

BASIC DETAILS

Job Title:	Integrated Services Head
Department:	Integrated Services
Work Location:	7A Lorong 8 Toa Payoh #02-09 Agape Village Singapore 319264
Reporting To:	Executive Director
Type of Employment:	Full Time

The **Integrated Services (IS) Head** plays a pivotal role as a key member of ABLE's leadership team. This role has both clinical and managerial roles leading ABLE's client-facing services and managing the overall operations of ABLE's Integrated Services consisting of Rehabilitation, Return to Work, Reintegration, and Respite (4Rs).

This role will lead the front facing client experience with ABLE, including overseeing enhancement of community care programmes and services, client needs assessments, and implementation of evidence-based interventions. The role will lead a team of professionals focused on the development and implementation of innovative strategies and care models to address the needs of individuals with acquired physical disabilities resulting from neurological conditions.

The position requires strong leadership, effective interpersonal, strategic planning, team-building and collaboration skills to drive collective efforts to continuously improve care delivery and support for individuals and their caregivers.

As a member of ABLE's management team, this role also has the opportunity to define ABLE's strategic role in the National Enabling Masterplan 2030 for disability, including establishing ABLE as a recognized Centre of Excellence for Rehab services.

Key Responsibilities:

1. Managerial Function:
 - a) Lead and implement the strategic planning and implementation of ABLE's client & caregiver programmes and services.
 - b) Develop and be accountable for the budget and resource requirements of the IS facilities and organisation
 - c) Develop and standardise operational policies, processes and protocols across Integrated Services, including continuous improvement of clients' overall experiences at ABLE.
 - d) Work with team members on client incidents and adverse events which occur during the delivery of the 4Rs services.
 - e) Work with the 4Rs leads to ensure potential risks of the IS team's work systems, work processes and service delivery impact on clients and organisation.
 - f) Manage staff performance and development, including support for continuous upgrading and certification.
 - g) Oversee induction and orientation of new IS team members.
 - h) Implement clinical audit strategies, including monitoring and maintaining health and safety standards of the 4Rs services.
 - i) Support the development of business continuity plan.

2. Strategy and Care Model Development:
 - a) Lead the development, implementation, and review of new strategies and care models for the needs of individuals with acquired physical disabilities resulting from neurological conditions and their caregivers.
 - b) Collaborate with external stakeholders and funders to identify emerging trends, service gaps, and project needs.
 - c) Provide strategic direction to clinical teams for evidence-based recommendations in policy reviews and service planning.

3. 4Rs:
 - a) Oversee the 4Rs teams in needs assessments, evidence reviews, and stakeholder engagements.
 - b) Develop and pilot new strategies for Rehabilitation, Return to Work, Reintegration, and Respite programmes and facility design.
 - c) Facilitate the development and implementation of competency frameworks and training roadmaps for community care providers.
 - d) Engage with education, social, and health sector stakeholders to develop strategic approaches for acquired physical disability.
 - e) Lead the teams in needs assessments, evidence reviews, and collaboration with external stakeholders.
 - f) Develop outreach strategies and care models tailored to the acquired physical disability population's needs.

4. Capability Building and Resource Development:
 - a) Develop acquired physical disability competency frameworks in collaboration with key stakeholders.
 - b) Plan and implement specialized training and workshops for social and health professionals.
 - c) Work with MSF and MOH to implement tiered care models and develop capacity plans for the community sector.

Requirements:

- Bachelor's or Master's Degree in a social and healthcare-related discipline.
- Minimum of 10 years' management experience in social and healthcare or community care sectors.
- Prior experience in acquired disability and programme implementation is advantageous.
- Experience managing a team, cultivating teamwork, providing opportunities for growth of team members, and fostering an environment where innovative thinking and the collective thrive.
- High level of emotional intelligence, executive presence and influencing skills.
- Superior interpersonal skills with the ability to work with diverse groups.
- Strong adaptability, learning agility, with strong organisational, communication, and problem-solving skills.
- Strong advocate of patient-centric outcomes.