



CAREER STORIES

HAZEL HENDRIKSEN
DIRECTOR OF OPERATIONS AND
PERFORMANCE FOR SPECIALIST
SERVICES DIVISION

What is your role?

I am the Director of Operations and Performance for the Specialist Services Division. I have overall responsibility for the safe and effective delivery of a wide range of specialities including trauma and orthopaedics, rheumatology, dermatology, plastics, out-patients, theatres, cancer care and radiology. I work as part of a Divisional triumvirate which includes myself, the Director of Nursing and AHP's and the Divisional Medical Director.

What is your career journey so far?

I graduated as an Occupational Therapist in 1993 from the University of Liverpool and took up a rotational post to gain a range of experience across acute physical health services. I progressed to a senior role and then moved to work in Wigan to set up the rapid response service. I gained my Masters Degree from Salford University and worked in a clinical and leadership role for many years across the Wigan Borough as the Head Occupational Therapist for Intermediate Care. I then moved into a more multi-disciplinary leadership role and developed and strengthened my leadership skills in an operational manager leading a wide range of community services. I then went on to be the AHP professional lead in a community and mental health trust and developed my skills to become an Assistant Clinical Director. I returned to Wigan and the role of Director of Nursing and AHP in WWL in early 2021 and then subsequently took the post as Director of Operations and Performance.

Why WWL?

I wanted to work as part of an organisation that was supportive and offered opportunities for me to continually develop and grow in experience. It was important that the Trust was supportive and felt personable. I have not been disappointed with the move to WWL and feel part of the WWL family. I appreciate the opportunities the Trust is providing for me to continue to develop and to also to be part of an amazing team who do an outstanding job everyday.