

JOB DESCRIPTION

Post:	Clinical Manager
Grade:	Band 7/8a
Responsible to:	Chief Executive
Accountable to:	The Board of Trustees of INS
Responsible for:	All staff within the multidisciplinary team on a daily basis, and undergraduate students on clinical placement
Period of notice:	3 months

Job Purpose

The Clinical Manager will be responsible for the development and delivery of services. You will provide leadership, clinical audit and direction to the multidisciplinary team at INS across multiple sites. The clinical manager will contribute to the strategic planning of the service and ensure effective multidisciplinary working, effective financial management and the efficient use of all resources. The post holder will be responsible for advising on the implications of service change impacting on clinical areas.

The post holder will be a member of the Senior Management Team and will therefore contribute to policy development and the achievement of its overall objectives.

The post holder will be responsible for the management of a small complex clinical caseload.

Job Summary

- As clinical lead to be responsible for operational management, and overall development of the multidisciplinary team especially in regards to all aspects of clinical governance.
- To supervise, initiate and participate in evidence based projects, including recommendations for change in practice and to lead in departmental audit in the clinical area and be responsible for implementing changes within the designated team/area and setting and monitoring standards.
- Perform advanced neurological assessment and treatment of patients including those with highly complex presentations and from this formulate a diagnosis and treatment plan which is carried out as an autonomous practitioner.
- To take a lead role in supervision, teaching and appraisal of senior, junior therapists and assistant staff, students as required.

Main Roles and Responsibilities

Clinical

To be professionally and legally responsible and accountable for all aspects of the practitioner's professional activities.

To undertake the highly specialist assessment of neurological conditions, carry out diagnostic procedures and interpret the results for neurology patients' with multi-faceted problems, including those with a highly complex presentation, and using clinical reasoning skills, knowledge of evidence based practice and advanced specialist expertise determine appropriate care plans utilising specialist treatment skills and options.

To interpret and analyse clinical and non-clinical facts to form accurate diagnoses and prognoses in a wide range of complex and highly complex conditions, to recommend the best course of intervention and to develop comprehensive treatment plans.

To provide highly specialised advice on care and treatment for patients with neurological conditions based on theoretical knowledge and relevant practical experience and to be consulted frequently for specialist advice and guidance by team members and other health care professionals as required.

To manage clinical risk within own caseload and that of team members at all times.

To demonstrate a sound understanding of clinical governance and to demonstrate the use of treatment plans with evidence based link.

To be highly competent in assessing a wide range of conditions experienced by patients with neurological conditions based on advanced theoretical knowledge of anatomy, physiology and pathology often in situations where conflicting evidence is present.

To ensure that a high standard of clinical practice and care is maintained, through ongoing competency assessment and evaluating treatment outcomes.

To demonstrate physical ability to carry out complex assessment and interventions, including manual physiotherapy techniques and therapeutic handling.

To co-ordinate multidisciplinary interventions: advises and educates patients/carers/relatives/other health professionals.

To demonstrate highly developed manual dexterity, co-ordination, palpatory skills, manual physiotherapy techniques and manual/therapeutic handling.

Quality and Governance

Ensure that the needs of clients and their carers are at the core of how INS delivers its service and are in accordance with designated quality standards and guidelines. Ensuring clear pathways are developed and implemented for clients.

Be responsible for the interpretation and implementation of all relevant national policies which impact on the discipline and be responsible for translating these into practice within requisite timescales.

Determine and be accountable for appropriate clinical policies developed for INS and be responsible for their implementation, demonstrating that the service meets all relevant quality standards.

Ensure high quality services are provided in a consistent way across INS ensuring processes are put in place to monitor the quality of the service provided and changes are made where needed

Ensure the processing and management of complaints comply with INS's complaints procedures and are underpinned by transparency and a culture of continuous improvement.

Ensure active engagement with clients, user groups and those who commission services in the design and delivery of services in order to inform service improvement.

Service Development

Develop long term plans for the service, supporting the CEO with service planning and development initiatives for all clinical services within INS.

Support the CEO to extend the service through commissioning relationships with NHS and Local Authorities.

To ensure that designated staff implement policy and service developmental changes.

To be responsible for ensuring that quality standards and effectiveness of patient care are continually improved.

To propose policy changes concerning the clinical management of patients requiring specialist long term rehabilitation and to guide the specialist team to provide an efficient and effective service in this clinical area.

To work with the Chief Executive and other team leaders in developing the strategic and operational management of services.

Management

To be responsible for competent use, repair and maintenance reporting of all equipment used within the clinical area ensuring that designated staff attain competency prior to use.

To ensure that all equipment defects, accidents and complaints are reported to the CEO immediately and that appropriate action is taken by those concerned.

To comply with all INS policies and procedures and the Health and Safety at Work Act including adherence with Infection Control measures and ensure that staff within the team are aware of their responsibilities.

To attend mandatory fire, manual handling, resuscitation and security training and be familiar with local procedures within speciality area of work and ensure staff attend training and are aware of their responsibilities.

Human Resources

Support the CEO with the implementation of effective performance management arrangements, ensuring appropriate people and professional management systems are developed for the service including active supervision, team meetings and the further development of staff development and performance reviews and act as a panel member in staff recruitment.

Provide clear leadership to staff working within the team and work with the CEO to ensure that the team is appropriately skilled, flexible and motivated.

To be responsible for the provision of specialised teaching to staff on a wide range of subjects both in the management of neurological conditions and general health care; this may be to large groups.

As clinical lead take responsibility for the efficient day to day management of services at INS.

To maintain a CPD portfolio reflecting personal professional development and ensure all members of designated team have a comprehensive performance plan.

To contribute to the education of multidisciplinary groups, patients, families and carers as appropriate.

To be responsible for own professional development and keep abreast in understanding and knowledge of all new developments which are applicable to specific treatments and to ensure that the team do likewise.

To take the lead on the provision of specific aspects of the in-service specialist education and training programmes.

To be responsible for the training of clinical staff, assistants and students on placement within the clinical area and liaise with academic institutions regarding student performance and placement within the team.

To ensure that, as an individual practitioner, the post holder advises the Chief Executive of any changes to the service to ensure quality and effectiveness of care for their patients.

Information Resources

To maintain an accurate and evaluative record keeping system using a POMR format for own clinical caseload and to be responsible for ensuring that all staff are maintaining standards within the clinical area by carrying out regular audits.

To provide statistics regarding the designated service in an accurate and timely manner.

To lead in ongoing clinical audit and appropriate work related research/ evaluation projects in areas relevant to the clinical field.

Communication

To be able to motivate and persuade others through advanced communication skills and to be able to gain co-operation for treatment where there may be significant barriers to understanding such as cognitive impairment, hearing impairment etc and ensure that all members of the team do likewise.

To demonstrate the ability to communicate complex and sensitive information to patients, carers and other staff, where there may be barriers to communication i.e. non-English speaking patients; use of interpreters; excess noise or lack of privacy and ensure all members of the team do likewise.

To maintain close links, communication and liaison between all staff and people involved in patient care, student education, research or policy development as appropriate and promote good working relationships at all times.

To be able to manage potentially stressful, upsetting or emotional situations in an empathetic manner.

To attend and actively participate in and take a leadership role, when required, at meetings and seminars/case conferences as appropriate, and to liaise with and advise other disciplines, as appropriate, to achieve comprehensive, effective and confidential patient management.

To initiate and maintain contacts with local and national clinical interest groups appropriate to the clinical field, and to demonstrate the ability to share and disseminate knowledge with colleagues.

To ensure close links of communication with managers, senior staff and to ensure timely and effective communication with the Chief Executive on all professional matters.

To communicate effectively with all other disciplines involved in the patient's care both within INS and in the wider community thus ensuring a multidisciplinary approach and integrated service.

Effort

To carry out assessments and treatments of patients, with moderate to high physical effort involved

To comply with INS Manual Handling Policy and local therapeutic handling guidelines.

To work in an environment where as clinical manager the work patterns may be disrupted by frequent demands from patients, clinical staff, students and administrative support staff.

To sensitively deal with distressing or emotional circumstances regarding patient care e.g. imparting news of poor prognoses such as chronic pain management or lifelong disability.

To support staff when indicated in the management of challenging patients.

To deal with patients suffering from pain states, behavioural and cognitive problems that may lead to anxiety and aggressive behaviour.

General

To ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity in accordance with the provisions of the Data Protection Act and its amendments.

To promote at all times equality of opportunities for staff and patients in accordance with INS policies, to ensure that no person receives less favourable treatment than another on the grounds of sex, marital status, race, religion, creed, nationality, ethnic or national origin, sexual orientation or disability, with due regard to the promotion of diversity in the workplace.

To undertake such duties as may be required from time to time as are consistent with the responsibilities of the grade and the needs of the service.

This job description is a reflection of the current position. Details and emphasis may change in line with service needs after consultation with the post holder.