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| Job Title: | Clinical Service Manager- 2 Hour Urgent Care Response and Therapy Services |
| Band | 8a AfC |
| Location: | Swale Locality |
| Reports to (job title): | Head of Operations |
| Line Manager to: | Band 7 Clinicians |
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## Job purpose

## The post holder will be responsible for the leadership, coordination, and oversight of multi-professional and neighbourhood teams, ensuring effective delegation and management of workloads. They will plan and monitor service delivery to ensure optimal use of resources within allocated budgets. A key aspect of the role involves collaborative working across health and social care organisations, maintaining continuity of service and identifying opportunities for service development and innovation.

## They will ensure the delivery of accessible, responsive, equitable, high-quality, safe, efficient, and clinically effective nursing and allied health services that are aligned with the needs of the local population and commissioning priorities.

## The post holder will also play an active role in the ongoing development of neighbourhood health teams, working closely with the Head of Operations and the Director of the Business Unit to shape and implement strategic objectives.

## Key responsibilities

* Ensures professional body requirements, the national 6Cs framework for Nursing and AHPs, and the HCRG Care Group Vision and Strategy are embedded into everyday service delivery.
* Leads multidisciplinary teams including Advanced Nurse Practitioners, Highly Specialised Physiotherapists, and Occupational Therapists across 2-Hour and Same Day Urgent Care Response, Intermediate Care, Speech and Language Therapy, and Community Neurorehabilitation Services.
* Accountable for the effective management of pay and non-pay budgets, as well as recruitment, retention, and induction of staff within a designated locality.
* Proactively addresses and manages clinical, performance, and staffing issues to ensure service continuity and quality.
* Applies positive leadership, advanced clinical expertise in delivery of community Urgent care response and therapy services, and proven clinical competency to effectively lead the above services.
* Identifies and implements service delivery changes in response to local and national priorities and emerging business opportunities.
* Collaborates with local health and care partners, Primary Care Networks, social services, mental health, and voluntary sector organisations to develop and deliver a neighbourhood-based health approach.
* Develops services aimed at preventing avoidable hospital admissions and promoting seamless care across primary, secondary, mental health, and social care sectors.
* Builds and maintains strong working relationships and communication channels with Kent & Medway Integrated Care System, healthcare professionals, acute hospital staff, ambulance services, neighbouring localities, council services, social care teams, voluntary organisations, patients, and corporate teams including customer service and quality.
* Acts as a supervisor, mentor, and advisor to colleagues, supporting professional development and clinical excellence.
* Oversees capacity and demand planning through Senior Leads, ensuring timely escalation of risks and implementation of appropriate mitigation strategies.
* Monitors care delivery to ensure it remains patient-centred and aligned with service standards.
* Demonstrates the ability to self-organise and reprioritise throughout the day in response to emerging issues such as staffing concerns, complaints, or safeguarding matters.
* Takes prompt and appropriate action in response to incidents, including safeguarding and serious incidents, ensuring thorough investigation and dissemination of learning.
* Designs and delivers service improvements based on patient feedback, incident reviews, and complaints to enhance patient experience and streamline care pathways.
* Initiates and supports changes in practice in line with national guidance and organisational objectives, including implementation of NSF and NICE recommendations.
* Responsible for Information Governance, health, safety, and security of staff, students, and patients through adherence to and monitoring of compliance with relevant policies and procedures.
* Oversees clinical audit in line with the annual service audit plan, ensuring recommendations and actions are implemented and embedded into daily nursing and allied healthcare evidence based practice.
* Develops the workforce to meet clinical requirements and support the modernisation agenda, promoting evidence-based and safe practice.
* Creates a learning-focused environment that encourages development across all disciplines, enabling the sharing of clinical skills and knowledge.
* Ensures all staff are up to date with mandatory training and participate in annual appraisals.
* Ensures staff engage in clinical supervision, peer reviews, and mid-year and annual appraisals to support ongoing competency and professional development.
* Maintains safe practice across services by verifying staff compliance with professional registration and revalidation, DBS checks, and valid work visas where applicable.
* Implements work-based learning initiatives to foster a forward-thinking, highly skilled, and motivated workforce.
* Initiates and advises lead clinicians and managers on appropriate topics for audit, research, and innovation, ensuring findings are disseminated and acted upon.
* Reviews clinical and managerial performance against service targets, using insights to inform practice and produce timely risk assessments and reports as required.
* Organises and leads professional, business, clinical, and quality meetings aligned with national and local priorities and evidence-based practice.
* Participates in the Senior Managers on-call rota across DGSS services.
* Provides cover and support to peers as required.

## 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 do not 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://protect.checkpoint.com/v2/r06/___https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_CoP_V7.pdf___.ZXV3MjpoY3JnY2FyZWdyb3VwOmM6bzo1YjU2ODljOWQ4YTBhZjVmZjA5NDZjNmUzZTk0MmViYTo3OmU1ODE6OGRjMjEyMjZhOWZjMWYwNzdkMTYxMjBmMDY2ODQ4YWRiZGQzNmE5NzcyYzMzNzE0NGRiNzVlOTg0ZTBjZGUzNTpwOlQ6Rg) , [NHS Constitution](https://protect.checkpoint.com/v2/r06/___http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Overview.aspx___.ZXV3MjpoY3JnY2FyZWdyb3VwOmM6bzo1YjU2ODljOWQ4YTBhZjVmZjA5NDZjNmUzZTk0MmViYTo3OmIzNDc6NjMwYzdjOTNiNDI3ZmEyOTgwZmMwZmJiNGM5NzFkODMzYTdlNjYxNmQ0ZDdhOWJmNmU1YzRmYWYyMTY0NzUyZTpwOlQ6Rg) and [HSCIC Code of Practice on Confidential Information](https://protect.checkpoint.com/v2/r06/___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___.ZXV3MjpoY3JnY2FyZWdyb3VwOmM6bzo1YjU2ODljOWQ4YTBhZjVmZjA5NDZjNmUzZTk0MmViYTo3OmY3NTI6NmNkYWM4NmM3Mzk1ZTU3YmRkOWMxMzBhZDdmY2RjOGZhMzE5NGZlNWFjYzZkMTk4YWU1ZjZjZTdjZGNjOGYyYjpwOlQ6Rg) 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 only

Undertake all aspects of medicines management related activities in accordance with 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

**Qualifications and Training**

* Registered Nurse or Allied Healthcare Professional, with current professsional registration
* Mentorship qualification
* Relevant Leadrship in Community Nursing/Allied Healthcare qualifications
* BSc / degree in area relevant to community nursing / allied healthcare qualifications
* Leadership qualification

**Experience**

* Minimum of 5 years post registration experience, including at least 2 years working in a supervisory / managerial capacity at minimum band 7 level within a community nursing/allied healthcare service.
* Experience of effective budget and resource management
* Initiating research and / or audit and implementing changes / improvements in practice
* Experience of initiating, managing and evaluating change
* Experience of giving presentations to a wide audience

**Knowledge**

* In depth knowledge and understanding of current health and social care policy in relation to the new (2025) published 10 year health plan, legislation, ethical practice, Clinical Governance and CQC requirements
* High levels of understanding of nursing / allied healthcare proffesional body requirements including The NMC / AHP Codes and Standards, revalidation, peer review and clinical supervision
* Good knowledge of national guidelines e.g. NICE and NSF’s
* Knowledge of research and current evidence-based practice
* High levels of knowledge, understanding and experience of multi-disciplinary working and inter-professional practice

**Skills**

* Demonstrable experience of working across organisational boundaries and teams
* Demonstrates ability to think at a strategic level
* Experience of transformational leadership
* Flexibility and resilience to lead change within the Business Unit
* Able to plan, organise and re-prioritise own work under pressure
* Demonstrates initiative and good interpersonal skills
* Excellent analytical and reflection skills
* Able to influence, negotiate and motivate others
* Able to write and present complex case reports business cases
* Advanced keyboard, IT skills including the use of emails

Desirable

* Management qualification
* Post Registration Teaching Qualification
* Msc or evidence of working at Masters level in relevant speciality
* Experience of presentations outside of own organization
* Experience of teaching on higher educational award courses

**Other requirements:**

* Enthusiastic, assertive and self motivated
* Flexible and able to respond to changing priorities
* Reliable, respectful and approachable
* Fully licensed car driver with the flexibility to travel across Swale and, when required, to attend meetings in Medway, Dartford, Gravesham, and Swanley (DGS).

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| Employee signature |
| Manager signature |