

**NOTE:** This job description does not form part of the employee's contract of employment but is provided for guidance. The precise duties and responsibilities of any job may be expected to change over time. Job Holders should be consulted over any proposed changes to this job description before implementation.

**JOB TITLE:** Clinic Manager

**GRADE:** NG6

**REPORTS TO:** Head of School or designate

**PURPOSE:**

To lead the Clinical Services team in the Clinic, a physical therapy and multi-practice clinic with some teaching support function. To provide clinical practice management to deliver a high quality, patient-focused clinical and administrative service; to support clinic activities consistent with good clinical audit and governance in the context of safe working practice. To ensure that the clinic maintains financial sustainability and becomes resilient to market changes. To also host academic delivery of some School of Life Sciences teaching activities;

To undertake forward planning and optimal utilization of materials, equipment and human capital.

**PRINCIPAL ACCOUNTABILITIES**

1. To manage the clinical services team/facility, its staff and technical resources to deliver a range of customer-focused services within the clinic and provide support for some activities of the School, in particular teaching and knowledge exchange. This will include:
  - a. To provide operational management of the clinic staff through effective leadership of and exploitation of resources.
  - b. To manage the delivery of clinical services appropriate to the aspirations of the School of Life Sciences and according to the business plan.
  - c. To establish standardised policies and procedures for clinical support operations including development, supervision and management of data and personal data collection and storage systems in the clinic, and liaison with clinic teams regarding student involvement with this process and with clinical audit.

- d. To maintain on-site Medical Records administration and ensure that regulations governing data protection and release of information is followed and to act as Caldicott Guardian for patient record keeping.
  - e. To ensure operational costs are controlled and resources are used efficiently, effectively and economically including regular monitoring and action to address poor performance. To manage receipts of monies and accounting procedures for records and to work to achieve financial sustainability of the clinic according to the agreed business plan.
  - f. To ensure stocks of clinic supplies are monitored, maintained and requisitioned as required to maintain optimum levels at all times throughout the year.
  - g. To work with academic colleagues to develop and coordinate the preparation and implementation of CPD and short courses.
  - h. To contribute to the development of an effective marketing approach including insight activities and campaigns.
2. Lead and manage Clinical Services staff, ensuring that; all relevant people management policies are effectively implemented in accordance with brand values and leadership and management competencies, modelling good practice in line management; all staff in the team engage with the University's PPDR process, deliver their personal objectives and complete all agreed personal development activities, recording all relevant information on the PPDR platform; setting appropriate service and performance standards, in consultation with key stakeholders, and ensuring they are met; engaging and motivating staff to flexibly achieve maximum performance within clear lines of accountability and responsibility; promoting effective relations with academic areas and areas of Corporate Services, and contributing to the University's reputation.
  3. To ensure team compliance with Clinical Governance, including Health and Safety requirements in the designated technical services area, monitoring and ensuring the safe usage of all equipment and materials by users. This will include:
    - a. To encourage, enforce and comply with current health and safety, clinical governance and professional service standards including regular monitoring in the form of in house audits and other methods and action to address issues arising
    - b. To maintain best practice through established Health & Safety legislation, Risk and Hazard Management and COSHH procedures.
    - c. The post holder will induct and train staff, apprentices, students and other users of the facilities. The post holder will be required to write technical guides, SOPs and relevant documentation, including risk assessments as required
  4. To coordinate matters relating to periodic clinic maintenance and refurbishment, working with the Head of School, their delegate and the University Estates and Facilities Group.

6. To work as part of School and University Committees as required and to represent the School internally and externally.
7. To manage the team in providing some degree of technical support to academic staff and students as requested by the Head of School.
8. To ensure the regular inspection and evaluation of equipment in the clinical areas to ensure that they remain safe, accurate and conform to required Health & Safety standards, and instigating repairs, recalibration or replacement as required. To maintain the clinic in a clean, safe and fully operational condition and in compliance with any relevant codes of practice.
9. To participate in and contribute to relevant internal or external networks (e.g. Technician team meetings, user groups, committees, professional networks), as directed by the Head of School or designate. To undertake relevant continuous professional development activities and maintain up to date knowledge and skills in the designated specialism. To lead user groups/expert groups as delegated to the post-holder.
10. To undertake any other duties within their competence and appropriate to the grade, as required by the line manager or his/her nominee.

## **CONTEXT**

At present the Clinic houses clinical practice in a range of therapies and in addition, enables students to gain practitioner experience in a work setting with appropriate clinical supervision. The clinic also undertakes health and fitness testing on a consultancy basis and incorporates the Centre for resilience, that delivers resilience training to a range of industry sectors.

Clinical provision is a key part of the strategic infrastructure and delivery for the School of Life Sciences. With the strong University focus on professional standards it is a key requirement that such provision is delivered to the highest professional standards.

The post holder is expected to develop a culture of sharing knowledge and information. The post holder will actively engage with technical and procurement teams, University Estates, Safety and Wellbeing Teams, and students. They will maintain the highest quality of clinical support and best possible experience to students and staff.

The post-holder is expected to work closely with colleagues within and outside the clinic to maintain the highest quality of support and provide the best possible experience to clinic users.

The postholder is required to take a commercial approach to the management of the

Clinic. Ensuring financial sustainability through market research, a customer centred approach and attention to appropriate commercial opportunities.

The post holder will be expected to promote and uphold the culture of the School of Life Sciences,

## **DIMENSIONS**

- The post-holder will line manage a team of staff, in supporting the core activities of the Clinic.
- There may be restrictions on taking annual leave during busy periods and during teaching time.
- They will have budgetary responsibility as delegated to them and will be expected to work within set budgetary limits, as agreed with the line manager.
- The post-holder will be expected to influence spending, infrastructural expenditure, minor and major equipment maintenance and purchasing.
- The post-holder will be responsible for the recording and control of income and for maintenance of proper accounting records and annual reports for this income.
- The normal working day is from 9:00am to 5:00pm, Monday to Friday. At certain times of the year it may be necessary to work outside normal working hours, including evening/weekends.

## PERSON SPECIFICATION

Essential Criteria	Desirable
<b>Qualifications</b>	
<p>Educated to degree level.</p> <p>Holding a business and or management qualification.</p>	
<b>Knowledge and Experience</b>	
<p>Experience of developing and implementing clinical policies and procedures</p> <p>Proven experience of clinical practice management</p> <p>Demonstrable experience of effective technical or clinical staff line management.</p> <p>Understanding and application of ethical principles</p> <p>Demonstrable understanding of health and safety legislation, requirements and best practice in the context of the specific work in a clinical environment</p> <p>Proven record of handling money and effectively with working with budgets</p> <p>Proven knowledge of and skills for working with patients, patient data management and patient feedback</p> <p>Experience of working successfully as a member of a customer-facing team of staff</p> <p>Experience of working with personal data and GDPR legislation</p>	<p>Knowledge and familiarity of diverse therapeutic approaches</p> <p>Knowledge and familiarity with counselling services</p> <p>Experience of supporting clinical projects and research students</p> <p>Familiarity with using databases</p> <p>Experience of demonstrating/training users on equipment and/or software</p> <p>Knowledge and familiarity of physical therapies</p>

<b>Aptitude and Abilities</b>	
<p>Able to provide creative solutions to less straightforward problems on a day to day basis</p> <p>Able to apply theoretical models, formulas and test scenarios effectively to solve practical dilemmas or help others move conceptual ideas forward</p> <p>Excellent IT skills including word processing, spreadsheets, PowerPoint, e-mail and internet</p> <p>Excellent interpersonal skills with the ability to communicate information effectively (either verbally or in written form), and articulate complex issues in a manner, which is clear and concise.</p> <p>Excellent planning skills, with attention to detail and the ability to meet deadlines and work well under time constraints and other pressures.</p> <p>Willing and able to learn and keep up to date with clinical governance regulations</p> <p>Ability to work both independently and in a team environment</p>	
<b>Personal attributes</b>	

A customer-focused approach, and the ability to demonstrate this approach in personal working practices

A commercial mindset with the ability to identify routes to financial viability while maintaining customer focus

A commitment to continuous personal professional development

The flexibility to adapt in an ever changing sector

A committed to enabling wellbeing in the workplace / workforce

Fully committed to creating a stimulating learning and working environment which is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither acceptable or tolerated.