

# Deputy Clinical Services Manager



## Job Framework

Job Title	Deputy Clinical Services Manager	Cost Centre & Department	
Location – Office		No. of Direct Reports	Relevant CTL
Responsible & (Role)	Clinical Services	Accountable to	Director of Nursing
Responsible for	Clinical Team Leaders	Budget Responsibilities (Y/N) and scale	Y

MSI Reproductive Choices, is one of the largest providers of subsidised safe abortion, contraception and family planning services across 37 of the world's poorest countries. Our mission - 'children by choice, not chance' - is intended to help women and men with unmet need, to access those services, and ensure that each and every birth is wanted. We develop efficient, effective and sustainable family planning programmes in the UK and overseas. The UK division provides services to men and women over 130,000 times a year.

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In MSI UK the nursing and midwifery care we provide is unique. We believe that women and their families have the right to non-judgemental, holistic care provided in a personalised, safe, effective and caring environment. Our care is based on best clinical evidence, provided by a skilled multi professional team, led by nurses and midwives who understand our specialist setting and uniqueness of each woman's experience: we are committed to promoting, protecting and supporting women's reproductive and sexual health rights.

As nurses and midwives, we draw on our own professional knowledge and the specialist knowledge of our setting to be 'with women' and advocating for women and for their options in all aspects of their care. We achieve this through our collaborative multi professional working, reflection and learning. We uphold our professional code and MSIUK values always and seek to advance and share the knowledge of our unique setting.

The primary responsibility of this role is to further MSI's Goal: The Prevention of Unwanted Births and its mission of ensuring the individual's right to: Children by Choice Not Chance

As a respected professional and experienced clinician, the post holder will lead by example, motivate and empower other staff and ensure high standards of care are set and delivered. Specifically, the Deputy CSM will ensure they support the Clinical Services Matron (CSM) to:

- Deliver excellence in clinical practice and that care is promoted across all services provided by MSUK
- Ensure that clients are cared for in a safe, clean environment
- They will support the CSM to promote excellence in client experience ensuring clients are treated with dignity and respect
- They will support the CSM in providing strong clinical leadership and management of the designated centre

The Deputy Clinical Services Manager (CSM) will support the CSM to make a proactive contribution to planning for and improving future services within the centre and take an active lead in service transformation.

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The post holder under the leadership and support of the CSM to:

- In delivering the quality and standards of care agenda, particularly supporting the CSM to provide assurance around compliance with regulatory and internal standards of care.
- Supporting the Regional Manager to ensure there are effective processes in place in the designated Centre and that client flow enhances the quality of client care, experience and outcomes
- Support the CSM to ensure a positive culture of clinical excellence, openness, professionalism, continuous improvement and high-quality care is embedded and promoted within all clinical staffing groups.
- Under the leadership of the CSM, act as a visible role model providing positive, professional and accountable leadership to clinical staff at the Centre • Fulfil the role of line manager for direct reports

Clinical Services Matron

Head of Effectiveness and Improvement

Medical Director

Director of Nursing

Executive Team

Head of Clinical Services

Associate Clinical Director

Regional Operational Managers (North & South)

Other Clinical Services Managers (North & South)

Regional Finance Manager

Corporate Functions members of staff

Regional HR Business Partners

- Support the CSM in leading and championing the clinical priorities and establish performance monitoring and reporting arrangements to demonstrate progress as directed by the Director of Nursing
- As delegated by the CSM, lead and provide professional leadership and agreeing objectives
- Ensure that the professional contribution of all staff under the direct report of the Deputy CSM are firmly aligned to the achievement of the Centre wide objectives.
- As delegated by the CSM and Operations Manager, ensure the implementation of the Centre's governance and risk management strategies.
- Support the CSM to ensure the Centre maintains compliance via effective outcomes and governance in respect of external regulation such as the Care Quality Commission.
- Support the Operations Manager to lead workforce planning/profiling initiatives to ensure there is an optimal staff workforce which reflects good safe, timely, quality care and value for money within the Centre.
- Establish and maintain effective communication links with the Regional Manager and all Centre Staff
- As delegated by the CSM, ensure the operational day to day activities of the Centre are managed effectively
- Provide reports and recommendations to the Operations Manager and Regional Manager on Client Quality in the Centre

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- Under the support of the CSM, have responsibility and accountability for standards of clinical care and the quality of the Centre.
  - Support the CSM and CTL's to ensure clinical skills are maintained and that the clinical skills of all clinical and non-clinical staffs in the Centre are up to date. Participate in the delivery of clinical care when required to maintain own competence and credibility
  - Support the Regional Manager to implement robust systems to evidence and monitor the clinical contribution to national and local standards of care to lead on the following in the Centre:
    - Performance review process
    - Clinical quality audits
    - Regular establishment and activity reviews of the centre and advise on staffing levels
  - Support the CSM to systematically lead on the monitoring of standards of nursing, utilising nursing assurance and performance frameworks and using nursing sensitive key performance indicators which demonstrate continuous improvement and assurance in clinical care and standards for the Centre.
  - Act as role model, mentor and coach ensuring that direct reports and indirect reports in the Centre are supported to achieve their potential with clear goals and priorities.
  - Attend, lead and participate in meetings as delegated by the CSM and professional forums as required by the Regional Manager, providing timely and appropriate communication and dissemination of information
  - Supporting the CSM and CTL's, ensure all clinical staff in the Centre act at all times in line with the MSI values and the Nursing and Midwifery Council Code of Conduct.
  - Ensure effective communication and staff involvement throughout the Centre, ensuring that staff views on change and service development are regularly sought and acted upon. Support the CSM to ensure the Centre has communications systems
  - Support the CSM to maintain active status on professional register (e.g. NMC), and engage fully with revalidation
  - Under the leadership of the CSM ensure that all adverse clinical incidents are promptly reported on Datix and take the lead role where required, in the investigations of adverse and serious clinical incidents, ensuring that learning from practice takes place
  - Ensure that, following urgent or emergency clinical transfers, close communication is maintained between NHS settings and MSUK clinical and medical leadership, supporting and delegated by the CSM
  - Work collaboratively with the CaSH Nurse Specialist to increase uptake of LaRC within clients attending the Centre
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- As delegated by the CSM utilise outputs from audit, feedback, risk management, incident reporting and complaints to determine changes to both education/training and clinical practice in the Centre.
  - Support the CSM and CTL's to lead the development of clinical education for the Centre
  - Work with the CSM and CTL's to ensure a robust Training Needs Analysis is conducted for clinical staff in the Centre
  - Contribute to the development of in-house education and training programmes.
  - Develop a culture which encourages all staffs in the Centre to be innovative, creative and challenging in the interest of client care and professional practice.
  - Ensure own compliance and compliance of all staff in the Centre as directed by the CSM with regard to mandatory training requirements, maintaining records of training and development undertaken
  - Support the CSM in ensuring that all staff have clear goals and objectives, regular appraisal and feedback on performance as well as a personal development plan.
  - Proactively identify potential leaders through the talent management process, ensuring access to programmes of leadership and development.
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- Support the Operations Manager:
    - Maximise best use of financial resources to ensure that effective client care is provided, take responsibility for initiating improvements

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- To develop robust financial controls with support from the Regions Finance Manager to ensure services are delivered within budget and are delivering safe and clinically effective care.
  - Ensure services are delivered within budget by having an oversight of all budgets within area of responsibility
- Accountable for monitoring of the clinical financial resource for the Centre so it balances to the appropriate budget line
  
- Support the CSM and Operations Manager to:
  - Ensure effective clinical governance and risk management systems are in place to support the clinical care in the Centre.
  - Ensure that high quality of care for all is at the heart of everything done, and that the Centre is compliant with statutory responsibilities, including: CQC requirements, NICE guidelines and Health and Safety,
  - Policies and local policies operate satisfactorily within the Centre.
  - Ensure robust risk management systems and up to date Centre risk register.
  - Ensure Information Governance standards are met within the Centre.
  - Ensure Research Governance standards are met within the Centre.
  - Embed a culture of quality and continuous improvement within the Centre
  - Be responsible for the delivery of an effective complaints process and patient feedback systems within the Centre, investigating complaints promptly in line with the MSI Complaints Procedure and ensuring that all complaints are used positively to improve service deficiencies. Ensuring learning is disseminated in the Centre
  - Ensure strategies are in place to minimise the risk of litigation
  - Lead serious incident reviews as required
  - Ensure compliance with policies, procedures and clinical guidelines for self and others within the Centre participate in the development of same
- Support the Operations Manager implement systems and procedures within the Centre to fulfil the requirements of the MSI Risk Management Strategy including local management and resolution of complaints and concerns, management of Serious Incidents / Near Misses and maintenance of Risk Registers. Ensure progress against agreed action plans is made and communicated to all necessary staff.
- Support the CSM and IPC Link to ensure operational delivery of the highest standard of infection prevention and control within the Centre.
- Work with the Regional Manager to ensure that assurance arrangements are in place within the Centre to meet MSI requirements.
- Promote equality and diversity and ensure that there is compliance with statutory requirements within the Centre
- Deputise as the lead for safeguarding, including Adults at Risk, Learning Disability, Children within the Centre, in liaison with the named nurse and named doctor for safeguarding
- Support the Operations Manager to translate the corporate Patient Experience and survey results for implementation at Centre level.
- Work with the CSM and CTL's in ensuring lessons learned are translated into effective and sustainable change

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- Support the CSM and Operations Manager to deliver safe staffing levels, within the Centre. Ensuring long term succession planning and workforce planning is conducted to deliver sustainable clinical staffing within the Centre
  - Support the CSM and CTL's to ensure all clinical staff within the Centre receive an annual performance review and performance development plans.
  - Support the CSM to effectively delivery Centre human resource functions including staff recruitment, retention, leave management, absence management, conduct, performance, grievance management, investigations and hearings.
  - Support the Operations Manager to effectively manage Centre human and material resources.
  - Supporting, promoting and modelling effective working professional relationships and effective communication, involvement, empowerment and multidisciplinary team working with and amongst staff within the Centre.
  - Supporting the CSM and CTL's to facilitate Centre clinical supervision, mentorship and preceptorship for clinical and healthcare support workers.
  - Support the CSM and Operations Manager to review clinical establishments within the Centre to ensure skill mix reflects current workload requirements and delivers best use of resources.
  - Support the CSM to oversee & control the Centre's bank and agency clinical staff and expenditure.
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- Be aware of and comply with the relevant codes of conduct and practice set up by your professional regulatory body and maintain up to date professional registration appropriate to the post.
  - Any breach of these codes may lead to action by MSI of any taken by the regulatory or professional body

Understand and work within policies and local procedures relating to Safeguarding Children and the Protection of Adults at Risk

You are responsible, in respect to your area of work, for ensuring so far as is reasonably practicable and in accordance with MSI policies a healthy and safe environment for relevant clients, employees and trainees, volunteers, visitors and members of the public on our premises, contractors and other people using MSI's services, and for the provision of the information, training and supervision that is required to achieve this responsibility. This requires you to:

- comply with any health and safety regulations or MSI policies or procedures that affect your area of work.
- Raise matters of non-compliance with your manager or other advisers to reach appropriate solutions.
- Are familiar with MSI Health and Safety.
- Manoeuvre light goods and equipment in accordance with manual handling regulations and good practice

Responsible for embodying, and encouraging in others, the MSI Values, using the behaviours identified for each value as a basis for decision making and your behaviour. Also responsible for embedding the MSI Values in all support to staff and line management processes; recruitment, performance management, sickness management and PDRs

Carry out your duties in line with MSI Equality policies and procedures, including relevant legislation, to deliver and always promote equity of access to healthcare and equality of opportunity at work .

Be responsible, in respect to your area of work, for ensuring so far as reasonably practicable and in accordance with MSI policies, that all staff are aware of their individual responsibilities in regard to

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infection prevention and control, and for the provision of the information, training and supervision that is required to achieve this responsibility. This requires you to:

- Maintain a safe infection prevention and control environment for yourself and others
- Be familiar with and comply with MSI guidelines, policies and procedures relating to Infection prevention and control
- Raise matters of noncompliance with your manager or other advisers to reach appropriate solutions
- Ensure that infection prevention and control guidelines, policies and procedures are distributed to relevant staff
- Ensure procedures specific to your specialty are in place, in collaboration with the Infection Control Nurse Specialist
- Ensure that infection prevention and control forms part of staff appraisal

Be aware of and undertake mandatory and other training requirements necessary for the successful and safe performance of your job, including relevant updates

Maintain and process all information concerning clients, staff, contractors or the business of MSI to which the post holder has access, without divulging such information to any third party or make use of information gained in the course of employment, except where this is clearly within the remit of the post holder and the other party's responsibility.

MSI recognises the importance of reliable information. The quality of this data is crucial in that it should give a complete, accurate and timely representation of events to support client care, clinical governance, monitoring performance, management and service agreements for healthcare planning and accountability. All information entered onto any record whether manual or electronic or any other media (film, tape etc.) should be accurate, timely, complete, valid, defined, appropriately sought, appropriately recorded and should be stored securely and confidentially.

**Any other duties necessary for the successful performance of the role.**

**This job description is a reflection of the current position and may change in emphasis or detail in light of service developments. It will be reviewed annually as part of the appraisal/performance development review process.**

- Proven experience of working at clinical team leaders level managing staff
  - Demonstrate knowledge and experience of healthcare
  - Experience of HR processes, financial management and clinical standards
  - Understanding of legislation and governance framework
  - Dealing with a range of issues both in writing and in person e.g. client complaints/concerns, staff grievances/disciplinary
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- Registered Nurse or Registered Midwife
  - Diploma (desirable) / evidence of study at equivalent level / similar experience



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- Management qualification (willing to work towards one) or equivalent in experience
- Leadership development (willing to work towards one)
- Evidence of continuing professional development

*N.B. MSI will seek to validate any essential qualifications as part of the recruitment and on boarding process. Desirable qualifications will also be checked if candidates rely on or declare them during the application and selection process. In some case, employment cannot commence until all employment checks, including reference checks have been completed*

- Pro-choice
- Professional role model: appearance and manner
- Ability to understand/ interpret data
- Good written communication and report writing skills
- Effective IT skills, MS/Outlook, Excel and PowerPoint or equivalent
- Problem solving/planning and organisational skills
- Ability to maintain effective working relationships with others
- Good verbal communication skills.
- Ability to resolve conflict and overcome resistance
- Highly motivated and a desire to perform well
- Reliable, adaptable, flexible, capable, willing, approachable and honest
- Self-confident and emotionally resilient
- Passion for improving the customer experience.
- Able to work with and through ambiguity
- Friendly and approachable with a flexible approach to work.
- Willingness to develop and learn.
- Good time management with flexible approach to working times
- Assertive yet approachable
- Networking skills.
- Ability to provide and receive complex information
- Ability to present to large audiences
- Ability to work with and influence others

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- Willingness to travel across UK



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## MSI Behaviours and Values

### 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.

- **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.