

Deputy Clinical Services Manager

Role Expectations



WHAT I AM ACCOUNTABLE FOR:

- Ensuring the delivery and development of high quality, safe and effective clinical practice and pathways.
- Deputising for the Clinical Services Manager providing leadership within the clinical team including, line management, nurse leadership and mentorship.
- Complying with and the implementation of legislatively and regulatory imposed statutory health and safety standards
- Working with service users with respect and dignity at all times.
- Supporting with achievement of clinical KPIs and support with achieving financial targets through delivering cost effective clinical interventions.
- Monitoring and ensuring a high standard of clinical record keeping in accordance with Turning Point policy and procedures.
- Service operating within the CQC regulatory standards, organisational clinical policy and procedures
- Ensuring all medication is administered safely in line with service PGDs/PSDs;
- Oversight of effective medicines optimisation processes including clinical checks, controlled drug process monitoring, other medication storage and stock compliance/recording processes in line with policy.
- Identification, mitigation and escalation of clinical delivery risks to the Clinical Services Manager and the wider leadership team
- Supporting Clinical Service Manager in ensuring the clinical delivery operates within the organisational and legislative safeguarding framework.
- Continual service quality improvement.
- Contribute to organisations growth and business development.

HOW I OPERATE:

Values Led Leadership

- I treat all others with respect, listen to and empower my colleagues and the people we support to create an inclusive and positive environment that enables others to thrive and feel valued;
- I actively take ownership and accountability for personal and professional development and that of my team;
- I provide practice oversight, bespoke and blended feedback and coaching to my colleagues to support continual practice development centred around safe and effective treatment;
- I uphold and maintain professional boundaries, adhere to the NMC code of conduct and ensure that I represent my organisation positively at all times.

WHAT I NEED:

Skills \ Knowledge

- Registered RMN or RGN or pharmacist with evidence of post registration development, professional and personal.
- Demonstrable understanding of the substance use, minimum of 3 years direct experience
- Leadership or management qualification or willingness to work towards one.
- Demonstratable experience of clinical leadership and undertaking clinical supervision.

Deputy Clinical Services Manager – Role Profile



...Ensuring quality, effective and safe service delivery and care for the people we support

PEOPLE:

- Ability to work within a multidisciplinary team.
- Directly managing and supervising the identified clinical team within the service
- Provide CPD support and clinical supervision
- Responsible for the oversight of the designated team
- Working collaboratively with the Senior Operations Manager, Clinical Lead and Clinical Services Manager to deliver high quality person centred clinical services in line CQC regulatory requirements
- Work with the Clinical Admin Team to work within organisational standards for prescription management
- Encouraging a participative style and an environment of continuous improvement for individuals as well as the wider service
- Collaborating with other stakeholders to develop clinical pathways
- Working with own team to support implementation of service plans that are developed by the leadership team to reflect SM's strategic and business plans and contractual requirements.
- Responsibility for external stakeholder relationships.
- Providing and participating in clinical supervision Ensuring students are mentored to a high standard
- Support the Clinical Service Manager to provide a high-quality placement offer for nursing students

PROCESS:

- Planning, scheduling and delivery of needs led substance use clinical interventions and procedures in line PGD, PSD's, personal and nursing staff training and competencies.
- Demonstrable clinical knowledge in supporting direct reports and wider team
- Ability to lead and manage the clinical elements of the service under the supervision and support of the Clinical Services Manager
- Delegated responsibility for specified key performance indicators under the supervision of the Clinical Services Manager
- Support the service to build a recovery infrastructure whilst delivering evidence-based treatment interventions and addressing the wider substance related needs of the community.
- Ensuring the service delivers outcomes in accordance with the contract to the highest possible level of quality and within budget including variances in performance are identified and addressed
- Deputising for the Clinical Service Manager when required in allocating work to team members in line with clinical KPIs and other designated KPIs, monitoring completion in line with service deadlines
- Maintaining a high degree of clinical expertise within best practice guidance in Substance Use
- Adopt a quality improvement approach to performance
- Support and produce external high-quality reports from a clinical perspective
- Overseeing required clinical checks
- Ensure the clinical pathways and protocols are high quality and are well considered, adhered to and audited within agreed workstream of the Clinical Service Manager