

<b>Post Details</b>	<b>Last Updated:</b> 26 August 2022	
<b>Job Title:</b>	Lead Therapist	
<b>Job Family &amp; Job Level</b>	Professional Services	Level 3
<b>Responsible to:</b>	Sport Development and Performance Manager	
<b>Responsible for:</b>	Therapists and external athlete support personnel working with the Team Surrey, franchises, and TASS.	
<p><b><u>Job Purpose Statement</u></b></p> <p>The post holder is expected to support the Sport Development and Performance Manager by effectively coordinating the performance therapy support within SSP to deliver an outstanding service to our performance teams and external clients. Alongside this, the post holder will actively lead on delivery of Surrey Scorchers players' and Team Surrey student-athletes' medical and therapy support, as well as providing additional support to the Surrey Storm netballers.</p>		
<p><b><u>Problem Solving, Accountability and Dimensions of the role</u></b></p> <p>The post holder must operate in a proactive manner, organising and prioritising their work within the guidelines set by their line manager and within the internally set protocols of the department. The post holder has the latitude to set their own agenda within these parameters and will organise and prioritise their own work to ensure that key deadlines and objectives are met, with supervisory approval. The post holder is expected to contribute to the shape and direction of the sports franchises and Team Surrey support services as well as supporting local clients through The Treatment Room.</p> <p>The post holder is expected to provide advice and solutions to day-to-day problems within the specialist area in which they are familiar. Resolution for these issues will usually be found through referring to their previous experience of similar problems or through making reference to departmental policies and procedures. When faced with more complex issues, the post holder is required to identify the nature of the problem or issue through analysis and to apply their judgement and initiative in order to find an appropriate resolution. When dealing with particularly unusual or complex problems, the post holder is expected to put forward recommendations on managing the situation/problem to their line manager, with only the most complex problems being referred to their line manager for resolution. The post holder is required to develop an understanding of the strategy and priorities of SSP in order to make judgements on the most appropriate ways to develop therapy services within it, to both support the portfolio of sports teams and athletes and as a commercial product.</p> <p>As the post holder is involved in both the delivery and development of therapy services, they will frequently be required to take a creative approach to their work to ensure current levels of business are maintained as well as attracting new clients and must be able to confidently liaise with a range of both internal and external contacts to achieve these aims. The post holder is expected to suggest improvements to current working methods or systems and to advise both the Sport Development and Performance Manager and franchise head coaches as to where there are specific issues which need to be addressed. They are expected to take a pro-active approach to identifying ways to address these and to implement them under the guidance of their line manager, where appropriate. Whilst directly reporting to the Sport Development and Performance Manager, the post holder will work closely with the Lead Strength and Conditioning Coach, Head of Performance Basketball, and Director of Netball to provide appropriate guidance and support to meet the needs of each area.</p>		
<p><b><u>Background Information/Relationships</u></b></p> <p>Surrey Sports Park is at the heart of sport and physical activity in Surrey, and our mission is to deliver the best possible sport, health and wellbeing experience to our University of Surrey students and to the wider SSP community. We provide strategic added value to the University by delivering an outstanding student experience through social and competitive sport and providing an excellent environment for wellness and fitness for Surrey staff and students, and our community impact is significant both culturally and physically. The team is passionate and high performing, and the business model required us to deliver a self-sustaining, well managed and customer service focused business.</p> <p>The post holder will work closely with all Sports Park staff and both internal and external guests.</p>		
<p>This job purpose reflects the core activities of the post. As SSP and the post-holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. SSP expects that the post-holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.</p>		

Should significant changes to the job purpose become necessary, the post-holder will be consulted and the changes reflected in a revised job purpose.

**Person Specification** This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

<b>Qualifications and Professional Memberships</b>	<b>Essential/ Desirable</b>	
Degree in a relevant specialist subject (Physiotherapy, Sports Therapy, etc.) plus a minimum of years 2 years relevant experience.	E	
Current First Aid certificate from a recognised organisation.	E	
Membership of professional body relevant to degree qualification (if not included in the above)	E	
Current sports trauma/ pitch-side qualification from ACPSEM recognised body or ability to obtain within 6 months.	E	
Medical malpractice and public liability insurance (if not included in above membership)	E	
<b>Technical Competencies (Experience and Knowledge)</b> This section contains the level of competency required to carry out the role (please refer to the competency framework for clarification where needed and the Job Families Booklet).	<b>Essential/ Desirable</b>	<b>Level 1-3</b>
Knowledge and experience of clinical practice.	E	3
Experience of working within sport across a range of age groups.	E	2
An understanding and interest in the various sports science and medicine disciplines.	E	2
Experience of working within inter disciplinary and multi disciplinary teams.	D	2
Working knowledge of MS Office	E	2
Knowledge of national governing body support team standards.	D	2
<b>Special Requirements:</b>	<b>Essential/ Desirable</b>	<b>Level 1-3</b>
To work during unsocial hours, including early mornings, late evenings, and at weekends as required.	E	NA
Disclosure and Barring Service Clearance	E	NA
Commitment to undertake relevant CPD training.	E	NA
<b>Core Competencies</b> This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). N/A (not applicable) should be placed, where the competency is not a requirement of the grade.	<b>Level 1-3</b>	
Communication	2	
Adaptability / Flexibility	2	
Customer/Client service and support	3	
Planning and Organising	3	
Leadership / Management & Teamwork	3	
Continuous Improvement	2	
Problem Solving and Decision Making Skills	2	
Creative and Analytical Thinking	2	
Influencing, Persuasion and Negotiation Skills	2	

### Organisational Information

**All staff are expected to:**

Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with Surrey Sports Parks Equal Opportunities Policy.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and Surrey Sports Parks Health and Safety Policy.
- Excellent environmental performance is a strategic objective for the University of Surrey. All staff are encouraged to work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Undertake such other duties within the scope of the post as may be requested by your Manager.



**Key Responsibilities**

This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum) and should be read in conjunction with the accompanying Job Purpose.

1. Provide hands-on therapy support for the Surrey Scorchers basketball players, Team Surrey student-athletes, and commercial clients, as well as on occasion the Surrey Storm netballers.
2. To work effectively as part of a multidisciplinary team to deliver an outstanding support service experience.
3. To provide the highest standard of treatment by ensuring professional standards (HCPC, CSP, SST, etc.) are maintained across all service provision and all clinical and legal documentation is kept in accordance with appropriate confidentiality legislation.
4. Recruit and lead a team of therapists on a daily basis standardising best practice across all practitioners and ensuring all areas are adequately staffed, managing changes in schedules as required.
5. Liaise with National Governing Bodies (NGB) to ensure compliance with support staff requirements and ensure communication with appropriate NGB staff over individual athlete support delivery where relevant.
6. Complete required administration associated with the role, for example: preparing athlete notes, overseeing the booking system, and ordering medical supplies.
7. To provide emergency assessments over gameday weekends in the case of injury and concussion management should incidents occur.
8. To remain up to date with progressions across all areas of delivery and associated sports science disciplines and provide staff with appropriate professional development opportunities within an environment where continual learning is encouraged.

**N.B. The above list is not exhaustive.**