



**Therapy Service Manager
(Job Share)**
Job Pack

Job Details

Job Title:	Therapy Service Manager (Job Share)
Location:	Headway East London, 238-240 Kingsland Road, London E2 8AX
Responsible to:	Director of Services (Clinical Lead)
Responsible for:	Therapy Technical instructor; Associate therapists and therapy volunteers working in Enfield Community Brain Injury Service (Enfield) and Day Service (Physiotherapist, Psychotherapist, Occupational Therapist, Neuropsychologist)
Contract:	Permanent
Hours:	18 hours per week
Salary:	£46,350 FTE (£23,837.14 pro rata)

About Us

Headway East London (www.headwayeastlondon.org) is a charity supporting people affected by brain injury. Working across 13 London boroughs we offer specialist support and services for survivors and their family. We offer therapies, advocacy, family support and community support work alongside our day service: a community venue where people can make the most of their abilities and interests.

We also promote awareness and understanding of brain injury by providing information to the public, and offering training to university students, professionals and businesses.

Our vision is to build a community where people with brain injury are valued, respected and able to fulfil their potential.



About the Role

The Therapy Service Manager is responsible for leading the therapy team to plan and deliver an excellent service which empowers our community of brain injury survivors. This role is a job share and covers the following aspects of the Headway East London Therapy Service: Enfield Brain Injury Service and Day Service.

Principal Duties and Responsibilities

- Provide leadership to the therapy team to ensure the efficient delivery, quality and consistency of this service within Enfield and the Day Service.
- Manage the development of plans and strategies for the therapy team and instil a sense of collaboration, common goals and working together across the team to ensure the sustainability of the service.
- Build good relationships with stakeholders in the boroughs we serve to develop opportunities for growth and development of our services.
- Work with the Director of Services (Clinical Lead) on commissioning/tender/framework contracting arrangements with the ICS's we serve.
- Work with staff to ensure our members' voices are at the centre of everything we do.
- Work with the Director of Services (Clinical Lead) and the Finance team to ensure unit costs are accurate and work to ensure full costs of the service are recovered from customers.





- Work with the Director of Services (Clinical Lead) and the Director of Development to explore new opportunities to develop our business to generate income.
- Assist the Director of Services (Clinical Lead) to explore and implement effective ways to evidence the outcomes of our members and the impact of our services to demonstrate our effectiveness.
- Contribute to budgeting for the therapy service, working with the Chief Executive, Finance team and Director of Services (Clinical Lead).
- Provide evidence based clinical advice and intervention to all services, keeping up to date with and critically evaluating new research
- Oversee all referrals to the service ensuring the efficient assessment and start for new members.
- Provide clinical interventions to members where necessary, to support the smooth running of the service.
- Support research and development in line with the organisational research strategy.

Key Relationships – Internal and External

- Internal: Therapy Team, Managers and Members
- External: Quality assurance and Contracts managers

Health & Safety/GDPR

- Comply with safe working practices as outlined in Headway East London policies and take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work.
- Report any accidents, incidents or near misses as soon as reasonably practicable.
- Comply with GDPR guidance as outlined in Headway East London policy and report any breaches as soon as reasonably practicable.



General

- Be aware of and adhere to Headway East London policies at all times.
- Take part in progress/performance reviews throughout the year.
- Cooperate with other departments to achieve good outcomes for our members.
- Attend training courses and complete online training modules as required to meet the requirements of the post.
- Take responsibility for own personal development, seeking out opportunities to learn new skills.
- Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role or necessary for the smooth running of the organisation.

Other

- Apply the Headway East London values and behaviours to every aspect of the role at all times.
- Protect and enhance the interests and reputation of Headway East London internally and externally.
- Commit to the organisational principles of:
 - coproduction
 - equity, diversity and inclusion
 - sustainability





Person Specification

Criteria	Essentials	Diserable
Qualifications	• Diploma/degree in either physiotherapy, occupational therapy, speech and language therapy or psychotherapy. • HCPC registration.	
Experience	• Significant experience of managing relevant services in the public or voluntary sector. • Proven leadership and line management. • Significant experience of successfully developing new initiatives, including those that generate income. • Extensive post graduate experience of working within a neurological MDT rehabilitation setting (with experience of working at NHS Band 7 equivalent level). • Experience of assessing, and implementing evidenced based treatment for, people living with neurological conditions including those with cognitive, perceptual and behavioural difficulties. • Experience in community rehabilitation settings and of delivering therapy addressing impairment, activity and participation issues (as defined by the WHO).	

Knowledge	• Detailed understanding of the health and social care sector: how services are funded/commissioned and the challenges. • Detailed understanding of brain injury and the effects on survivors and their families.	• Understanding of the charity sector and how charities work.
Skills	• Ability to present to a variety of audiences. • Business planning, including developing operational plans. • Proficient IT skills including use of Microsoft Office packages and databases. • Highly developed communication, literacy and numeracy skills. • Well organised with experience of working under pressure, prioritising workloads and meeting deadlines.	



Personal attributes	• A creative and dynamic individual who can take ideas through to delivery. • Commitment to the values, behaviours and principles of the organisation. • Ability to work in ways which promote equity, diversity and inclusion. • Commitment to continuous personal development.	
Additional requirements	• This post will be based at our centre in Hackney but travel may be required across London, and potentially the country occasionally. • This post is subject to an enhanced DBS check.	

Job Description and Person Specification Agreement:
 the above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.



To apply

The deadline to apply is **9:00 am, Friday 29 August 2025**.

Interviews will be held week commencing **Monday 1 September 2025**.

Please send your **Application Form** and voluntary **Equal Opportunities Monitoring Form** to recruitment@headwayeastlondon.org.

For further information about the role and Headway East London, please contact the **Therapy Service Manager, Nora Brennan** at nora.brennan@headwayeastlondon.org or call on **020 7749 7790**.

No agencies please.

If you have not heard from us by 3 September 2025, please assume that your application has not been successful

Headway East London is an Equal Opportunities Employer and we are committed to ensuring that all staff are motivated, skilled and rewarded by their work. We welcome applicants regardless of race, religion or belief, colour, national origin, sex, sexual orientation, disability, age and other protected status as required by law. We promote and protect human rights; they are the foundation of what we do. We want to be an inclusive place where a diverse mix of talented people want to come and contribute their unique strengths and perspectives. We are focused on equality and believe that all the fascinating characteristics that make us different, make us more able to deliver our life-changing work with passion and creativity.

