

## JOB DESCRIPTION

<b>Job title</b>	Clinical Services Manager
<b>Sector/Function</b>	Substance Misuse
<b>Reports to</b>	Senior Operations Manager
<b>Grade</b>	5

<b>Job purpose</b>	<p>Lead and manage the clinical elements of the service which will include oversight of a team of nurses as well as responsibility for all wellbeing and clinical key performance indicators.</p> <p>This role will work with the Senior Operations Manager and Clinical Lead to deliver high quality person centred clinical services in with both CQC requirements and the service plan.</p> <p>This role will work as part of a multi-disciplinary team to deliver high quality, evidence based interventions that support the service in the development of recovery based treatment services that are truly connected to the community.</p> <p>To work in line and ensure staff compliance with regulatory and professional body guidance and policy and to inspire the team to have an inclusive and participatory approach.</p> <p>This role is part of the wider management team and should in addition to the above support the service to build a recovery infrastructure whilst delivering evidence based treatment interventions and addressing the wider substance related needs of the community.</p>
<b>Key accountabilities</b>	<p>Support in the planning of excellent person-centred care and support plans throughout the service that meet the needs of clients in accordance with the recovery agenda, by:-</p> <ul style="list-style-type: none"> <li>✚ Staying aware of trends and best practice in Substance Misuse, in order to identify opportunities for improving performance and delivery in own service.</li> <li>✚ Collaborating with other stakeholders to ensure Commissioner Expectations, best practice and learning is captured, shared and used to inform service planning.</li> <li>✚ Working with own team to support implementation of service plans that are developed by SOM to reflect SM's strategic and business plans and contractual requirements.</li> <li>✚ To provide management, support and guidance to the clinical team by:             <ul style="list-style-type: none"> <li>- Directly managing and supervising a team of nurses and clinical administrators</li> <li>- Allocating work to team members in line with clinical and wellbeing related KPIs and monitoring completion of these in a timely and effective manner</li> <li>- Ensure that clinical teams and the wider staff team have understanding of and are compliant with quality standards including CQC and Turning Point policy and procedure</li> <li>- Encouraging a participative style and an environment of continuous improvement for individuals as well as the wider service</li> <li>- 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</li> </ul> </li> </ul>

	<p>- Undertake training needs analysis and ensure competencies of staff within team and where required support with the wider team</p> <p>DANOS: AC2:AC3:AC4</p> <p>Ensure the delivery of excellent person-centred interventions with individuals for whom we provide support within the service by:-</p> <ul style="list-style-type: none"> <li>✚ Effective implementation and regular monitoring of operational performance management disciplines and SLAs</li> <li>✚ To work with the Senior Operations Manager and Clinical Lead to have clear oversight of all KPIs related to health &amp; wellbeing</li> <li>✚ Ensuring the service delivers outcomes in accordance with the contract to the highest possible level of quality and within budget and variances in performance are spotted and addressed in timely fashion</li> <li>✚ To support the Senior Operations Manager regarding CQC compliance and to have a clear remit of support to them (SOM) as the CCQ registered manager</li> <li>✚ Ensuring TP's quality management processes are used effectively by the service and that an infrastructure of independent, objective and reliable checks and controls is in place and is used to inform changes to practice.</li> </ul> <p>To ensure quality standards are maintained by:</p> <ul style="list-style-type: none"> <li>✚ Monitoring and managing team's performance to ensure it meets expectations and agreed performance criteria</li> <li>✚ Participating, utilising and ensuring full team compliance with management information and data collection systems as appropriate</li> <li>✚ Work with the Quality &amp; Compliance Manager to ensure full compliance with the service audit calendar; hold specific oversight of all clinical audits and ensure compliance in this area</li> </ul> <p>DANOS: AC1:AC2:BE2</p> <p>To ensure Health &amp; Safety standards are maintained and risk is mitigated to the lowest level possible by:-</p> <ul style="list-style-type: none"> <li>✚ Ensuring a safe working environment for self, and where appropriate, the team</li> <li>✚ Ensuring good standard of housekeeping is maintained with own area</li> <li>✚ Work with the Admin Manager to ensure risk assessments are completed when appropriate</li> <li>✚ Taking personal responsibility for own safety e.g. reporting concerns, ensuring appropriate vaccinations and eye tests etc. are obtained</li> <li>✚ Complying with all H&amp;S policies and procedures including Serious Untoward Incidents, Accident reporting and Turning Point's Prescribing Policy.</li> </ul> <p>DANOS: AB3:AB4:AB5:AB8</p> <p>To proactively deliver a high quality/person centred service provision that meets the needs of the Service Users by:-</p> <ul style="list-style-type: none"> <li>✚ Promoting peoples' rights and responsibilities</li> <li>✚ Working as an effective manager of the team</li> <li>✚ Providing advice and effective evidence based treatment interventions and support to Service Users, their families and friends and professionals</li> <li>✚ Developing, in consultation with Service Users, flexible and realistic support packages/person centred plans within agreed guidelines or service models</li> <li>✚ Ensuring that a collaborative approach is used, with effective communication links with external professional groups e.g. GPs, Social Services, etc. and to work as an effective member of any multi-disciplinary team.</li> <li>✚ Work with the Digital &amp; Partnership Manager to develop specific professional partnerships for the service e.g. with A&amp;E teams, Nursing colleagues, Primary Care providers.</li> </ul>
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	<ul style="list-style-type: none"> <li>Work with Locality Managers to ensure the team deliver high quality written reports to professionals and other organisations, such as, GPs, probation service, social services, courts.</li> <li>Ensuring record keeping is maintained effectively to the required standard at all times by staff team and contributing to service monitoring requirements</li> <li>Undertaking responsibility for clinical risk and needs assessment and the formation and implementation of management plans, as well as checking the quality of team assessments</li> <li>Agreeing and formulating individual action/care plans through the provision of prescribing and/or wellbeing appointments where required</li> <li>Work with the Clinical Admin Manager to ensure safe administration and delivery of prescriptions</li> </ul> <p>DANOS: AA2:AA3:AA4:AA5:AA6:AB1:AB2:AB3:AB8:AB9:AB10:AD1:AF3:AG1:AG2:AG3</p>
	<p>To provide effective clinical interventions and services by:</p> <ul style="list-style-type: none"> <li>Dispensing medication to Service Users as per medical notes and clinical guidelines or liaising with Pharmacy services to facilitate this dispensing in line with agreed policy.</li> <li>Ensure dispensing is effective and high quality</li> <li>Completing clinical audits weekly or monthly, as required</li> <li>Assessing referrals to the service and liaising with Clinical Lead</li> <li>Ensuring clinical pathways and protocols are high quality and are well considered and frequently reviewed</li> <li>Providing and participating in clinical supervision</li> <li>Providing mentoring to student nurses/assistants as appropriate</li> <li>Supporting nursing staff that are mentoring student nurses / assistants</li> <li>Line managing nursing staff and providing clinical supervision to Nurses, including NMPs</li> <li>Partnership working with GP/hospital/other clinical professionals</li> <li>Ensuring appropriate standards of cleanliness are maintained</li> </ul> <p>DANOS:AH1:AH2:AH4:AH5:AH6:AH7:AH8:AH9:AH10:AH11:AH12</p>
	<p>To assist the Clinical Lead and Senior Operations Manager in the implementation, development and delivery of the service by:</p> <ul style="list-style-type: none"> <li>Assisting in the development and implementation of Service record keeping, procedures and policies</li> <li>Attending relevant internal and external meetings as requested including multi-agency meetings and Statutory Sector Services</li> <li>Ensuring that all joint working Policies and Procedures are adhered to where the Service is run on a partnership basis</li> <li>Supporting growth of the service and other areas of the Business as appropriate</li> </ul> <p>DANOS: AA4:AC1:AC2</p>
	<p>Support the service to achieve its financial targets, by supporting effective financial forecasting, budget development, control and cost effective operations within the service, operating at all times in line with Turning Point's financial procedures, reporting progress and escalating concerns to your Senior Operations Manager.</p>
	<p>Contribute to SM's growth and business development plans by managing and, where necessary, supporting the transformation of the service as agreed with your Senior Operations Manager, the Growth team and other stakeholders so that the contract is renewed in accordance with SM's strategy and business plans.</p>
	<p>Contribute to Turning Point's information management strategy by:-</p> <ul style="list-style-type: none"> <li>Ensuring SM-related materials, intelligence and best practice are captured, communicated and shared within the service and with other services for the benefit of</li> </ul>

	<p>learning within the business unit.</p> <ul style="list-style-type: none"> <li>✚ Ensuring all data and information relating to the service's service users is accurate and shared in the appropriate way with key stakeholders.</li> <li>✚ Ensuring the inputting outcomes data and other information into corporate systems in the service in accordance with stated policies and procedures.</li> </ul>
	Ensure that governance processes are implemented and used in accordance with stated policies, procedures and regulations so that the service achieves its compliance obligations.
	Ensure the effective flow of information within own the service, with other services and with external parties, representing Substance Misuse and TP corporate messages constructively and observing TP's internal communication policies and procedures.
	Ensure the well-being of service users, employees and TP's business interests by maintaining and acting upon a service Risk Register and Business Continuity Plan, escalating wider risks to your Senior Operations Manager as appropriate.
	<p>Project the desired image of Turning Point by:-</p> <ul style="list-style-type: none"> <li>✚ Understanding and promoting TP's values and their application to Substance Misuse.</li> <li>✚ Being a role model of the values through own example while ensuring they are demonstrated by all staff in the service.</li> </ul>
	Undertake any other duties within your capabilities that are relevant to the job and reasonably requested of you by your manager.

<b>Dimensions</b>	Direct reports	1-7
	Total staff overseen	5 – 10
	Internal contacts	<p>Central support specialists – collaborative working, support &amp; guidance.</p> <p>Other Nurse Managers, Locality Managers, Operations Managers, Senior Operations Manager, the management and special projects team – for mutual support, information exchange and sharing of good practice.</p> <p>Senior Recovery workers and wider management team – daily/weekly for issues relating to service delivery, guidance and support.</p> <p>Staff at all levels in the service.</p>
	External contacts	<p>Regulatory bodies – service monitoring and review.</p> <p>Partners &amp; agencies – service delivery and health and social support to service users.</p> <p>Commissioners – as requested by the Senior Operations Manager in contract reviews, information exchange new business/service add on opportunities.</p> <p>Advocacy services/service user feedback (forums) – discuss ethical issues regarding service users.</p>
	Planning horizon	<p>Be aware of TP's 5 year Business Strategy and Business Unit 3-year strategy/1 year business plan.</p> <p>Focus detailed supporting around planning on annual service plans and overseeing the daily/weekly planning of work relating to the service's caseload.</p>
	Problems solved	<p>Ensuring effective staffing and quality delivery within the service where there could be resource conflicts and shortages.</p> <p>Policy implementation and monitoring in accordance with guidelines clarified in discussion with line manager.</p>

		Ensuring a culture is developed within the service in which all professional disciplines work collaboratively for the benefit of service users. Maintaining service finances at a time of increasing financial pressures. Ensuring decisions made personally and by those by service staff balance operational/technical and business considerations.
	Financial authority	Accountable for supporting Senior Operations Manager in achieving service budget.
	Governance Structures	To ensure that the business units governance structures are in place and are effective

## PERSON SPECIFICATION

<b>Job title</b>	Clinical Services Manager
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Personal effectiveness	Essential	Desirable
	<ul style="list-style-type: none"> <li>Excellent interpersonal skills in the pursuit of exceptional delivery of service outcomes to a range of stakeholders.</li> <li>Excellent communication skills – both verbal and written, with the ability to turn technical language into plain English to enable clarity and engagement of clients, staff, colleagues and customers/commissioners.</li> <li>Robust and resilient personality that can respond and function within high pressure environments.</li> <li>Relationship building with key stakeholders to be able to maximise outcomes.</li> <li>Strong organisational and time management skills, helping others to develop and maintain operational delivery.</li> <li>Delivering change in both the short, medium and long term.</li> <li>Innovation including across social care categories such as substance misuse and mental health.</li> <li>Politically astute with an ability to establish positive organisational reputation with key stakeholders. Operating across strategic levels.</li> <li>Flexible and adaptable leadership style and approach in order to achieve outcomes whilst maintain employee engagement.</li> <li>Ability to lead locally, identifying needs and leading by engaging others at a</li> </ul>	

	strategic level to move towards action.	
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Technical effectiveness	Essential	Desirable
	<ul style="list-style-type: none"> <li>• In-depth understanding of substance misuse sector including clinical governance, prescribing regimes and CQC registration requirements for integrated services.</li> <li>• Team management skills to lead and inspire a motivated and skilled team that consistently delivers or exceeds on its individual and team goals.</li> <li>• Project management skills to lead the successful implementation of projects, programmes, initiatives and change.</li> <li>• Understanding of service specifications and leading a team to turn these into operational excellence.</li> <li>• Able to identify and effectively manage organisational and operational risk and provide sound advice and action to mitigate.</li> <li>• Able to develop and operationalise locality based strategy to deliver business outcomes.</li> <li>• Able to prioritise activities and mobilise resources in order to achieve strategic outcomes,</li> <li>• Understanding and able to successfully manage delivery methods in SM including relevant frameworks.</li> <li>• Up to date with the broad SM agenda including understanding and adopting latest best practice.</li> </ul>	<ul style="list-style-type: none"> <li>• Management of a diverse range of services such as community, within the SMS sector</li> <li>• Management of CQC registered services</li> <li>• Management of clinical SM services</li> </ul>

Acquired experience & qualifications	Essential	Desirable
	<ul style="list-style-type: none"> <li>• At least five years' experience in substance misuse at a management level</li> <li>• Experience of delivering both drug and alcohol services across a range of settings or previous experience of managing a integrated drug and alcohol service.</li> <li>• Experience of change management in substance misuse.</li> <li>• Experience of improving service performance and maintaining that performance within a rapidly changing environment.</li> </ul>	<ul style="list-style-type: none"> <li>• Professional qualification in either health or social care and/or relevant management qualification</li> <li>• Previous experience of managing CQC regulated services</li> <li>• Clinical expertise in managing substance misuse clients</li> </ul>

	<ul style="list-style-type: none"> <li>• NMC Registration and active PIN</li> <li>• NMP qualification or ability to</li> <li>• Demonstrate competence to clinically manage and supervise NMP Nurses and a willingness to engage in NMP training</li> <li>• Ensure knowledge and Continued Professional Development are maintained, including nursing registration and status</li> <li>• Experience of line managing clinical staff and providing clinical supervision</li> </ul> <p>Experience of working with substance misuse Service Users.</p>	
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Other requirements	Essential	Desirable
	<ul style="list-style-type: none"> <li>• Desire to be an active member of the substance misuse sector and provide a high level of contribution.</li> <li>• Capacity to travel across the area</li> <li>• Contribution to Turning Point' Clinical Governance framework</li> </ul>	