

## Job Description

<b>Job title</b>	Director of Clinical Services - Operations	<b>Job family</b>	Healthcare
<b>Reporting to</b>	Hospital Director	<b>Job code</b>	
<b>Location</b>	All Sites	<b>Evaluation Date</b>	June 2022

### Job Purpose

Reporting into the Hospital Director, the Director of Clinical Services (DoCS) forms part of the hospital Senior Management Team and is wholly responsible for the clinical services operation (nursing and therapy) within the hospital. The post holder will ensure the highest level of patient care is provided to all patients.

### Responsibilities

- The DoCS play a key part in developing and delivering the hospital strategy, providing operational and clinical leadership to the team.
- Deputises for Hospital Director in their absence.
- Overall responsibility for all clinical departments' performance and governance.
- Oversight of site clinical staffing, and ownership of clinical department budgets.
- Ensures delivery of the highest level of clinical and therapeutic care together with ensuring compliance with statutory regulations and current legislation, meeting quality standards and delivering against quality performance indicators.
- Provides leadership, organisation and co-ordination to ensure effective clinical governance.
- Responsible for the implementation of effective clinical interventions and ensures that treatment is designed to enhance the operation and quality of clinical services and is aligned to best practice.
- Manages the delivery of the clinical services business plan ensuring the effective and efficient management and control of staffing, budgets, materials and equipment.
- Promotes an effective working relationship across the multidisciplinary teams.
- Responsible for ensuring that Ward Managers are using the e-Rostering system effectively and are rostering at least 12 weeks in advance.
- Accountable for ensuring timely completion and implementation of action plans in respect of regulatory and corporate requirements.
- To ensure relevant staff work within the standards and frameworks of professional codes of conduct and to take remedial action as appropriate.
- Reviews staffing on a daily basis, ensuring compliance against the staffing ladders and reviews trends, under or over staffing and puts in place actions to remedy.
- Responsible for ensuring the staffing models are adhered to in the clinical services team, maintaining safe staffing levels.
- Manages and develops a highly skilled and motivated workforce.
- Responsible for ensuring that sound recruitment processes and retention plans are in place to drive down turnover and raise engagement.
- Ensures that all employees have the opportunities to further develop their careers and encourages and supports CPD applications.
- Ensures effective management of the relationship with Higher Education Institutes to support placements for all learners.
- Responsible for delivering site career pathways for clinical staff, including talent mapping and succession planning.
- Responsible for ensuring that all colleagues receive clinical supervision in accordance with professional guidelines and carries out management supervision as appropriate.
- Deliver coaching and training as necessary in relation to developing and improving quality and practice.
- Ensure site objectives are being met and encouraging a high quality of service.
- As part of the Senior Management team will carry out on-call duties as directed by the Hospital Director.
- Contributes to the development of Priory policies, procedures, processes and initiatives.
- Provide line management for the Associate Director of Clinical Services (if within site establishment) and Ward Managers.
- You will be expected to provide cover and support to the wider team and site as and when needed

**Knowledge / Education / Skills**

- Must be registered with either NMC or HCPC – needs of the service will dictate if there is a preference
- A detailed understanding of statutory regulations is essential.
- Passionate about providing high quality care and continuous improvement
- Demonstrated leadership and decision making skills essential.
- Forward thinking, proactive and creative
- The ability to deal with multiple issues simultaneously in a highly dynamic environment.
- High levels of integrity and boundaries.

**Experience**

- Experience of working at a supervisory or managerial level within a relevant clinical setting; minimum 2 years working as a Ward Manager or equivalent.
- Experience of managing a clinical budget.
- Strong background within leadership and people management.
- Experience of leading, implementing and reviewing quality initiatives in a related environment.
- Strong track record of innovation.

**Communication**

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**  
Full managerial responsibility for the effective operation and delivery of clinical services through a large team of permanent colleagues and bank workers providing clinical care and treatment 24 hours a day, seven days a week.

**Budgets & Equipment**  
Delegated authority for the clinical services budget and for the care, security and maintenance of equipment and other consumables within the hospital.

**Information**  
Responsibility for the confidentiality, security and accuracy of patients records, data and information. Ensuring that good quality patient documentation which meets 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.

**Working Environment**

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

**Upholding the Company Behaviours**

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

Behaviour	Evidence
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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 Supportive	<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>