Person Specification:

Service Manager - Clinical

Introduction

At MSI Reproductive Choices, our mission, 'Children by choice, not chance', is at the heart of everything we do. We provide high-quality contraception, safe abortion and post-abortion care services, and work with advocacy to create an enabling environment for safe access for all. All team members must support us in our mission.

We want individuals who believe in our mission and who can clearly describe how and why they feel that what MSI Reproductive Choices does is important. To achieve this, every candidate is given the opportunity to provide their thoughts and opinions on our mission statement in the online application form. We only consider applications from candidates who are aligned with MSI Reproductive Choices mission and vision to eliminate unsafe abortion in the countries where we work.

For this reason, only **fully pro-choice candidates** will be considered for any role within MSI. Please ensure that you read the MSI Reproductive Choices Candidate Pack carefully, prior to applying.

MSI Reproductive Choices is committed to creating an inclusive environment with a workforce which is representative of the communities we serve. We're proud to be an equal opportunities employer and give equal consideration to all qualified applicants without regard to race, ethnicity, religion, gender, gender identity or expression, sexual orientation, national origin, disability, or age. MSI is committed to safeguarding and promoting the welfare of all team members and clients, with a focus on vulnerable groups. MSI committed to compliance with all fair employment practices including citizenship and immigration status.

Please note this role will be subject to full pre-employment background checks which may include, but is not limited to employment references, right to work verification, adverse financial checks, basic criminal record checks and risk database screening checks.

Key Skills

To perform this role, it is <u>essential</u> that you have the following skills:

- Ability to role-model own behaviours by:
  - Working in a diverse and inclusive environment, respecting and collaborating with all individuals equally, and with a commitment to overcome bias and prejudice.
  - Effectively managing own time, priorities, and motivation.
  - Displaying a "can-do" approach and passion for the services and organisation.

- Ability to work with others through:
  - Effective interpersonal, negotiation and influencing skills.
  - A proactive approach to conflict management and resolutions.
  - Building effective cross-team/function relationships.

- Ability to inspire a motivated and productive team by:
  - Challenging and supporting colleagues to deliver results.
  - Leading a continuous improvement and change culture.
  - Fronting a positive Colleague experience.

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- Ability to make sound service delivery decisions through:
  - Correct analysis of data, leading to tangible and relevant improvement decisions
  - A proactive and visible approach to risk mitigation
  - A commitment to innovation and creative problem solving

- Ability to generate a Client-focused service by:
  - Embracing technology to deliver effective and efficient pathways
  - Converting patient feedback into pathway improvements
  - Inspiring colleagues to deliver an experience that meets patients' needs at every interaction.

- Ability to effectively communicate key concepts, priorities, and challenges to all areas of the business through:
  - Timely clear messages tailored for the correct audience.
  - Listening and feedback mechanisms to check understanding and effectiveness of communication

Key Experience

To perform this role, it is <u>essential</u> that you have the following experience:

- Led a dispersed team
- Track record of Patient/Client/Customer- centric leadership
- Track record of nurturing, developing, and realising colleague potential
- Track record of developing and delivering results and KPI's

Formal Education/qualification

- Minimum:
  GCSE (A-C) [or equivalent] in Maths & English
  Registered Nurse or Midwife
  Evidence of continuing professional development
- Desirable: Formal Management Qualification including a bachelors or masters degree in leaders or management

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Personal Attributes

MSI Reproductive Choices is dedicated to equal opportunity for all and recognises that every individual is unique. Whilst we always seek to embrace individual differences and celebrate the diversity of our workforce, we also want to ensure that every team member is suited to their role and that they are given the best opportunity to succeed.

The personal attributes described below have been developed in accordance with the job description and other contextual factors relating to the role and are considered **essential**.

For this role, we're looking for an individual who is:

- Committed to the protection of team members and clients, with a focus on vulnerable groups.
- Passionate about service and quality improvement.
- Able to role-model inclusive and culturally sensitive attitudes and behaviours.
- A problem-solver, who can see the benefits and balance "quick-wins" alongside more long-term sustainable solutions.
- Able to act with empathy, humility, and integrity by being honest and open with colleagues, peers, managers and stakeholders.
- Able to build trust in their team, colleagues, peers and stakeholders.
- Agile in their thinking.
- Self-aware of the impact they have on their team, colleagues, peers and stakeholders.
- Able to take accountability for their impact on their results, team and colleagues.
- Confident, able to make tough decisions and lead with authority when the situation requires.
- Ability to remain calm under pressure