

## Job Framework

Job Title	Clinical Team Leader	Cost Centre	
Location	MSI UK Centres	No. of Direct Reports	0
Reporting to	Clinical Operations Manager	Budget (Y/N) Responsibilities	N

### The Function

MSI Reproductive Choices, is a reproductive health charity, best known for its abortion services which help 70,000 women a year. Our network of welcoming clinics and local community services, together with a 24 hour confidential helpline work, provide high quality, safe, accessible and compassionate advice, care and support for the women and men who need us. 95% of our services are commissioned by the NHS.

Our clinic network is growing as part of our strategy to be the charity of choice for the women and men who turn to us for help, and for our funders. Our influence is growing too, as we work to increase public and political understanding of the issues women and men face in making reproductive choices.

We're looking for people who share our drive to provide the best quality care to everyone who needs our services to join our committed teams of clinical, management and support staff.

We're proud to be champions for reproductive choice, and we work hard every day to make a reality of women's rights to decide whether and when to have children.

### The Role

To ensure the smooth running of the centre on a day to day basis by overseeing all clinical areas and supervision of the nursing team, co-ordination of doctors/surgeons/anaesthetists, being the main point of call for clinical matters and by being a part of the supervisory team.

### Key Responsibilities

#### Service Provision

- Although the role will be supernumerary, you will be required to provide hands-on client care in the provision of services to clients when needed
- Lead on changes in clinical practice
- Lead on organising appropriate cover for operating sessions
- Monitor and enforce standards of client and clinical care, including routine checks, post-op queries, correcting or improving performance where appropriate
- Liaise with histopathology labs for reports and take appropriate action
- Identify team needs, both permanent and Sessional; organise rotas and cover for nursing and medical teams ensuring registration requirements are met

- Work with the Operations Manager and Clinical Operations Manager to monitor treatment session times and bed allocation etc. implementing changes accordingly to ensure smooth implementation of client flow
- Identify safeguarding concerns and take appropriate action

## **Team Supervision and Development**

- Brief team on a regular basis (medical and nursing) and ensure understanding of all local and corporate
- Develop and implement good nursing practices
- Organise and run development activities for nursing and medical team members
- Recruitment, selection and induction of new team members
- Motivate, train and coach team members and provide feedback on performance to individuals
- Carry out team member appraisals and follow up on outcomes
- Monitor team member performance on an on-going basis and in conjunction with the Centre Manager take corrective action as appropriate
- Maintain absence, training and payroll records and produce monthly reports
- Implement policy and procedural changes in line with the Quality Management System, monitoring and feeding back results to the Centre Manager and Central Support Office

## **Administration**

- Ensure client notes, registers, drug control and other records are accurate and complete
- Stock control; monitor stock and usage of supplies, co-ordinate purchasing in accordance with centre needs, ensure records are maintained in accordance with Statutory Regulations and National Care Standards
- Ensure the maintenance and calibration of medical equipment
- Input and retrieve computerised client and team information
- Receive, monitor and check professional registration, indemnity and hepatitis B records for Nursing and Medical teams

## **Quality Management, Health & Safety and Infection Control**

- Ensure that National Minimum Care Standards are met; liaise with Care Quality Commission officials as required
- Manage initial client complaints and answer queries
- Undertake quality audits in other MSI centres
- Establish and maintain MSI Quality Management System, BS EN ISO 9002 and implement policy and procedural changes in line with the system
- Contribute to Health and Safety in the centre in accordance with MSI processes and procedures
- Be responsible for Infection Control in the centre, liaising with external Occupational Health Service as necessary

## Other

- With the Centre Manager, participate in the preparation and implementation of the annual business plan for the centre
- Deputise for the Deputy Centre Manager or Centre Manager during periods of absence
- Maintain own registration and professional standards, in line with Nursing and Midwifery Council guidelines
- Ad hoc project work as directed or required
- Any other reasonable duties as requested by the Centre Manager

## Experience

- Extensive post-qualification experience including theatre experience
- Experience of supervising/leading a team
- Some time spent in a customer service environment

## Qualifications and Training

- Level 1 or 2 registration
- Theatre certificate or qualified by experience
- GCSE or equivalent standard Maths and English Language

## Personal Attributes

### Skills

- IT Literate including knowledge of Word and Excel
- Proven persuasion skills; well-developed influencing skills
- Good communicator, able to convey information in a clear, simple and warm manner
- Able to diffuse and handle difficult situations/people
- Excellent client care skills

### Attitude

- Tenacious, self-confident, enthusiastic, cheerful, perceptive
- Flexible, reliable, responsible, calm under pressure
- Pro choice

# Clinical Team Leader



- Positive attitude to private healthcare
- Motivated by a desire to provide a professional service and to build a successful, efficient and committed team using effective systems
- Willing to continue professional development and to develop the role
- Willing to undergo, and provide, training/coaching in line with organisational philosophy
- Uphold and actively demonstrate behaviours that align with organisational values and behaviours

## MSI Behaviours and Values

### Team Member Behaviours

#### Work as One MSI

- You contribute, use, and share accurate data and evidence to improve understanding, insight and decision-making across MSI, enabling us to maximise our ability to influence others
- You share relevant knowledge, expertise and resources to strengthen teamwork and prevent duplication of effort
- You actively work as part of a team, providing support and flexibility to colleagues, demonstrating fairness, understanding and respect for all people and cultures.

#### Show courage, authenticity and integrity

- You hold yourself accountable for the decisions you make and the behaviours you demonstrate □

You are courageous in challenging others and taking appropriate managed risks.

#### Develop and grow

- You seek feedback to enable greater self-awareness and provide the same to others in a way which inspires them to be even more effective
- You manage your career development including keeping your knowledge and skills up to date.

#### Deliver excellence, always

- You strive to consistently meet and exceed expectations, putting clients at the centre of everything, and implement smarter, more efficient ways of performing your role
- You build and maintain effective long-term working relationships with all stakeholders, and are a true MSI ambassador.

#### Leadership (For Leaders only)

- You inspire individuals and teams, through situational leadership, providing clear direction
- You seek and provide opportunities which motivate team members, helping to develop skills and potential whilst strengthening our talent and succession pipeline
- You are aware of emerging developments in our sector, demonstrating strategic insight about our clients and business and encourage this in your team
- You articulate a vision of the future which inspires and excites others.

### MSI Values

- **Mission driven:** With unwavering commitment, we exist to empower women and men to have children by choice not chance
- **Client centred:** We are passionate about our clients and dedicate our efforts to delivering agreed objectives to the highest possible quality
- **Accountable:** We are accountable for our actions and take responsibility for everything we do to ensure long term sustainability and increased impact
- **Courageous:** We recruit and nurture talented, passionate and brave people who have the courage to push boundaries, make tough decisions and challenge others in line with our mission.