

## Job Description

<b>Job title</b>	Wellbeing Centre Manager	<b>Job family</b>	Healthcare
<b>Reporting to</b>	Hospital Director	<b>Job code</b>	
<b>Location</b>		<b>Evaluation Date</b>	January 2018

### Job Purpose

Reporting to the Hospital Director, the Wellbeing Centre Manager is responsible for the day-to-day running of the Wellbeing Centre with full accountability for clinical services, administration, management of the estate and on-going maintenance and upkeep ensuring delivery of a high quality service, in line with legal requirements and national care minimum standards laid down in the legislation for independent healthcare.

### Responsibilities

- To lead the business development and performance of the Wellbeing Centre, ensuring strategic, operational and financial performance is optimised and that quality indicators, national care standards and all other legislative and regulatory requirements are fully met.
- To ensure the highest level of customer service, throughout bookings, arrival, departure and during service delivery, to ensure patients receive an outstanding experience.
- To ensure the establishment, implementation and then ongoing development and maintenance of policies, procedures and systems for all operational areas of the clinic
- Establish appropriate Clinical Governance procedures linking in with Service Line Directors and the Quality Team
- To ensure appropriate resource planning for administrative and clinical staff, coordinating and managing daily workloads and short to medium term capacity to ensure efficient running of the clinic and financial performance, ensuring capacity meets but does not exceed demand.
- To be responsible for all financial matters including client payments, staff and sessional therapist payments, and the management of the profit and loss account in line with budget.
- To foster the development of business opportunities and service offerings in line with market trends and strategic plans to enhance the Clinic's profitability and its reputation for care and service.
- To ensure the Clinic recruits, trains and appraises suitably qualified and experienced staff to meet its business objectives.
- To build and maintain constructive relationships with staff, consultants, insurers and purchasers of services to enhance the Clinic's reputation for the benefit of patients and other stakeholders.
- Responsible for ensuring all maintenance / Health & Safety checks are completed and recorded appropriately within the clinic.
- 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.
- 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
- Ensure all clinic files are kept in a manner consistent with company policy.

### Knowledge / Education / Skills

- Education to degree level or equivalent experience
- Passionate about providing a high quality service
- Proven commercial acumen.
- Sound understanding of outpatient therapy.
- Proven people management and leaderships skills.

### **Experience**

- Clinical and/or managerial experience working in a similar position, industry or operation.
- Experience of managing a budget.
- Experience of working in a standalone role.

### **Communication**

Strong communication and negotiation skills are required for the effective leadership and management of the clinicians. Ability to manage and deal with a wide range of external agencies, partners, clients and central office management.

### **Responsibility**

#### **Leadership**

Full managerial for a team of staff working within the Clinic and reception area.

#### **Budgets & Equipment**

Overall responsibility for the budget and day to day management of the Clinic.

#### **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.

### **Working Environment**

The problems faced by patients and staff may present difficult and challenging situations, which may heighten the physical, sensory and emotional demands of the role.

<b>Upholding the Company Behaviours</b>	
This provides some guidance on the types of conduct to support the Company Behaviours	
<b>Behaviour</b>	<b>Evidence</b>
Putting People First	<ul style="list-style-type: none"> <li>• Strives to ensure every colleague is able to make a positive and lasting difference to Service Users and their families</li> <li>• Actively seeks to develop the potential of every service user and staff member</li> </ul>
Being a Family	<ul style="list-style-type: none"> <li>• Celebrates success and supports colleagues through difficult times</li> <li>• Demonstrates loyalty to colleagues, manager and team</li> </ul>
Acting with Integrity	<ul style="list-style-type: none"> <li>• Is honest and respectful in all interactions with colleagues and customers</li> <li>• Demonstrates emotional control</li> <li>• Ensures accurate recording of any transactions and interactions on all company documentation</li> <li>• Challenges poor performance and behaviours</li> </ul>
Being Positive	<ul style="list-style-type: none"> <li>• Promotes the company in a positive way at all times</li> <li>• Strives for positive outcomes, especially when times are challenging</li> </ul>
Striving for Excellence	<ul style="list-style-type: none"> <li>• Always puts service quality first</li> <li>• Shares and encourages innovation</li> <li>• Keeps on top of new developments in the sector</li> </ul>