



Children's TherAplay
The Children's TherAplay Foundation, Inc.

Job Description - Therapy Services Manager

TITLE:	Therapy Services Manager
STATUS:	Exempt, Full-Time
EMPLOYMENT TYPE:	Salary
REPORTS TO:	Executive Director
REQUIRED EXPERIENCE:	The candidate must hold an Indiana physical, occupational or speech therapy license. Experience with pediatric physical, occupational or speech therapy is required.
REQUIRED EDUCATION:	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.
CERTIFICATIONS:	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 Therapy Services Manager assumes responsibility for the operation of Children's TherAplay therapy services. The manager leads the therapy team to attract and retain skilled therapy talent, ensure delivery of high-quality therapy services, and program development through continuous improvement efforts. Manager serves as the skilled therapy subject matter resource for the organization and the department. This position will have some patient care responsibilities, and the amount is to-be-determined.

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. Additional responsibility of overseeing the hiring of clinic techs and interns.

- Participates and provides direct communications to employees regarding performance appraisals, disciplinary actions, and performance evaluations and recommendations.
- Ensures consistent flow of communication through multiple channels between the therapy team and leadership to provide support, increase competency, and problem solve challenging situations.
- Oversee the development of therapy team members through comprehensive onboarding, collaboration, structured education, coaching and support.
- Oversee monitoring team members licenses/certifications, and memberships in applicable professional organizations.
- Oversee internal educational opportunities through a coordinated employee-in-service calendar.
- Manage and work closely with team leads to advance efforts in all the above-named areas.

ADMINISTRATIVE

- Assists the Executive Director in updating and communicating policies, procedures and protocols pertaining to therapy programs.
- Participate in weekly leadership meetings.
- Manage bi-weekly payroll to ensure accuracy in time keeping for all full, part-time and contract therapists.
- 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

- Oversee the 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.
- Support quality story telling from the therapy clinic across all Children's TherAplay communication channels.
- Assist the Executive Director in developing 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 education 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 customers' needs are met.
- Places courtesy and service above routine and goes beyond customer expectations.
- 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.
- Seeks to understand client's experience.

INTEGRITY

- 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.
- Interacts with dissatisfied customers in a calm, respectful manner and seeks resolutions.

TRUST

- Always maintaining confidentiality.
- Follows through and shows up for team members and clients when it is most needed.
- Fosters a sense of trust and collaboration among associates.
- Verbal and written communications are clear and effective.
- Responds to change in a positive manner.

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. Please no phone calls.