



ROLE PROFILE

Job Title	Clinical Manager
Pay scale and spinal points	Scale M1: £37,700 – 41,600 (FTE) 2.5 days per week
Reports to	Head of Clinical Education (HCE)
Service area	Clinic
Number of staff responsible for	8 (approx)
Budget responsibility (£)	None

Purpose of Job:

To manage and supervise clinical, professional and reception staff on a day-to-day basis and organise the day to day running of the clinical teaching environment. To develop, monitor and administer systems to support the clinical team in order to ensure the smooth and efficient running of the clinic.

Role Specific Responsibilities

- To have line management responsibility for all clinic tutors at the Borehamwood clinic.
- To work effectively with the HCE to lead and work with clinical staff to ensure that the administrative standards and systems are in place to ensure the smooth and efficient running of the clinic.
- To lead on and be responsible for the administration and management of clinical assessments in collaboration with the HCE.
- To lead on reporting and following-up any concerns relating to students or patients in the clinic at the appropriate forum.
- To facilitate the collation of data for curriculum and quality reports required by the Senior Management Team and Board of Governors.
- To collaborate with the HCE in the development and implementation of policies and directives.
- To oversee and monitor student attendance, taking remedial action on behalf of the HCE as per the Attendance and Penalty Policy.
- To oversee all tasks related to the financial management of the clinic and collaborate with the Bursar as required.
- To work pro-actively with the Marketing Lead, to develop and continuously maintain marketing activities for the clinic in order to attract new patients, in line with the College's Marketing Strategy.
- To oversee and ensure reception staff maintain accurate student and patient records which are GDPR compliant.
- To guide and support students with the administrative aspects of their clinical learning.
- To oversee the management (including record keeping) of the Osteopath Observation Scheme and any other clinic specific initiative.

- To liaise with the relevant College staff at the Stoke clinic to ensure compatibility of systems and procedures
- To assist with the development of quality assurance procedures and to contribute to the on-going QAA inspection process for the clinic
- To attend and actively participate (physically or via skype) relevant cross-college and location specific meetings as directed in order to provide input and take action where required.

In addition:

- To embrace and promote the ethos and philosophy of the College as set out in its Mission Statement, Strategic Plan and Staff Handbook.
- To display appropriate interpersonal and communication skills which, by example, students will follow and adopt in professional life.
- Ensure that all the relevant professional standards are demonstrated and upheld.

This is not intended as an exhaustive list of duties or a restrictive definition of the post but rather should be read as a guide to the main priorities and typical areas of activity of the post holder. These activities are subject to amendment over time as priorities and requirements evolve and as such it may be amended at any time by the line manager following discussion with the post holder.

Key Competencies:		
Personal Effectiveness	Leadership	Working in Partnership
<ul style="list-style-type: none"> • Ensures colleagues and team members communicate effectively with each other • Maintains composure in difficult situations or when faced with strong opposition • Seeks to achieve high levels of quality in the work outputs of all team members 	<ul style="list-style-type: none"> • Prioritises and plans own work based on an understanding of the 'bigger picture' • Provides feedback on, and constructively challenges, the direction and working practices of the team, service area, or organisation • Undertakes performance appraisals and regular one-to-ones with all team members 	<ul style="list-style-type: none"> • Generates energy and enthusiasm amongst team members • Identifies where the talents of each team member can be best used to achieve team goals • Empowers team members to take responsibility for actions and decisions

Flexibility

- In order to assist the clinical teams in supporting students on a part-time programme, there may be occasions when you will be required to attend at weekends to participate in e.g. Open Days, Programme Committees and student clinical assessments. Such duties, however, will fall within the scope of the post, and be at the appropriate level.

Health and Safety

- To support clinical teams in ensuring safe and efficient delivery of service by adhering to health and safety protocols within the clinic and reducing risk.

The College's Commitment to Equality

- To support the College's commitment to equality of opportunity in the provision of the service the College delivers to students, patients and the public.

Information Security (including use of IT)

- In order to protect the confidentiality, integrity and availability of information, employees will comply with the College's policies to cover IT use, electronic communication & government legislation on data storage & protection.

Safeguarding of Students Patients and the Public

- The College is committed to safeguarding students, patients and the public. Safe recruitment of staff is central to this commitment, and the College will ensure that its recruitment policies and practices are robust, and that selection procedures prevent unsuitable people from gaining access to students, patients and the public. All staff employed to work at the College must be competent.

PERSON SPECIFICATION

Qualifications Required

Type	Level required
Professional qualifications/membership	Relevant health care professional qualification
Education	Educated to degree level or the equivalent through experience

Technical / Knowledge Requirements

Type	Description
Knowledge & Experience	<p>Significant experience of working at a supervisory or management level in a clinical/ health practice environment.</p> <p>Significant experience of managing or supervising a diverse group of people.</p> <p>A working knowledge of GDPR and its relevance in a clinical practice.</p> <p>A working health & safety knowledge/awareness relevant to this position including those related to safeguarding.</p> <p>Experience of working independently or with minimum supervision.</p> <p>Experience of managing a varied workload.</p> <p>Experience of collating information and working with data related to record keeping.</p> <p>Experience of working with varied groups, to support and problem solve.</p> <p>Experience of working with databases</p> <p>Experience of stock checking & processing orders/invoices relevant to a clinical practice environment.</p> <p>Experience of using social media to promote services</p> <p>Experience of collation, analysis and presentation of data.</p> <p>Experience of using and identifying processes & practices that enhance the clinical environment for all.</p>
Information Technology	<p>Ability to use Microsoft office – Word, Excel and Outlook to manage daily tasks such general communications, managing data, record keeping & creating organisational systems.</p> <p>Ability to input relevant information on to the College’s virtual learning environment (VLE). An overall understanding of electronic diaries.</p>

Competencies

Competency	All Level 1, plus
Personal Effectiveness	<ul style="list-style-type: none"> • Uses questions to explore and develop a deeper understanding of the needs, opinions and feelings of others • Successfully handles questions, objections and challenges • Explains facts and expresses views and opinions with clarity and conviction • Challenges the views or actions of others in a constructive but firm manner • Uses a range of communication styles to influence the decisions and actions • Establishes and maintains an effective network of working

	<p>relationships.</p> <ul style="list-style-type: none"> • Acts as a personal role model for the fair and equal treatment of others • Is fair, consistent and objective when managing others • Promotes a healthy and safe working environment, including respect for work-life balance • Actively seeks out new challenges • Quickly identifies problems and finds workable solutions • Makes logical and effective decisions • Demonstrates a determination to provide a quality service
Leadership	<ul style="list-style-type: none"> • Co-ordinates the work of others, clarifying their roles and responsibilities • Gives direction and encouragement to others • Creates a culture where employees feel able to question and challenge the status quo • Delegates work effectively and appropriately to others • Is flexible in management style according to the needs of the individual and situation. • Demonstrates an understanding of what motivates people to perform in the workplace.
Working in Partnership	<ul style="list-style-type: none"> • Creates a positive team spirit where team members work together to achieve shared goals • Displays a clear understanding of the roles and functions of the organisation, and the links between service areas and directorates • Thinks creatively of how problems can be solved with joint working • Actively participates in cross-functional networks and groups and promotes own service within these.