JOB DESCRIPTION:

Service Manager - Clinical

General role information	
Job Title:	Service Manager – Clinical
Reporting to:	Regional General Manager or Clinical Services Matron (Large Regions) Professional/Dotted reporting Line to Head of Nursing & Midwifery
Salary Band:	Band H(b)
Notice period:	3 Months
Budget Responsibility?	Yes
Contract type?	Permanent
Direct Reports?	Yes
Client facing role?	Yes
Key stakeholders – internal?	Yes
Key stakeholders – external?	Yes

About MSI Reproductive Choices

Only when choice is a reality for each of us, can we create a better, more equal world for everyone. Here at MSI Reproductive Choices UK we are proud to be a social enterprise that is changing the world for the better, we reinvest and donate our profits towards creating a positive social change across 37 countries globally.

As one of the world's leading providers of sexual and reproductive healthcare our aim is simple: to empower clients to make the reproductive choices that are right for them. That is what we mean by client-centred care.

At MSI Reproductive Choices UK our client-centred care philosophy means respecting our clients as active partners in their own service, caring about who our clients are, their experiences, and how they feel before, during and after they access care with us.

All MSI Reproductive Choices job descriptions are subject to a language neutrality test prior to approval and we're always looking for new ways to make our recruitment process as fair and unbiased as we can. If you'd like to provide feedback on MSI Reproductive Choices UK recruitment process, please do so via email to Resourcinguk@MSIChoices.org

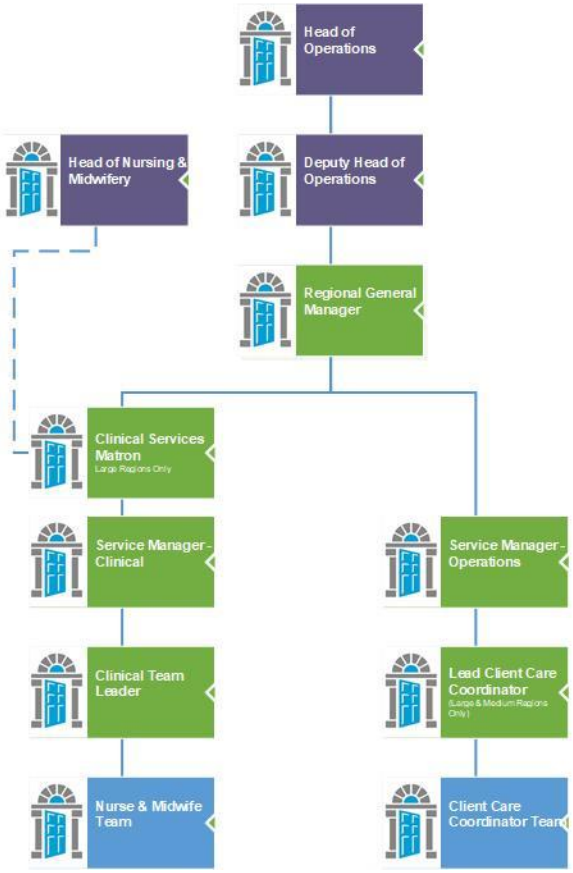
JOB DESCRIPTION:

Service Manager - Clinical

The department/team

MSI UNITED KINGDOM REPRODUCTIVE CHOICES

MSI-UK
Treatment Centre Structure
2023



The role

Reporting to the General Manager (or Clinical Services Matron in Large Regions), the Service Manager-Clinical will be responsible for providing leadership to their Treatment Centre Clinical team to ensure that the Clinical priorities in their centre(s) are aligned to the overall organisational priorities and are delivered through a clear focus on safety, client experience & sustainability.

The role will lead Clinical Teams to provide the best possible experience for our clients through nurturing a culture of continuous improvement that promotes excellence in clinical practise and care. The Service Manager-Clinical will lead the clinical teams to ensure quality, standards and assurance requirements are met and role model their expertise in clinical practise, Client care, openness and professionalism.

Close and effective working relationships with the Service Manager-Operations, Clinical Services Matrons (in Large Regions) and General Manager will be essential in being successful in this role.

The role will require successful appointment to be the deputy CQC Registered Manager in Small and Medium Regions.

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JOB DESCRIPTION:

Service Manager - Clinical

MSI REPRODUCTIVE CHOICES

Role summary

1	Management		• Line manage Clinical Team	• Communication	• Performance & assurance meetings
2	Leadership		• Clear Plan	• Continuous Improvement	• Advocate with Stakeholders
3	Patient Safety		• Regulatory requirements and best practice	• Safer Staffing Policy"	• Competency Skills mix
4	Patient Experience		• Patient pathways	• Patient feedback	• Patient facing environments
5	Organisational Sustainability	People	• Recruitment & Retention	• Progression and Succession Planning	• Colleague Experience
		Patient Demand	• Optimise Capacity	• Protect & grow market - share	• Implement New business opportunities
		Surplus Generation	• Budget Plan	• Cost Control	• Colleague awareness

Key Responsibilities

1) Management

a) Line manage the Treatment Centre Clinical team, including:
   i. Setting of practical objectives and regular performance updates.
   ii. Proactive management of the employee lifecycle i.e. recruitment, induction, absence management, family friendly leave, employee relations, performance management, development plans and leavers.

b) Facilitate clear and regular communication to all Treatment Centre team members to ensure they are aware of and recognise:
   i. Organisational priorities and focuses.
   ii. Progress and performance.
   iii. Individual and team successes along with organisational achievements.

c) Actively participate in Treatment Centre performance and assurance review meetings.

2) Leadership

a) Contribute to the formulation of a clear plan for the Treatment Centre team, which includes:
   i. Short, Medium & Long-Term goals and aspirations.
   ii. Developing a live Service & Safety improvement plan for each treatment centre.
   iii. Defining a clear service development plan for each Treatment Centre, with clear outcomes and risks mitigated.

b) Role model the behaviours of continuous improvement within the Treatment Centre.
   i. Effectively use the correct data to inform decisions.
   ii. Be responsive to changes or fluctuations in client, safety or financial demands.
   iii. Devise and influence solutions to barriers that impact on the ability to drive advancements in patient and colleague experience.

c) Build a reputation of being a visible and engaging member of the Treatment Centre Management team and Service Manager population.

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i. Act as a key link in the communication between the Treatment Centre and Support Office colleagues ensuring key messages, trends and concerns are cascaded in both directions.
ii. Where possible engage colleagues in the decision-making process and where this is not possible ensure decisions and communications are provided with clear rationale and evidence.
iii. Actively participate in meetings, provide the opportunity for the organisation to learn from our front-line service providers.

d) Build relationships with internal Stakeholders to support the Treatment Centre teams to work collaboratively to achieve their objectives.
   i. Act as a change advocate for all transformation projects
   ii. Evaluate and feedback the impact [positively & negatively] of stakeholders and transformation projects in supporting your teams to deliver their service.

3) Client Safety

a) Support the Treatment Centre Management team to ensure regulatory requirements and best practice are met in each centre, including DOH,CQC, RSOP standards and take immediate action on any areas identified for improvement.

b) Ensure the requirements of CQC Registered Manager are delivered in a consistent and compliant way.

c) Collaborate with the Service Manager-Operations to ensure the staff scheduling process is robust enough to ensure there is never a compromise on the approach to our "Safer Staffing Policy", including having adequate and competent resource to always provide the service alongside a clear Clinical Leader.

d) Take the lead in implementing a clear plan to drive the optimum competency skills mix in our Nursing and Midwifery Team.

4) Client Experience

a) Lead and influence the Clinical team to ensure client pathways are reliable, consistent, and meet the needs of each individual patient.

b) Drive the Clinical team to seek client feedback and facilitate a responsive and caring approach and response.

c) Collaborate with the Service Manager – Operations to ensure all client facing environments in your Treatment Centres look and feel professional, clean and welcoming.

5) Organisation Sustainability

a) Develop and implement a clear People plan for the Clinical Team, taking responsibility for:

   i. Recruitment & Retention: develop an effective and responsive approach to our colleague recruitment and retention.
   ii. Identify aspirational colleagues and facilitate their development.

iii. Identify and develop a clear successor to your role
iv. Deliver the best possible Colleague experience & satisfaction, with particular focus on:
- Creating the best first and last impressions of our organisation with all potential and current colleagues.
- Ensuring every colleague have the tools to do their job (eg IT, Equipment, Knowledge)
- Cultivating a culture of celebrating success and actively managing under performance.
- Ensuring every aspirational colleague is supported to reach their full potential.
- Embedding a holistic approach to colleague well-being.

b) Collaborate with the Service Manager-Operations to efficiently service Client demand:
i. Optimise our capacity, with a responsive, proactive and productive methodology.
ii. Contribute to an effective service development plan to protect and grow our market share in your geographical region.
iii. Collaborate with internal stakeholders (eg Business Development) to implement all new business opportunities.

c) Deliver effective surplus generation.
i. Have a clear understanding of the Treatment Centre budget plan and take an active role in mitigating any risks.
ii. Implement an approach where there is intelligent investment alongside a strict control of costs, with an active and relevant cost improvement plan.
iii. Build colleague awareness so they are confident on the impact they can make (+ve & -ve) to contribute to surplus, engaging them so they are clear of the reasons why we need to generate a surplus and deliver a sustainable organisation.

Please note that you may also be required to carry out reasonable additional ad-hoc duties, at the request of your line manager.

Please read this document in conjunction with the Person Specification for the role.

Signature

By signing below, you indicate that you have read and agree to this job description.

Full name:	
Signature:	
Date:	