes for residents.

Duties and Responsibilities

Leadership & People Management

- Lead, manage and develop a locality Occupational Therapy team, providing supervision, appraisal, coaching and professional guidance to ensure high-quality, person-centred service delivery.
- Role model inclusive, compassionate leadership and foster a positive team culture aligned with NCC values.
- Oversee recruitment, induction, workforce planning and continuous professional development to ensure staff capability and service resilience.

Service Delivery & Quality Assurance

- Ensure the effective delivery of Occupational Therapy services that promote adults' independence, wellbeing and safety, in line with statutory duties and service priorities.

- Maintain oversight and quality assurance of complex assessments, ensuring practice standards meet HCPC, RCOT and NCC requirements.
- Monitor and evaluate team performance, caseloads and outcomes to ensure services meet agreed standards, KPIs and service plan objectives.

Operational Management & Resource Planning

- Oversee day-to-day service operations, including workload allocation, MDT coordination and decision-making to ensure timely, effective service delivery.
- Manage financial and physical resources, including budget monitoring and reporting, ensuring value for money and effective use of assets.

Strategic Development & Service Improvement

- Contribute to and influence strategic planning, policy development and service design within Occupational Therapy and Adult Social Care services.
- Identify and implement service improvements, new ways of working and preventative approaches to enhance outcomes for adults and carers.

Partnership Working & Stakeholder Engagement

- Develop and maintain effective partnerships with internal teams, health colleagues, and external agencies to deliver integrated, multi-disciplinary services.
- Represent the service at internal and external meetings, contributing expertise and deputising for senior managers where required.

Governance, Compliance & Risk Management

- Ensure compliance with legislation, statutory guidance, safeguarding responsibilities, and NCC policies and procedures.
- Lead on the management of complaints, incidents and risk, ensuring robust investigation, learning and continuous improvement.
- Maintain accurate, compliant record-keeping and ensure effective systems, processes and governance arrangements are in place.

Professional Practice & Specialist Input

- Provide expert clinical and professional leadership across Occupational Therapy practice, supporting complex cases and service-wide development.
- Support workforce development by identifying learning needs and promoting knowledge sharing, research and evidence-based practice.

Person Specification

Professional and Technical Requirements

Qualifications

- Degree (or equivalent qualification) in Occupational Therapy.
- HCPC registration as an Occupational Therapist, maintained in line with professional requirements.

Knowledge, Skills and Experience

- Applied knowledge of adult social care legislation, safeguarding frameworks, and statutory Occupational Therapy responsibilities.

- Knowledge of HCPC standards, RCOT professional standards and codes of practice, including CPD and re-registration requirements.
- Understanding of manual handling legislation and associated risk assessment requirements.
- Specialist knowledge of Occupational Therapy practice across physical disability, learning disability, and mental health.
- Applied knowledge of assessment frameworks, outcome measures and intervention planning within Occupational Therapy services.
- Knowledge of preventative, early intervention and public health approaches within adult services.
- Ability to produce reports and use data to monitor service performance and inform compliance with statutory requirements.
- Knowledge of audit, research and evaluation methodologies to support continuous improvement of Occupational Therapy services.

Core Competency Requirements

- **Communication:** Communicates across services to influence outcomes. Adapts style across organisational contexts and manages sensitive communications.
- **Collaboration:** Facilitates collaboration across teams, services, and external partners to deliver joined-up solutions.
- **Service Delivery:** Aligns delivery with strategic priorities and maintains high performance. Improves services using innovation and effective use of resources to deliver value for money.
- **Decision-Making:** Balances risk and impact in decision-making across teams or projects.
- **Digital & Data Literacy:** Uses digital systems to manage performance and inform decisions. Applies ethical judgement and explores new data sources. Analyses complex data to improve service outcomes.
- **Adaptability:** Leads teams through change using structured approaches that support clarity and resilience. Builds team cohesion and sustains service culture during transitions.
- **Problem-Solving:** Enables collaborative problem-solving and challenges existing practices to address cross-service challenges.
- **Community & Customer Focus:** Applies community insight and customer feedback to shape responsive and inclusive services.
- **Leadership:** Aligns team capability and resources to deliver meaningful outcomes. Leads projects and services within areas of expertise and across disciplines.

Strengths

Strategic: You look at the big picture. You consider the wider factors and long-term implications of decisions.

Responsible: You take ownership for your decisions. You hold yourself accountable for what you have promised.

Preventer: You think ahead to anticipate, identify and address risks or problems before they happen.

Improver: You look for better ways of doing things and enjoy coming up with new and original ideas.

Enabler: You see the potential in everybody and encourage them to learn, progress and develop.

Desirable

- Post-qualification training or accreditation in areas such as manual handling, practice education, or service-specific specialisms.
- Experience of contributing to service development initiatives, transformation programmes, or cross-organisational projects within adult services.