



JOB DESCRIPTION

Job Title: Clinical Operations Manager

Department/Team/Service: Corby Urgent Care Centre

Line Manager: Senior Clinical Operations Manager

Hours: 40

Key working relationships:

Operations Manager

Lead GP

Lead Nurse

Lead ACP

Development Lead(s)

Job Purpose/Main responsibilities of role:

The Clinical Operations Manager will lead the clinical workforce, governance and quality.

They will provide line management, clinical and operational guidance to the service delivery team, with the operations manager, through leadership, engagement and reporting via key stakeholders; including the senior leadership group within NHS Service Delivery, and more widely across Quality and Governance, HR, Finance, Business Intelligence and Comms and Marketing.

The post holder will work together with the Operations Manager and other Clinical Leads in leading the delivery of high quality, safe and effective urgent care service.

The post-holder will take shared leadership of clinical governance processes, support with delivering excellent care and service performance, along with offering clinical supervision and support to the workforce as well as developing the team through education and training activities.

Working closely with the NHS Service Delivery Leadership Team, the Clinical Operations Manager will lead, drive and deliver a high quality, safe and sustainable service in line with Key Performance Indicators, Regulatory Frameworks and the company's Strategic and Care Objectives.

The post holder will also support with the design and delivery of a model of care that gives the best care to the patient population who access the service, whilst





working with commissioners and wider system partners to ensure the service plays an effective part in the local integrated urgent and emergency care system.

They will ensure the service delivers care in line with the Group's clinical vision for urgent care and will influence urgent and emergency care transformation.

1. Operational/ Main Responsibilities

- To ensure the service is run effectively and efficiently on a day-to-day basis in partnership with the Operations Manager and Leads within the service
- Line management of the centre's clinical staff, ensuring staff feel supported, listened to, empowered and perform to a high standard
- Leads service planning and strategy within the centre, engaging with the Medical Director, Director of NHS Services and other corporate functions
- Ensures the involvement of patients, staff and other stakeholders in service planning and development including communicating major change to staff and other stakeholders
- Responsible for ensuring that local and national policies are properly and consistently interpreted and implemented within the unit
- Responsible for coordinating and maintaining the unit risk register and agreeing actions plans to manage risks
- Work with the Clinical Quality Team to ensure complaints relating to services are managed within local and national standards and action plans are agreed, implemented and monitored to ensure learning within the service and wider Group
- Responsible for ensuring Serious Untoward Incidents or other serious incidents are reported, investigated, resolved and recorded in line with policy
- Works jointly with the Clinical Quality Team and other clinical staff to ensure there is a clinical audit programme in place. Identify areas of practice that are to be subject to clinical audit in conjunction with the Medical Director and delegate appropriate resources to undertake this work
- Contribute to Group wide policy and/or policy development
- Take part in governance meetings and processes across the Group and maintain oversight of clinical governance and quality
- Be visible and responsive to the needs of the clinical workforce, including being available at times out of normal working hours where needed and being part of escalation processes;
- Support the development and implementation of clinical innovations and service improvements in local healthcare delivery;





- Lead on matters relating to Medicines Management and prescribing audits as well leading on Clinical audits for the Service. Support the Clinician case review process (call and notes audit)
- Ensure clinical guidelines for the Service are reviewed and up to date
- Communicate regularly with the clinical team through the writing and sharing of clinical bulletins, team meetings and training events;
- To ensure robust safeguarding systems are in place for the service
- To have a sound working knowledge of the site contract, accounts and metrics
- Attend regular meetings with the NHS Service Leadership team to discuss any over-arching issues, risk and/or service provision
- To be/support the Registered Manager in CQC compliance for the service
- Play a leading role in ensuring regulatory quality excellence and compliance with all statutory regulatory bodies and company policies and procedures, responding to and acting upon any recommendations from the CQC.
- Utilise data to determine what areas of improvement are required
- Offer oversight of internal and external KPIs to maintain, monitor and improve patient safety and quality of care

2. Strategic

- Contribute to the delivery of Group's objectives
 - High quality delivery
 - Strong reputation
 - Business sustainability
 - Invested in people
 - Positive growth
- To lead the local implementation, as well as develop and maintain good governance processes to ensure the service is safe, including risk registers and the management of incidents and complaints
- To work with the wider Service Delivery team in the development and improvement of culture and environment where safe, high-quality patient care is consistently delivered
- Work with the Operations Manager on planning and delivery of service developments which most appropriately meet the needs of patients, and achieve the maximum health return on the resources invested
- Ensure that the clinical activities are safe, of a high quality and appropriately recorded in order to maximise income opportunities related to service provision
- Maintain excellent third-party stakeholder relationships such as CCGs, patient groups, local community health teams. Attend any necessary external meetings whilst being an ambassador to the service

3. Leadership





- To line manage the clinical team, providing leadership and direction for all Clinical and operational activities within the service. Ensure Clinical Supervision is undertaken and completed
- Link in with the Senior Leadership Team within NHS Service Delivery regarding staffing issues, recruitment and managing day to day clinical issues
- Ensure the right calibre of individuals are recruited and retained in clinical roles with necessary training, support, coaching and exposure within their role to be motivated, and to deliver effectively and productively
- Ensure that effective appraisal and personal development planning mechanisms are consistently maintained and that corporate workforce targets are met
- Develop management capability within the team, providing supervision, coaching and mentorship to others and supporting managers in this process
- Ensure that the medical workforce complies with professional and statutory regulation and remains compliant with employment and statutory and mandatory training requirements
- To provide Clinical support where required and ensure the site is setup for success
- Provide Clinical recommendations and expert advice to key stakeholders within NHS service and on clinical operational issues, ensuring cohesive working practices.
- Ensure the service is continuously monitored and improvements implemented and embedded to increase the effectiveness, productivity, capacity, quality of the service model of care, and overall performance improvements
- Will contribute a culture of high quality and high performance, with high levels of communication and transparency, through strong significant event reporting, the post holder will ensure learning is shared through regular clinical meetings both formal and informal

4. Knowledge, Training, Experience and behaviours

- Proven leadership skills. Has a strong, inclusive leadership style, team building
- The post holder will come from a clinical background with experience in urgent primary care and/or urgent and emergency care. They will have experience in leading and managing teams across clinical service delivery.
- Educated to degree level and evidence of continuing professional development
- Relevant registration with Professional body such as HCPC or NMC etc.
- Evidence of successful clinical/operational management at a middle/senior management level





- Developed communication and facilitation skills
- Personal resilience and ability to prioritise work to meet challenging deadlines through effective time/workload management
- Commitment to team working with the ability to take personal responsibility for difficult decision making.
- Ability to make judgements and decisions leading to resolution through effective negotiation/problem solving
- Strong analytical skills; literacy, IT and numeracy skills with the ability to produce a range of documents or presentations for a wide variety of audiences
- Demonstrates a sound understanding of NHS priorities
- Understanding of relevant National Service Frameworks, NICE guidance and other governance initiatives and how they impact on the service
- Understanding of key Policies and Procedures e.g., HR/Risk Management/Clinical Governance
- Understand the local health system, future developments, commissioning, and contracting

OMG mission, objectives and values

In these challenging times for the NHS....

We are working to deliver positive change within the healthcare sector, centred around the delivery of innovative high quality services and estate strategies; to improve health outcomes, access and experience for patients, and to enable healthier working environments with workforce development, retention and wellbeing of healthcare workers/our people at the heart of our journey.

Our Values are:

Putting People First

Working Together

Creating a Healthier Future

Note

This job description is not intended to form part of the contract of employment or to be a complete list of duties and responsibilities, but it is a guide, for information, to the job. It will be periodically reviewed in the light of developing work requirements in the role. The post holder will participate in the review.

