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| Job Title: | Clinic Manager Falls and Parkinson’s Service |
| Reports to (job title): | Head of Falls and Parkinson’s Service |
| Line Manager to: | Designated Falls and Parkinson’s colleagues |
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## Job purpose

To support Head of Service with provision of the Falls and Parkinson’s services, raising concerns regarding performance and workforce, and working closely to ensure quality, safety, efficiency, effectiveness and best practice.

To lead and manage a cohesive multidisciplinary team, including therapists, nursing and medical staff, administrators and therapy assistants. To act as a professional lead for colleagues both within and external to the services.

To assist in the development, monitoring and evaluation of the service through performance measures through the use of clinical and performance systems, in order to demonstrate compliance with KPIs and best practice standards.

To ensure the service complies with organisational requirements in terms of reporting information, audits, audit actions, quality and safety, mandatory training requirements and performance measures.

To represent the services at relevant groups both within and external to HCRG Care Group, in order to promote the services, best practice, concerns, developments, and innovations and transformation plans.

Base

The Falls and Parkinson’s Service, Clara Cross Centre, St Martin’s Hospital, Bath, BA2 5RP.

This post is responsible for

The operational management of all members of the multidisciplinary team within the unit including therapists, administrators, nursing and medical staff and therapy support staff.

## Key responsibilities

To work closely with the head of the Falls and Parkinson’s services in all aspects below:

**Leadership and service development:**

* To lead the multidisciplinary team in providing seamless care for service users, through the development of robust policies, standard operating procedures (SOPs), care pathways, and clinical standards and completing a robust monitoring, audit and evaluation system.
* To lead in maintaining clinical governance standards by keeping abreast of wider clinical research and development, and ensure the services are complaint with Health and Safety requirements.
* To be responsible for ensuring the service meets specified KPIs relating to waiting targets, and raising any concerns to the Head of Service regarding targets and KPIs
* To be involved in the development of a skilled and flexible workforce, through insightful recruitment and induction, and using a creative approach to roles and responsibilities to ensure the best use of clinical and non-clinical resources, and ability to respond to changing pressures and needs
* To communicate and coordinate in a skilled and effective way with a wide range of health and social care professionals both internally and externally, with service users with complex care needs, and with families and carers, in order to develop a responsive and integrated service.
* To create and monitor transformation plans through the use of continuous improvement, to analyse the services and evaluate the benefits and impacts of any potential changes. Ensures the involvement of service users and stakeholders within transformation plans, and implements any changes with clarity and effective communication.
* To lead by example, inspiring others through action, displaying a leadership style that empowers staff through development and supports the ongoing development of a responsive multidisciplinary and multi-agency service.
* To provide ongoing support to all staff through periods of change

**Management Responsibilities:**

* To line manage, and co-ordinate a multidisciplinary team within the Falls and Parkinson’s Services based at the Clara Cross centre, St Martin’s Hospital
* To provide supervision to identified senior members of the team and ensure supervision structures are in place across the services, which are monitored and issues addressed
* To be responsible for the daily organisation and co-ordination of staffing within the falls and Parkinson’s services including: planning staff cover, managing staff rotas, organising and leading staff meetings and managing staff absence and supporting senior clinicians to prioritise workloads and manage waiting lists effectively.
* To be responsible for managing and co-ordinating service user caseloads, supporting colleagues to ensure appropriate referral and triage, timely and flexible admission to the services, prioritisation of caseloads/referrals, effective waiting list management and successful discharge from the services
* To be actively involved in the recruitment and selection process, ensuring a safe and quality recruitment to the team.
* To support members of the team to carry out a clear probation process with new colleagues, in line with organisational policy. To assist in managing any difficult conversations surrounding the failure of probation and to end employment if necessary in line with procedure.
* To empower clinicians to organise local induction programmes for new staff recruited to the service including rotation posts, colleagues with honorary contracts and clinical locums.
* To ensure clinical colleagues identify and participate in appropriate continuing professional development, identified through appraisal and personal development plans. Promote an effective learning environment ensuring facilitation, supervision, mentoring and teaching of staff and students. Ensure all staff undertake and keep accurate records of mandatory training and professional development, and apply for training following agreed processes.
* To be responsible for a robust risk management process in line with the organisation’s policy, completing required audits and actions, and following health and safety guidance and advice. To ensure the DATIX reporting system is used appropriately by all colleagues.
* To contribute to the effective management and monitoring of the budget, in close collaboration with the Head of Service and Finance. To be an authorised signatory for timesheets, travel claims, annual leave, sick leave and other expenditures and be responsible for cost effective service provision, the monitoring of equipment, ordering and monitoring of supplies and other appropriate administrative tasks.
* To manage Health roster, ensuring accuracy within the system and following procedures for managing and reporting inaccuracies and errors.
* To produce a quarterly falls report for BaNES, presented to the Quality and Safety group, detailing both inpatient and outpatient falls data and information, with actions to address with relevant colleagues.
* To lead on performance management concerns with relevant colleagues. This involves presenting difficult information to colleagues in a clear and concise, but sensitive way, following the organisations procedure, liaising with HR and documenting all steps clearly and communicating this with the colleague.
* Delegate tasks to appropriate staff members, providing guidance and advice to develop their skills in wider areas
* Liaise and work with the community inpatient wards re: mutual PD and falls service users, who may require support from the Falls or Parkinson’s service, whilst an inpatient.
* To report, investigate and facilitate complaints received from service users/carers and other staff, including meeting with complainants to discuss sensitive and contentious issues.

Clinical Responsibilities:

* Have a good understanding of Falls and falls prevention, Parkinson’s disease and related movement disorders and the challenges faced by service users, families and carers, and staff
* To maintain own ongoing professional development and training in order to maintain professional standards and provide clinical leadership with specialist knowledge and skills for a range of relevant procedures, underpinned by current theory and evidence-based practices.
* In conjunction with the Falls and Parkinson’s service colleagues, raise awareness of the programmes and treatments available to service users, by using effective communication with all other relevant statutory and non-statutory agencies.
* To undertake own research relevant to clinical practice and to communicate developments to the staff team, initiating changes in practice and / or policy as required.
* To receive and communicate sensitive and complex information concerning the medical conditions of service users, and to utilise persuasive reassurance and interpersonal skills, in an effective way.
* To ensure that accurate and contemporaneous clinical records, in line with organisation policy and relevant national standards are maintained throughout the services. This will include the use of IT systems to record and communicate appropriately in accordance with organisation and national data protection procedures.
* To undertake own clinical supervision in accordance with organisation policy.

Proposed job plan

To work 22.5 hours across 3 days (Monday and Friday essential and the third day will be negotiable). This will be clinic based (on site) in order to fully support the team.

## Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don’t translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there’s only three, but because they are unique to who we are. We care, we think, and we do.

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| **Care** | **Think** | **Do** |
| * Inspire * Understand * Communicate | * Challenge * Improve * Learn | * Accountability * Involve * Resilience |

## Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company’s employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the [Records Management:  NHS Code of Practice](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_CoP_V7.pdf) , [NHS Constitution](http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Overview.aspx) and [HSCIC Code of Practice on Confidential Information](https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/code-of-practice-on-confidential-information) and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

## Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

* Completion of annual information governance training
* Reading applicable policies and procedures
* Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
* Ensuring the security and confidentiality of all records and personal information assets
* Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
* Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
* Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
* Adherence to the clear desk/screen policy
* Only using approved equipment for conducting business

## Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

## Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder’s responsibility to ensure they are both familiar with and adhere to these requirements.

## Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

## Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

## Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company’s medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company’s medicines policy where appropriate training has been given and competencies have been achieved.

## Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

## General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

## Equal Opportunities

It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

## Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

## Personal Specification

Essential

* 2 years experience at B7 level or above
* Recognised clinical qualification – AHP or Nursing/Medical
* Registration with relevant professional body
* Leadership or Management qualification, or leadership apprenticeship qualification (level 3 and above)
* Experience of leading a team
* Experience of Healthcare
* Experience of HR processes – recruitment, performance management, sickness etc
* Experience of interpreting, monitoring and reporting on performance measures
* Experience of workforce management
* Experience of transformation programs and projects
* Understanding and knowledge of Falls, Falls risks and prevention, Falls intervention, Parkinson’s and movement disorders, treatment, progression and support.
* Excellent verbal and written communication skills
* Excellent organisation skills
* Use of computer systems including word/excel, powerpoint etc
* Experience of using electronic clinical systems
* Presentation skills

Desirable

* Leadership of an MDT
* Knowledge and awareness of wider healthcare environement, changes and challenges
* Qualifications and training in people management, leadership, change management

Employer signature: Employee Signature: