



St. Francis Hospice

JOB DESCRIPTION

PHYSIOTHERAPIST MANAGER

PERMANENT

JOB REFERENCE: 2025 - 051

ISSUE DATE: JULY 2025

TABLE OF CONTENTS

Section		Page
1.	JOB PURPOSE	3
2.	ACCOUNTABILITY	3
3.	KEY DIMENSIONS	3
4.	OPERATING ENVIRONMENT	3
5.	SALARY SCALE, ANNUAL LEAVE, PENSION SCHEME	5
6.	THE PERSON: QUALIFICATIONS, EXPERIENCE, KNOWLEDGE AND COMPETENCIES	6 - 9
7.	OUTLINE OF JOB DUTIES AND RESPONSIBILITIES	9 - 12

1. JOB PURPOSE

The Physiotherapist Manager will lead, manage and strategically develop the Physiotherapy Service across St. Francis Hospice Dublin (SFHD), ensuring the delivery of a high-quality, patient-centred, innovative and integrated service. The post holder will provide operational oversight, workforce leadership, and strategic contribution to the development of the organisation's goals and care pathways.

2. ACCOUNTABILITY

The position reports to and is accountable to the Head of Health and Social Care Professionals or other designated officer in all matters relating to the job.

3. KEY DIMENSIONS

Direct reporting to the Head of Health and Social Care Professionals

Line Management Responsibility for a Team of Physiotherapists


Key relationships that will influence the success of the role: Multidisciplinary Team Members, Executive & Leadership Team Members, Board Quality & Safety Committee Members, SFHD Committee Members, HSE, AIIHPC, IAPC

4. OPERATING ENVIRONMENT

Contractual Hours: 35 hours per week.

Hours of work


The normal working hours are spread over 5 days Monday to Friday, generally 8.30am until 4pm. Details of starting and finishing times, which may vary in accordance with Hospice needs, will be discussed and agreed with your line manager. There will be times when you will be required to work outside of the normal office hours. There will be weeks that the post holder will be required to work different days & times e.g. to facilitate study days. The post holder will be notified in advance by their line manager.



Location: This position is based in SFHD; however, SFHD operates across two sites: Raheny & Blanchardstown. In the interest of employees' training needs, patient care and changing needs, candidates are required to be flexible and are obliged to carry out duties in any department or location of the Hospice or associated locations when required to do so by the Head of Education. Flexibility is expected.

As St. Francis Hospice Dublin is an expanding service the demands for services can change and it will be necessary to meet these changes through the organisation. In such circumstances, it may be necessary to review the work location for this post and, on behalf of the Board of Directors, the Leadership Team reserves the right to change the terms and conditions as necessary. However, notification will be given of any such changes.

Garda Vetting: The successful candidate will be required to satisfactorily complete the Garda Vetting process prior to a formal job offer being made.



5. SCALES, ANNUAL LEAVE & PENSION SCHEME

Salary Scale: Department of Health - Consolidated Salary, Scale Physiotherapist Manager, (1st March 2025) – in line with salary scale.

76,281	79,027	80,528	83,253	86,027	88,804	91,575
--------	--------	--------	--------	--------	--------	--------

Annual Leave: 30 days per annum.

Pension Scheme:

Your post, position, or office is pensionable for the purpose of the Single Public Service Pension Scheme (the “SPSPS”)

6. THE PERSON: QUALIFICATIONS, EXPERIENCE, KNOWLEDGE & COMPETENCIES

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Be registered on the Physiotherapists Register maintained by the Physiotherapists Registration Board at CORU. 	<ul style="list-style-type: none"> Post Grad qualification in Healthcare Management or other relevant qualification e.g. MSc in Palliative Care.
Experience	<ul style="list-style-type: none"> Have five years full time (or an aggregate of 5 years full time) post qualification clinical experience in two or more of the following areas: Palliative Care, Oncology, Care of the Elderly, Acute Hospitals and Primary Care. Have the requisite knowledge and ability (Including a high standard of suitability, management, leadership and professional ability) for the proper discharge of the duties of the office. Previous experience in managing a Physiotherapy Service or Team of Physiotherapists. Evidence of personal research and/or involvement in multidisciplinary or Physiotherapy Team research. Evidence of experience & Involvement in local or national healthcare initiatives/committees Evidence of continuing professional development in Physiotherapy, knowledge, skills and practice relevant to Palliative Care. Competent and proficient IT skills 	
Other	<ul style="list-style-type: none"> Full driving license 	

CORE COMPETENCIES

Quality Service

- Adopts a patient/family centred approach at all times.
- Establishes a high-performance culture.
- Implements audit, risk management, and patient feedback mechanisms.
- Leads innovation and integrated care model development.
- Demonstrates the ability to monitor, evaluate, audit and maintain the quality of the service.
- Seeks opportunities and leads initiatives for improving services.

Continuous Learning and Development

- Promotes engagement in continuous improvement and learning.
- Provides and supports learning opportunities for staff.
- Utilise information provided from professional bodies to improve knowledge and resources available to staff.
- Has appropriate specialist knowledge in the clinical area(s).
- Is known and respected as a clinical and managerial resource.

Professional Knowledge & Skills

- Role-models evidence-based practice in palliative rehabilitation.
- Advocates for the role of Physiotherapy within and beyond SFHD.
- Demonstrates a high level of Physiotherapy Knowledge and evidence based clinical practice to carry out the duties and responsibilities for the role.
- Demonstrates a willingness to further develop skills relevant to the role.
- Demonstrates and encourages a strong work ethic.
- Acts as an advocate for the organisation.
- Adheres to organisational standards and professional codes of practice.

Planning & Organisation

- Plans ahead with a vision and understanding of the overall integration of different activities and departments.
- Demonstrates analytical skills related to service development, statistical and budget activity.
- Monitors performance and progress of long term goals.
- Develops and implements efficient and effective systems and processes to ensure smooth and consistent service delivery.
- Delegates effectively to ensure objectives are achieved.
- Manages competing and changing priorities effectively.

Organisational Knowledge

- Anticipates and manages the impact of the political environment on the organisation.
- Identifies strategic priorities in line with organisational objectives.
- Understands how each department contributes to the overall strategic objectives for the organisation.
- Understands and influences national frameworks/strategies relevant to the service.

Communication

- Creates shared decision-making environments across teams.
- Represents the service internally and externally with integrity and professionalism.
- Demonstrates and promotes respectful communication with patients, families and staff.
- Adopts a strategic approach to communicating across the organisation.
- Establishes and maintains communication networks across the Health Service.
- Asks strategic questions to get to the root of complex situations.
- Skilfully mediates conflict situations.

Team Player

- Promotes a culture of diversity.
- Inclusive of Key stakeholders for decision making.
- Facilitates team discussions.
- Encourages consultation and collaboration across the multidisciplinary team.
- Reacts constructively to setbacks and avoids blaming individual team members.

People Management

- Leads workforce planning, recruitment, supervision, and succession planning.
- Oversees service performance monitoring (KPIs, utilisation, patient outcomes.)
- Establishes a formal structure to ensure staff involvement in key decisions.
- Anticipates staffing needs within service areas.
- Allocates responsibilities fairly to effectively manage caseloads.
- Clarifies roles, responsibilities and accountabilities.
- Committed to and promotes team and personal development.
- Engages with staff regarding personal development plans, performance reviews and supervision.
- Involves and consults with staff and other relevant groups to gather their opinions and support for new initiatives.

Leadership

- Enthusiastically articulates a strategic vision.
- Uses appropriate interpersonal styles and methods to inspire and guide individuals toward goal achievement.
- Recognises own natural leadership style and capable of adapting leadership style to suit all.
- Facilitates change and influences others through evidence based arguments that are aligned to strategic priorities.
- Persuasive and skilled negotiator and acts as a coach to others.
- Leads strategic service planning and promotes SFHD's mission and values.
- Engages in national forums to align services with emerging policy.

Change Management & Innovation

- Creates a work environment that encourages creative thinking and innovation in the design of programmes and processes.
- Demonstrates creative thinking to overcome resource restrictions.
- When required, introduces innovative solutions with confidence in the presence of conflicting opinions.
- Understands and utilises technology to improve work processes.

Problem Solving & Decision Making

- Thinks creatively and conceptually considering the external environment and potential impact decisions might have.
- Recognises and identifies patterns and trends when assessing data.
- Anticipates potential issues and opportunities and reacts to same.
- Considers the impact of decisions, both short term and long term.
- Demonstrates leadership and courage in making tough or unpopular decisions.
- Works collaboratively and tests ideas with a wide range of people internally and externally.
- Makes decisions through weighing up the cost-benefit and risk implications.
- Provides specialist authorities advice to others, as required, to enable them to make decisions.

7. Outline of job Duties and Responsibilities

The role of the Physiotherapist Manager includes but is not limited to:

Professional / Clinical

- Be responsible for the overall management and performance of physiotherapy activity within the Hospice.
- Carry a clinical caseload as required.
- Provide clinical and professional leadership in the delivery of a high-quality physiotherapy service and promote patient centred rehabilitation.
- Ensure best practice physiotherapy needs assessments and appropriate range of patients' goal orientated interventions are in place.
- Ensure that professional standards are maintained appropriate to a quality physiotherapy service.
- Ensure quality of staff through clinical audit, supervision and training.
- Be responsible, in partnership with local management for the practice education of Physiotherapist students through provision of Practice education placements
- Manage staff and other resources as efficiently and effectively as possible in delivering the physiotherapy service.
- Develop good working relationships with other Heads of services/Departments, professionals, specialist services, community and voluntary organisations to provide integrated quality care to patients.
- Develop and promote integrated models of service delivery between relevant stakeholders.
- Help and advise the multidisciplinary team/management team in the planning and provision of physiotherapy services, in line with the National Clinical Care Programmes and all relevant legislation and standards for specialist palliative care.
- Ensure the provision of professional and clinical supervision to physiotherapists
- Promote the delivery of a holistic, patient - centred approach, which encompasses a multi-professional perspective.
- Operate within the scope of practice of the Association of Physiotherapist of Ireland and the Framework for Registration Boards Continuing Professional Development Standard and Requirements (CORU 2013)

Leadership & Management

- Lead annual business planning and align resource use to service plans.
- Monitor and report on operational KPIs including access, caseload, staffing and patient experience.
- Oversee equipment procurement, maintenance, and hygiene protocols.
- Ensure compliance with policies including HR, Data Protection, FOI Provide strategic direction and leadership for the delivery of an evidenced based, quality assured and patient centred Physiotherapy service to the Hospice.
- Oversee and implement appropriate performance management system (e.g. clinical audit/quality assurance programmes) for the delivery of a high-quality physiotherapy service.
- Keep updated on current and impending legislation and the perceived impact on practice.
- Keep up to date with national and organisational developments within the Irish Health Service.
- Ensure service delivery corresponds to best national and international practice.
- Ensure physiotherapy service complies with relevant HR and other organisational policies, procedures and guidelines e.g. induction, probationary period, recruitment
- Contribute to the development of policies, procedures and guidelines in relation to the physiotherapy service and relevant organisational policies, engaging staff as appropriate.
- Participate in and contribute to service planning and development.
- Provide service delivery reports as required e.g. service plan, annual report.
- Ensure compliance with a high standard of documentation, including service user files in accordance with local guidelines and the Freedom of Information (FOI) Act and Data Protection Legislation
- Ensure effective and efficient use of resources within the physiotherapy service.
- Participate in governance committees or working groups as required.
- Manage all HR matters related to the physiotherapy staff such as leave management, performance management, induction, probation, recruitment and selection, mandatory training and developmental activities.
- Oversee the acquisition, stocking, cleaning and servicing of physiotherapy equipment
- Manage physiotherapy staffing structure and workforce planning
- Implement induction, probation, and mandatory training pathways
- Conduct supervision and performance reviews
- Support a positive, inclusive and developmental team culture
- Contribute to SFHD's strategic priorities through committee and governance participation
- Lead innovation and integration in rehabilitation pathways
- Evaluate service models and recommend improvements in line with national strategy (e.g. Sláintecare)

Education & Training

- Work in partnership with the Director of Education in delivering relevant Physiotherapy education for the Organisation.
- Promote and enable the delivery of education by physiotherapists, pertinent to palliative care at national and regional study events and other healthcare settings.
- Encourage and support the promotion of staff development and training by making recommendations regarding the ongoing education, research, training and in-service needs of physiotherapists.
- Participate in the education and training of physiotherapy staff and other staff in the Hospice as required.
- Build and communicate an understanding of the role and contribution of physiotherapy within multidisciplinary teams to ensure a clear pathway for patients
- Maintain standards of practice and levels of professional knowledge by participating in continuous professional development initiatives and attendance at courses as appropriate.
- Engage in career and professional development planning.
- Collaborate with universities and relevant colleagues (National & International) to deliver clinical placements & provide practice education opportunities for students.

Research and Development

- Lead, facilitate and/or participate in research projects relevant to palliative care with the aim of publishing within the field in peer recognised journals / periodicals.
- Lead the dissemination of the findings both locally and in the wider health care arena at professional and national conferences etc.
- Lead the development of guidelines and evidence-based practice through research.
- Participate in collaborative interdisciplinary research nationally and internationally.

Governance, Risk & Safety

- Lead safe care and service delivery within the physiotherapy department.
- Contribute to the development of policies, procedures, guidelines and safe professional practice and adhere to relevant legislation, regulations and standards and ensure that staff complies with same.
- Actively engage in the identification and management of clinical and nonclinical risks within the Physiotherapy Department.
- Carry out risk assessments as appropriate within the physiotherapy service as required.
- Ensure all staff are aware of relevant policies, frameworks and trained to implement them including clinical risk assessment with patients.
- Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards.

General

- Comply with the Mission Statement, Ethos and Values of St. Francis Hospice Dublin.
- Ensuring compliance with Health and Safety procedures in relation to all Hospice activities.
- Contribute to and comply fully with the St. Francis Hospice Dublin Safety Statement including safe working practice as laid down by the Safety, Health and Welfare at work Act 2005 and any other relevant legislation.
- Comply with the St. Francis Hospice Dublin policies relating to confidentiality and ensure confidentiality in all matters of information obtained during the course of employment.
- Adhere to the Policies & Procedures of St. Francis Hospice Dublin at all times.
- Actively engage in continuous personal development and learning.
- Present and act in a professional manner at all the times.
- Carrying out any other reasonable duties, appropriate to the office that may be required from time to time as requested by the Head of Health and Social Care Professionals.

The successful candidate will be required to update their knowledge and skills to fit the changing requirements of the post. Therefore, this Job Description is an outline of the current broad areas of responsibility and accountability and should not be regarded as a comprehensive listing. It will be reviewed and updated in line with future needs.

The successful candidate will be required to maintain, enhance and develop their knowledge, skills and attitudes necessary to respond to a changing situation.

Signature of Job Holder:	Signature of Line Manager or Designated Officer:
Job Title:	Job Title:
Date:	Date: