

JOB DESCRIPTION

Bede's is committed to safeguarding and promoting the welfare of children and young people, and expects all staff and volunteers to share this commitment.

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| Job Title: | Clinical Services Manager |
| Reports to: | Assistant Head: Pupil Welfare |
| Department: | Medical Centres (both Prep and Senior) |
| Relationships: | |
| The post holder is accountable to the Assistant Head: Pupil Welfare in all matters relating to this post. All staff are ultimately responsible to the Head & CEO. | |

Main duties and responsibilities:

The Clinical Services Manager provides leadership within the medical team. They are responsible for the smooth and efficient running of the medical centre, maintaining a happy and committed team. They will keep abreast of changes in NHS and Medical provision in education and foresee and manage change. They will foster and develop a culture within the medical centre that values continuing professional development and strives for excellence in the delivery of patient care. They will facilitate the development of audit, ensuring its application to improving clinical practice within the school.

Role Summary

The post holder will provide leadership and operational management for all clinical services, ensuring the delivery and development of high quality care across the Trust. In collaboration with other members of the medical centre, the post holder will contribute to the Trust's strategic development on medical services and work to ensure objectives are achieved. The post holder will lead by example to assure high levels of professional performance and conduct. They will ensure all staff fulfil the requirements of their job descriptions and adhere to all organisational policies and procedures.

The post holder will be responsible for monitoring performance against key targets, provide data to enable effective governance of services, inform strategic development and monitor the external environment in order to anticipate changing demands on service provision. The post holder will ensure that the Trusts medical centres are compliant with regulatory bodies.

Staffing

- Provide efficient and effective leadership and management, and development of all clinical / medical staff.
- Be responsible for the recruitment of clinical services / medical staff as required.
- Foster good working relationships and teamwork with staff across the Trust.
- Be responsible for the standards of clinical / medical care provided by clinical / medical staff.
- Ensure the professional development of clinical / medical staff, with regular individual reviews, consistent with their personal and professional needs and the development of medical services across the Trust.

- Foster and develop a culture within clinical / medical services that values continuing professional development and strives for excellence in the delivery of patient care.
- Provide leadership and facilitate the development of audit, ensuring its compliance with regulatory bodies.
- Ensure that the Trust's clinical services meet up-to-date professional principles and that appropriate written policies exist and are understood.
- Ensure that the medical centres have the appropriate equipment and facilities to provide care for patients and families.
- Be responsible for ensuring that First Aid and Administration of Medicines Training of staff, such as House matrons, across the Trust takes place.

Management and Planning

- Preparing a Medical centre operational development plan, annual report and aims and objectives as required by the school.
- Obtain regular feedback from service users to make continual improvements.
- Keeping abreast of developments within the NHS / education sector that might impinge on the practice or the school and offering options for consideration by the trust.
- Deliver a well-managed multi-disciplinary clinical / medical service and provide strong clinical leadership.
- Review clinical services regularly and manage change to ensure excellent quality of care, whilst taking into account budgetary restrictions.
- Attend Trust committees as and when required.
- Reviewing and updating the Medical centre information for example on the school website, and any health education material used within the Medical centre.
- Consider the supervision requirements of the medical centre teams across the trust.

Financial

- Ensure financial budgets and controls are managed and maintained across all medical services.

External Relationships

- Develop and maintain excellent links with the community, demonstrating an awareness of how national and regional initiatives will influence total care for our pupils.
- Participate and network with other organisations or groups who provide health and social care within the locality.
- Work proactively with external agencies as when required by our safeguarding and welfare systems.

Patient Care

- Have overall responsibility for the clinical / medical workload across the Trust.
- Attend pupil welfare meetings and any other meetings as appropriate.
- Support colleagues in relation to clinical decisions as required, in accordance with professional principles of accountability.
- Ensure swift and appropriate response to referrals, enabling optimum utilisation of medical services for all Pupils and their families.
- Provide cover within the clinics as and when needed.

Health and Medical Arrangements

- To review all clinics offered by the Medical Centre, organise and manage external clinics such as the Immunisation Clinic.
- To coordinate and manage a list of First Aiders across the Trust, organising First Aid Training and refresher training where necessary.

Stores and Supplies

- Responsible for the development of a database of stock levels including the First Aid equipment and ensuring this process is audited and reviewed.

Quality Assurance / Clinical Governance

- Provide advice, guidance and support to the senior management and executive team on the development of quality initiatives.
- Ensure thorough investigation of complaints and incidents and take remedial action to address any identified concerns.
- Ensure appropriate quality standards are maintained through effective audit of clinical services.
- Ensure cleanliness and infection control, and hygiene standards meet external guidelines and legislation.
- Responsible for the development and monitoring of a risk management framework across clinical / medical services.

Medical Policies

- Be responsible for Trust wide policies and Medical and First Aid Matters.

This Job Description describes the main duties of the post holder and is not exhaustive and the Trust reserves the right, through consultation, to alter or amend any part. This Job Description will be reviewed and amended with the post holder as required, as part of the regular performance review and staff development process. The Job Description does not constitute part of the Contract of Employment.

Written by: Alex Lowe
Assistant Head: Pupil Welfare
September 2022

| Requirements | Essential / Desirable | Measured by A, I, E |
|--|-----------------------|---------------------|
| Education and Qualifications | | |
| Registered Nurse or equivalent | D | A |
| Knowledge and Skills | | |
| Excellent Communication Skills | E | I |
| Ability to analyse and interpret reports and clinical data | E | I |

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|---|---|-----|
| Ability to build relationships | E | I |
| Strong Project Management Skills | E | I |
| Proficiency with Microsoft Office (Word, Excel, PowerPoint). | E | I |
| Proficiency in the use of Google Docs/ Drives/ Forms / Sheets | D | I |
| Knowledge of BSA regulations | D | I |
| Experience | | |
| Experience of change management | E | A/I |
| Experience of developing and implementing quality initiatives | E | A/I |
| Experience of managing teams providing clinical care | E | A/1 |
| Writing policies and process | E | A/I |
| Experience within the Education Sector | D | A/I |
| Personal competencies and qualities | | |
| Confidential and Trustworthy | E | I |
| Passion for personal CDP and staying alert to regulation changes/updates | E | I |
| Drive and Passion for working with adults and young people | E | I |
| Strong Leader | E | I |
| Makes confident, clear decisions based on sound judgement and regulations | E | I |
| Proactive, positive and performance focussed approach | E | I |

Additional information:

- This role is Permanent, 40 hours per week, Term Time only plus 4 weeks.
- Hourly Rate: £23.97 - £24.93ph. Pro-rata - £35,475.60 - £36,896.40 plus holiday pay (*Salary dependant on experience*)
- All posts are subject to the receipt of a satisfactory DBS certificate, references, medical checks, proof of identity and copies of qualifications, where a requirement of the role.