

Job Description

Job title	Wellbeing Centre Manager	Job family	Healthcare
Reporting to	Operations Director of Therapies-WBC's	Job code	
Location	Office Based Role at Allocated Site	Evaluation Date	July 2022

Job Purpose

- Registered Manager responsible for the day-to-day, operational running of the Wellbeing Centre including all administration, clinical services and ongoing clinic maintenance and upkeep, in line with legal and national care minimum standards in the legislation for independent healthcare.
- Provide line management to all staff connected to the site, including clinical, administrative, management and maintenance teams.
- Contribute to the business development and sustainability of the Wellbeing Centre's.

Responsibilities

Quality

- To lead the business development and performance of the Wellbeing Centre, ensuring strategic, operational and financial performance is optimised and that quality indicators and national care standards and all other legislative and regulatory requirements are fully met.
- To ensure the establishment, implementation and the ongoing development and maintenance of policies, procedures and systems for all operational areas of the Wellbeing Centre are met.
- Establish appropriate Clinical Governance structure and procedures linking in with Service Line Directors and the Quality Team
- To ensure appropriate staff resource planning for all individual sites
- Provide regular reviewing of the WBC model including both administrative and clinical staffing structure to meet the demands of the service growth
- Provide support to services with any escalation of complaints and ensure the highest level of customer service is provided
- To represent the WBC at management meetings and responsible for ensuring all communication and service updates are shared with the team.
- Management and oversight of site budget and ensuring effective management of this is occurring, including involvement with providing solutions to any operational/process issues.
- To foster the development of business opportunities for service offerings in line with market trends and strategic plans to enhance the Clinic's profitability and its reputation for care.
- To ensure the services recruit, train and appraises suitably qualified and experienced staff to meet its business objectives and that all staff are recruited in line with the Company's Recruitment Policy and that the safeguards and checks inherent in the policies for the protection of patients are followed.
- To build and maintain constructive relationships with staff, consultants, insurers and purchasers of services to enhance the Wellbeing Centres reputation for the benefit of patients and other stakeholders.
- To exercise leadership in a style and manner consistent with the Company's values to all users of its services to promote consistency of service delivery.

Innovation

- To ensure his/her own continuing professional development includes activities designed to update their knowledge, skills and competence to manage the establishment.
- Work closely with the wider healthcare business support teams to explore and deliver new service lines to continually promote and develop the healthcare function

Value

- To undertake systematic business reviews to ensure the Wellbeing Centre is performing to agreed targets for business planning, financial performance and quality indicators.

Knowledge / Education / Skills

- Sound understanding of outpatient therapy and psychiatry treatments.
- Proven people management and leaderships skills.
- Evidence of up to date training or experience in understanding the latest knowledge in evidence based therapies
- Commercial understanding of implications of varying models of care
- Passionate about providing high quality care
- Demonstrated leadership and decision making skills essential
- Forward thinking, proactive and creative
- Strong managerial and organisational skills, ability to prioritise and multi-task
- Passionate about continuous improvement with a demonstrated track record in organisation change

Experience

- Managerial experience working at a senior level, industry and operation.
- Training in organisational leadership is desirable
- Strong background in leading change and innovation in a healthcare service
- Experience of working in a matrix organisation with the ability to deal with multiple issues simultaneously in a highly dynamic environment
- Essential: experience of private healthcare

Communication

- Strong communication and negotiation skills are required for the effective leadership and management of the site managers
- Ability to manage and deal with a wide range of external agencies, partners, clients and central office management.
- Excellent verbal and non-verbal communications including awareness of impact of communication on desired audience.
- Can flex communication style dependant on situation and message.

Responsibility

Leadership

Professional leadership and support to the team of Wellbeing Centre team. Work closely with Operations Director for WBC's and Regional Director to provide performance reports for WBC.

Budgets & Equipment

Provide budget management responsibilities, recognises and understand the budget management systems and structures relating to the WBC site, and able to manage resources appropriately and efficiently

Information

Shared responsibility for the confidentiality, security and accuracy of patient records, data and information. Ensuring good quality patient documentation, which meets the Regulatory guidelines and statutory requirements.

Safeguarding

All colleagues have a responsibility to protect and safeguard vulnerable individuals at risk (whether children or adults). Colleagues must be aware of local child and adult protection procedures and who to contact within the Local Authority Safeguarding team for further advice. All colleagues are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

This role will include supporting with any escalation of safeguarding concerns at site as well as supporting the safeguarding regional lead.

Working Environment

37.5 hours per week across 5 days; Office Based role at allocated site. Able to travel to a group location anywhere in the UK; occasional requirement to stay away from home.

Upholding the Company Behaviours

This provides some guidance on the types of conduct to support the Company Behaviours

Behaviour	Evidence
Putting People First	<ul style="list-style-type: none"> Strives to ensure every colleague is able to make a positive and lasting difference to Service Users and their families Actively seeks to develop the potential of every service user and staff member
Being Supportive	<ul style="list-style-type: none"> Celebrates success and supports colleagues through difficult times Demonstrates loyalty to colleagues, manager and team
Acting with Integrity	<ul style="list-style-type: none"> Is honest and respectful in all interactions with colleagues and customers Demonstrates emotional control Ensures accurate recording of any transactions and interactions on all company documentation Challenges poor performance and behaviours
Being Positive	<ul style="list-style-type: none"> Promotes the company in a positive way at all times Strives for positive outcomes, especially when times are challenging

Striving for Excellence	<ul style="list-style-type: none">• Always puts service quality first• Shares and encourages innovation• Keeps on top of new developments in the sector
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