

Job Title:	Clinical Lead for Wheelchair Services BSW Band 7
Reports to (job title):	Specialist Team Service Manager
Line Manager to:	Wheelchair Service Clinical delivery team.

Job Base

Melksham with Muti site community travel.

Job purpose

To provide expert clinical leadership and governance for the BSW Wheelchair Service, ensuring safe, effective, and patient-centred assessment and provision of manual and powered wheelchairs and specialist seating for adults and children, in line with BSW ICB eligibility criteria, national standards, and local commissioning requirements.

The post holder will:

- Lead the clinical model, pathways and standards across BSW.
- Provide advanced clinical expertise in postural management, complex seating, pressure care and risk management.
- Ensure timely access and equitable service delivery across the BSW geography, supporting performance against waiting time standards (e.g., RTT-aligned internal targets) and other KPIs.
- Work collaboratively with service leadership, rehabilitation engineering/technical colleagues, community teams, acute partners, suppliers and commissioners to continuously improve quality and outcomes.

Key responsibilities

Clinical leadership & governance

1. Act as the clinical lead and subject matter expert for the wheelchair and specialist seating pathway across BSW.
2. Set, monitor and continuously improve clinical standards, care pathways, and outcome measures, ensuring practice is evidence-based and aligned to BSW ICB policies and national guidance.
3. Chair/lead clinical governance activity for the service (audit plan, incident review, learning summaries, safety alerts, quality improvement).

4. Lead on clinical risk management (including complex risk assessments for posture, tissue viability, respiratory compromise, safeguarding considerations and environmental risk).
5. Ensure robust infection prevention & control and medicines/consumables governance relevant to wheelchair/seating provision.

Advanced clinical practice (complex caseload)

6. Hold a specialist/complex caseload, undertaking holistic assessment (physical, cognitive, behavioural, environmental), prescription, fitting, review and outcome evaluation for patients with highly complex needs.
7. Provide second opinions/peer review for complex prescriptions and risk-sensitive decisions (e.g., powered mobility for paediatrics or individuals with fluctuating capacity/behavioural risk).
8. Lead the clinical interface with rehabilitation engineering and technical teams, ensuring technical solutions align with clinical goals and safety requirements.

Workforce, supervision & education

9. Provide professional leadership to the clinical team (OTs, physios, assistants), including clinical supervision, CPD frameworks, and competency development (e.g., posture/pressure care, complex seating, risk).
10. Support recruitment, induction and retention of clinical staff, fostering a learning culture and psychological safety.
11. Lead or coordinate in-service training, case-based learning, and joint education with partners (community, acute, suppliers).

Operational collaboration & performance

12. Work with the Service Manager and scheduling team to optimise capacity and flow, contributing clinical oversight to waiting list prioritisation, appointment models (clinic, home, school, care setting) and equitable access across BSW.
13. Contribute clinical input to contractual KPIs, service dashboards and regular reporting (quality, safety, experience, efficiency).
14. Support service resilience and contingency planning (e.g., supply chain issues, equipment recalls, high-risk cohorts).

Stakeholder engagement & service development

15. Act as a key clinical contact for BSW ICB, provider partners, community and acute services, education settings, voluntary sector and suppliers.
16. Engage service users and carers to co-produce improvements, ensuring lived experience informs design, accessibility and communication.

17. Lead/participate in quality improvement projects, pathway redesign and business planning aligned to ICB priorities (access, outcomes, inequalities).

Information, records & data quality

18. Ensure timely, accurate clinical documentation and data quality across systems (assessments, prescriptions, equipment issued/returned, outcomes).
19. Use data and audit findings to target improvements in clinical effectiveness, safety and patient experience.

Professional standards

20. Maintain HCPC registration (if a registered AHP) and adhere to relevant professional codes and standards.
21. Keep up-to-date with advances in posture management, complex seating, powered mobility, tissue viability and related policy/technology, and translate these into service practice.

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.

Care	Think	Do
Inspire	Challenge	Accountability
Understand	Improve	Involve
Communicate	Learn	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 , NHS Constitution and HSCIC 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.

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.

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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 always observe strict fire and security precautions.

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.

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 intended to be exhaustive, and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This role profile is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and on-going discussions with the designated manager. The post holder will work across multiple Trust and community sites as required to meet service and operational needs. There may be the need for 7 day working.

Personal Specification

Criteria	Essential	Desirable
Education, qualification and training	<ul style="list-style-type: none"> • Diploma / degree Occupational Therapy, or Physiotherapy • Registered with Health Professions Council and own professional body i.e. College of Occupational Therapists, Member of Chartered Society of Physiotherapy 	<ul style="list-style-type: none"> • Further qualifications relevant to postural management • Awareness of recent Government initiatives that may affect future clinical practice • To be knowledgeable of the clinical governance agenda and have an awareness of commissioning • Post graduate qualification
Experience	<ul style="list-style-type: none"> • Experience of working in a Wheelchair Service Experience of providing supervision / mentoring / coaching for junior staff or assistance • Understanding of clinical governance e.g. audit, risk management and education • Experience of providing a broad range of interventions for a complex caseload • Use of goal setting and outcome measures • Up to date evidence based clinical knowledge • Resource management • Organisational awareness • Health and Safety 	<ul style="list-style-type: none"> • Evidence of innovative and flexible approach to care and the organisation of care

	<ul style="list-style-type: none"> • Teamwork and Independent working • Contacts and Relationships • To work proactively with service users, their carers and health and social care professional involved in the persons care • Ability to teach multi-professional groups, and other audiences • GP practices • Develop relationships with: Voluntary Organisations Partner Organisations Customers Other Charitable organisations 	
Knowledge and Skills	<ul style="list-style-type: none"> • Excellent interpersonal skills • IT skills – typing / data inputting skills – to use computerised skills – to use computerised system for accessing patient information, typing correspondence and meeting minutes. 	<ul style="list-style-type: none"> • Report writing • Further training in dealing with difficult situations.
Other Job-Related Requirements	<ul style="list-style-type: none"> • Willing to work in other areas of the Trust or Trust-wide as and when required to do so. • Driven to achieve • Self-motivated • Good time management 	