



## **Job Description - Director of Therapy Services**

<b>TITLE:</b>	Director of Therapy Services
<b>STATUS:</b>	Exempt, Full-Time
<b>EMPLOYMENT TYPE:</b>	Salary
<b>REPORTS TO:</b>	Executive Director
<b>REQUIRED EXPERIENCE:</b>	The candidate must hold an Indiana physical, occupational or speech therapy license. Experience with pediatric physical, occupational or speech therapy is required.
<b>REQUIRED EDUCATION:</b>	Post-baccalaureate degree from a Physical Therapy accredited program, Masters of Occupational Therapy degree from an Occupational Therapy accredited program, or Masters degree in Speech Language Pathology.
<b>CERTIFICATIONS:</b>	Maintain current Indiana therapy license and CPR/First Aid Certification; maintain professional malpractice insurance – minimum level: \$1,000,000 each occurrence/\$3,000,000 aggregate.

### **SUMMARY OF PRIMARY DUTIES & RESPONSIBILITIES:**

The Director of Therapy Services assumes responsibility for the development and operation of Children's TherAplay therapy services and therapy-based relationships in the community. Ensures the highest level of delivery in client care, program development and administration, inter and intra-departmental relationships, and serves as community liaison with other disability serving organizations and referring physicians, both current and prospective. Serves as a subject matter resource

for the organization, the community, and the department. This position will treat clients approximately 50% of their schedule and perform managerial duties the other 50% of their schedule. Fluctuation in treatment time may arise when coverage is needed and schedule permits.

## **ESSENTIAL PRIMARY DUTIES & RESPONSIBILITIES:**

### **TALENT**

- Recruit, hire and retain a top caliber team of full-time, part-time, and hourly therapists to ensure the highest quality of care for our clients. Maintain a consistent team of PRN therapists to provide coverage for vacation, training, sick days, and maternity leaves.
- Participates and provides direct communications to employees regarding performance appraisals, disciplinary actions and performance evaluations and recommendations.
- Oversee the development of therapy team members through comprehensive onboarding, structured education, coaching and support.
- Monitor team members competency, licenses/certifications, and memberships in applicable professional organizations.
- Oversee internal educational opportunities through a coordinated employee in-service calendar.

### **ADMINISTRATIVE**

- Develop strategic plans for the program, in conjunction with Executive Director, which may include (but is not limited to): budget, marketing, staffing, clinical programs and quality initiatives.
- Oversee, develop, and implement with Executive Director and Clinic Operations Manager, policies, procedures and protocols pertaining to therapy programs.
- Participate in bi-monthly department leadership meetings.
- Oversee and ensure adherence to therapy clinic KPI's and provide monthly reporting for the executive director and board on state of therapy services, opportunities, and demonstrations of success. Present clinic KPI's to the Board of Directors at Board Meetings.
- Oversee development of improved efficiency and productivity of departments clinical/administrative functions.
- Participate in survey preparation activities both internal and external.

- Oversee, planning and implementing clinical post-graduate and specialty internships and evaluation outcomes.

## **PROGRAM DEVELOPMENT AND SUSTAINABILITY**

- Marketing the program in conjunction with executive director and communication manager in a variety of ways such as: building relationships with physicians, coordinating and /or making presentations to the community and developing marketing plans.
- Oversee the development and implementation of effective treatment programs.
- Ensure top rate customer service to the families we serve.
- Work with equine program manager to ensure thorough training, high safety standards and program effectiveness and innovation between departments.
- Oversee quality story telling from the therapy clinic across all Children's TherAplay communication channels.
- Develop, with approval from the Executive Director, guidelines for the assessment of clinical program quality; also planning, implementing and monitoring quality indicators.
- Communicate and demonstrate a professional image/attitude for clients, families, coworkers, and others.

## **OTHER JOB FUNCTIONS**

- Completing other job-related assignments and special projects as directed.
- Completes mandatory education, annual competencies, and department specific educations within established timeframes.
- Maintains license/certification, registration in good standing throughout fiscal year.
- Available to work overtime in addition to working to cover for therapist call offs when schedule allows.

## **STANDARDS OF BEHAVIOR:**

### **CLIENT CENTERED**

- Anticipates and takes proactive steps to ensure customer's needs are met
- Places courtesy and service above routine and goes beyond customer expectations
- Keeps client/work environment neat and clean

- Understands and applies job-related aspects of client safety and identifies, reports, and corrects safety concerns as quickly as possible

## **RESPECT**

- Keeps others well informed
- Practices active listening
- Develops and maintains positive working relationships
- Uses problem solving techniques to resolve issues and makes decisions within personal sphere of influence
- Seeks to understand client's experience

## **INTEGRITY**

- Demonstrates integrity and strong business ethics
- Utilizes time and resources in a prudent manner
- Strives to continually improve department processes and services
- Projects professional image through enthusiasm towards work, behavior and appearance

## **COMPASSION**

- Demonstrates Children's TherAplay's values verbally and through actions
- Displays and exhibits caring behaviors with each interaction
- Demonstrates self-awareness and sensitivity to the perceptions of others
- Listens carefully to input and concerns and takes appropriate action
- Interacts with dissatisfied customers in a calm, respectful manner and seeks resolutions

## **TRUST**

- Always maintaining confidentiality
- Fosters a sense of trust and collaboration among associates
- Verbal and written communications are clear and effective
- Responds to change in a positive manner

## **CONSISTENTLY ADHERES TO CHILDREN'S THERAPLAY'S CORE VALUES**

- Support – Being present and connecting with others with transparency and respect
- Excellence – Delivering our very best in all we do, holding ourselves accountable for results
- Education – The need for information knows no borders

- Inclusiveness – Creating a culture of warmth and belonging, where everyone feels welcome
- Community – strengthening the community we serve and work in
- Empowerment – Fostering empowerment and self-direction for those we serve and work alongside.

#### **PHYSICAL/ENVIRONMENTAL REQUIREMENTS:**

- Ability to lift 50 pounds overhead.
- Ability to walk up to 10 miles per day.
- Ability to work around horses.
- Ability to sustain frequent
  - Standing
  - Walking
  - Bending (forward and sideways)
  - Grasping
  - Twisting at the waist
  - Squatting
  - Kneeling

#### **ORGANIZATION OVERVIEW:**

Located in Carmel, Indiana, The Children’s TherAplay Foundation, Inc. (TherAplay) is a mission driven organization with a team of dedicated employees who work enthusiastically and collaboratively to support the children we serve. If you are interested in being a part of our growing organization, we want to share more information with you!

Children’s TherAplay is committed to creating a diverse environment and is proud to be an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, sex, disability, age, or veteran status, and other protected status as required by applicable law.

Would you like to learn more about how you can use your skills to impact an extraordinary mission? We would love to hear from you! Please submit a cover letter, resume and three references to Kathy Pelletier at [KPelletier@childrenstheraplay.org](mailto:KPelletier@childrenstheraplay.org). Please no phone calls.