

# Clinical Services Manager



## Role Profile *...Leading the delivery of quality, effective and safe clinical services for the people we support*

### WHAT I AM ACCOUNTABLE FOR:

- Providing overall leadership alongside Clinical Lead for the delivery and development of high quality, safe and effective clinical practice and pathways;
- Line management of nurse prescribers, nurses, pharmacists and other colleagues within service;
- Ensure the clinical supervision of nurse prescribers, nurses and/or pharmacists, including delivery when required
- Implementing and complying with legislatively and regulatory imposed statutory health and safety standards;
- Working with service users with respect and dignity at all times.
- Leading the achievement of clinical KPIs;
- Working with SOM/OM to ensure financial targets are met through delivering cost effective clinical interventions;
- Through monitoring, audit and supervision ensuring a high standard of clinical record keeping in line with organisation policy/procedures;
- Ensuring the clinical service operates within the CQC regulatory standards, organisational clinical policy and procedures and safeguarding policies and procedures;
- Ensuring medication is administered safely in line with PGDs/PSDs and organisational guidance ;
- Leading effective medicines optimisation processes including clinical checks, controlled drug process monitoring, other medication storage and stock compliance/recording processes in line with policy;
- Alongside Clinical Lead, leading the identification, mitigation and escalation of clinical delivery risk to ensure continual service quality improvement;
- Leading development of clinical pathways with clinical partners;
- Contribute to organisations growth and business development;
- Person-centred clinical service delivery as required within competence.

### HOW I OPERATE:

- I create an inclusive and positive environment to enable my team to thrive;
- I actively take ownership and accountability for my own and my team's personal and professional development;
- I provide practice oversight, blended feedback and coaching to support continual practice development;
- I am an advocate for change, and lead my team through change;
- I listen to and support my teams and I am person centred in my approach to colleagues and people we support;
- I support my teams to deliver positive outcomes, creating space for new ideas and thinking;
- I appropriately manage the resources of my team in the budget available,
- I maintain professional boundaries, adhere to my professional registration requirements and always represent my organisation positively.

Values Led Leadership

### WHAT I NEED:

- Registered RMN or RGN or pharmacist with evidence of post registration development, professional and personal.
- Demonstrable understanding of the substance use sector, minimum of 5 years direct experience working within sector
- Leadership or management qualification or willingness to work towards one.
- Demonstratable experience of clinical leadership and undertaking clinical supervision.

Skills \ Knowledge

# Clinical Services Manager

## Role Expectations



### PEOPLE:

- Leading delivery and communication within clinical team;
- Undertaking supervision with direct reports every 4-6 weeks to provide support, ensuring development and accountability;
- Produce and deliver clinical colleagues development plan
- Providing and participating in CPD and clinical supervision;
- Engaging clinical team in Ongoing Personal Review (OPR) process, setting and reviewing personal objectives;
- Supporting the personal development of clinical team including induction planning, probation review management, ensuring mandatory/role based training compliance and developing individual personal development plans;
- Leading on clinical recruitment and development of clinical recruitment strategy;
- Approval of colleague expenses, variable pay claims and absence requests in line with organisational policy;
- Working collaboratively with the Senior Operations Manager and Clinical Lead to deliver high quality person centred clinical services in line CQC regulatory requirements
- Ensuring the service Clinical Admin team adhere to organisational standards for prescription management
- Encouraging a participative style and an environment of continuous improvement for individuals as well as the wider services;
- Chairing meetings as appropriate within the service (Multi-Disciplinary Meetings, governance meetings, clinical team meetings)
- Leading the collaboration with other stakeholders to develop and maintain clinical pathways.
- Provide high quality placement offer for nursing students
- Delivering training to clinical team and wider service
- Resolving concerns raised by clients and partner agencies when informal approaches have been unsuccessful/unsuitable.

### 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;
- Allocation of workload within clinical team;
- Responsibility and management for all clinical key performance indicators and undertaking performance improvement activities;
- Support the service to build a recovery infrastructure whilst delivering evidence-based treatment interventions;
- Ensuring the service delivers outcomes in accordance with the contract to the highest possible level of quality and within budget; Maintaining a high degree of clinical expertise;
- Authoring and inputting to high quality reports from a clinical perspective (e.g. coroners reports, safeguarding);
- Ensuring required clinical checks are completed;
- Ensuring clinical pathways and protocols are high quality, adhered to and audited;
- Supporting to manage incidents that require escalation including leading de-briefs;
- Leading clinical incident management. Closing medium Vantage and allocating high to SOM for further review, ensuring dissemination of lessons learnt across service and organisation;
- Ensuring Turning Point clinical policies and updates from clinical brief are implemented within service;
- Ensuring clinical audits are being completed in line with audit calendar;
- Engaging with regional and national workstream to develop clinical services across the organisation.