

# Service Coordinator (Sexual Health)



## WHAT I AM ACCOUNTABLE FOR:

- Enabling effective collaboration and integration between community organisations, outreach services, and specialist sexual health service providers, challenging stigma and understanding/breaking down barriers to ensure clinical sexual health and reproductive services are inclusive for marginalised groups.
- Work from multiple locations across the geographic area to lead, manage and deliver the clinical elements of the outreach service.
- Developing, in consultation with clients, flexible, realistic and person-centred support packages/plans within agreed guidelines or service models, through the provision of sexual health appointments and associated clinical interventions where required.
- Line managing and clinically supervising nursing colleagues.
- Undertaking responsibility for clinical risk and needs assessment and the formation and implementation of management plans.
- Providing clinical nurse leadership for contraception, assessment and the treatment of Sexually Transmitted Infections (STIs).
- Working with Turning Point's national clinical team and business development team to contribute to Turning Point's overarching sexual health strategy for service development, delivery and growth.
- Provide effective management, support and guidance to the in-service clinical team with clear identification and escalation of risks as appropriate.
- To ensure Health & Safety standards are maintained and risk is mitigated to the lowest level possible.
- Working with the Operations Manager in the implementation, development and delivery of the service and to have clear oversight and regular monitoring of all performance indicators related to clinical sexual and reproductive health service delivery.
- Ensuring the service delivers outcomes in accordance with the contract to the highest possible level of quality and within budget.
- Supporting effective financial forecasting, budget development, control and cost-effective operations within the service, always operating in line with Turning Point's financial procedures, reporting progress and escalating concerns to the Senior Operations Manager.

## HOW I OPERATE:

### Values Led Leadership

- Role modelling our values
- Act as an ambassador for the organisation
- Ability to be flexible and adaptable
- Ability to work as part of a broader team
- Ability to learn and reflect
- Ability to support with the delivery of training, ongoing competence support for teams and coaching of teams in specialist area
- Ability to work with a range of people at different skill levels to empower and upskill in your specialist area

## WHAT I NEED:

### Skills \ Knowledge

- Registered nurse with evidence of current NMC registration
- Post registration in contraception e.g. DFSRH
- GUM qualification or course in STI's
- Practice assessor/supervisor
- Intermediate STIF competencies
- Extensive clinical delivery experience of working within Sexual Health and Contraception Services
- Experience of change management in sexual health
- Experience of improving service performance and maintaining that performance within a rapidly changing environment
- Able to demonstrate thorough knowledge of issues in sexual health/contraception care
- Experience of line managing clinical colleagues and providing clinical supervision

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## PEOPLE:

- Line managing and clinically supervising nursing colleagues.
- Allocating work to team members in line with individual capabilities and clinical and sexual health related KPIs and monitoring completion in line with service deadlines.
- Ensuring that the clinical team and wider colleagues are working within quality standards including BASHH, CQC and Turning Point policy and procedure.
- Providing and participating in clinical supervision.
- Ensuring students are mentored to a high standard.
- Adhering to Turning Point HR policy and procedure to support individuals in the management of induction, probation periods, work related absences, performance management concerns and conduct issues.
- Undertaking training needs analysis and ensure competencies of clinical colleagues within team and where required support with the wider team.
- Plan, implement and evaluate professional development opportunities for clinical colleagues within the team.

## PROCESS:

- Administering medication to clients as per clinical guidelines and patient group directions.
- Ensuring that clinical record keeping is maintained to professional standards at all times by colleagues, contributing to service monitoring requirements.
- Overseeing required clinical checks.
- Ensuring clinical pathways and protocols are high quality, evidence based and are well considered, adhered to and audited.
- Supporting the clinical team to align data inputting, coding and monitoring to national and local reporting requirements.
- Attending the monthly partnership meetings, chaired by the Operations Managers, to consider effective delivery of clinical interventions across the outreach service.
- Facilitate a Chaperone Service by supporting workers from across the sexual health outreach partnership to get honorary contracts and support seamless service.
- To take a lead on the development and adherence of service governance, including local engagement with business unit and national governance structures to support safe and effective management of the service, management and escalation of risks and continuous learning and improvement.