Job Description

Job Title	Clinical Services Manager

Job Purpose/Summary
 	
Responsibilities
	The post holder will be responsible for:
	
	To provide Management of service innovation and improvement. The CSM will work with local stakeholders to ensure sound decisions about service design, any redesign and service development as well as working to transform clinical outcomes and proactively managing patient care.
	
	• Develop pathways, processes and procedures to improve service quality utilising local and national mechanisms within Steeper and in conjunction with partner NHS organisations
	• To use effectively up-to-date evidence-based information from national and international sources to ensure an innovative approach to the cost-effective delivery of clinical care
	• Provide clinical and organisational innovation and improvement efforts across the MDT. This will focus in particular, but not exclusively, on care within the local setting
	• Identify and manage the implementation of service changes in response to evidence based practice and guidance from Steeper Best Practice and Product Evaluation Groups.
	• Take responsibility for the staff development plans, utilising internal training mechanisms and external programs to train and develop staff.
	• Lead in clinic organisation, to maximise clinician productivity through staff utilisation, skills mix and progression planning.
	• Maximise clinical productivity with reference to local KPIs e.g. RTT, DNA rates
	• Be accountable for KPIs linked to clinician performance, quality, outcomes and clinic management
	• Present regional KPIs at Steeper Management meetings.
	• Continue to undertake clinics albeit reduced in number in order have necessary time to manage
	• Develop effective and efficient service modernisation and redesign to
	  maximise benefit to patients, including development and delivery of new ways of working e.g. Quality and Outcomes
	• Identify innovation, pilots and new service developments that aim to make Orthotic care more (cost-) effective and/or friendly to Patients and clinicians.
	• Lead on the implementation of service improvements valuation of cost-effectiveness, safety and quality
	  of new and existing services
	• Identify, develop and implementation new local care strategies
	• Contribute to the clinical governance agenda.
	• Demonstrate compliance with the health and safety regulations of local Trust and Steeper
	• Safeguard the welfare and safety of patients, public, staff and visitors by obtaining a balance between care and security in health care.
	• Ensure the confidentiality of patient related information and records
	• Identify areas that require audit and plan implementation of changes arising from audit recommendations
	• Any other duties as reasonably requested.

- Manage the regional team to provide adequate levels of service provision with consideration for leave, illness, training etc.
- Work with NHS partners and Steeper Management to ensure that financial targets are met.
- Operate effectively in a flexible and demanding environment and proactively engage with NHS staff and senior management.
- Work and engage constructively with internal and external stakeholders on a range of clinical issues
- Nurture key relationships and maintain networks internally and externally, including national networks
- Link with Managers and members of other functions, to address inter-dependencies and ensure alignment
- Deputise for the Clinical Director as required, expanding on knowledge, skills and experience within personal professional development.

Operational
- Report to the CSD on a monthly or adhoc basis to provide monthly reports containing KPIs and detailing regional performance.
- To oversee team members to deliver requirements listed above and engage and liaise with key stakeholders, in particular;
- To support the delivery of day to day activities and projects
- To manage team and drive service delivery
- To support the identification and sharing of best practice in employee engagement
- Support the portfolio of initiatives in demonstrating value for money for the current spend through tracking, managing and delivering agreed benefits

Staff Management
- Oversee management of Clinicians and services.
- Take responsibility for recruitment of staff.
- Responsible for undertaking appraisal and personal development including progressing any disciplinary or capability issues.
- Forge close positive working relationships, in order to support our NHS customers in achieving their objectives.
- Oversee mechanisms to support, motivate and develop staff within the team to ensure they are engaged with the business in the delivery of its strategies.
- Oversee, through training, development and recruitment, that the skills mix within the service matches service user requirements.
- Oversee staff timetables to be accurate, timely and accessible to staff and NHS customer

Information Management
- Produce and analyse reports summarising status on issues, appraising outcomes, and providing progress reports for the branch manager.
- Collate as required, qualitative and quantitative information and lead appropriate analysis to help develop services
- Report on agreed KPI performance
- Analyse, interpret and present data to highlight issues, risks and support decision making.
- Develop plans in response to information in conjunction with the CSM

	Policy and Service Development • Contribute to draft proposals and changes, implementation and interpretation to policies and guidelines • Propose changes to own function making recommendations for other service delivery. • The post holder will need to maintain a good knowledge of emerging policies for example national specifications, commissioning policies and education. **Planning and Organisation** • Take responsibility for the planning of Team projects, identifying interdependencies. • Take responsibility for the development of performance and governance strategies and the development and implementation of improvement. • Take responsibility for short, medium and long-term service plans, achieving quality outcomes.

This job description and person specification are an outline of the tasks, responsibility and outcomes required of the role. The job holder will carry out any other duties that may reasonably be required by their line manager.

The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the Department and the Company.

Job Description Agreement

Job Holder's Signature: Date:

Head of Department Signature: Date: