

## JOB DESCRIPTION & PERSON SPECIFICATION

POST TITLE:	Clinical Service Manager
RESPONSIBLE TO:	Chief Operating Officer
HOURS:	37.5 hours per week
TERM OF POST:	Permanent
LEAVE ENTITLEMENT:	27 days annual leave per annum exclusive of Bank Holidays (increasing with length of service)
LOCATION:	Keele, Staffordshire
SALARY:	£60,000-£63,000

### PURPOSE OF THE POST/RESPONSIBILITIES

The services of Caudwell Children enrich the lives of our children and families through the delivery of high-quality, person-centred care and support services that promote independence and achieve valued outcomes. We seek to create a safe, homely and supportive environment that enhances the lives of autistic children.

The post will be based at the Caudwell International Children's Centre at Keele University, Staffordshire with opportunity to work from home. The candidate should be able to work with a substantial degree of independent professional responsibility to take a senior leadership role within our clinical services.

The Post Holder will work in partnership with the Chief Operating Officer and Governance Lead.

### Key Responsibilities

- To provide operational leadership for Caudwell Children's Autism Service and to ensure effective clinical and operational management in partnership with the Chief Operating Officer and Governance Lead and work in collaboration with the discipline leads.
- To work in partnership with the Chief Operating Officer and the Governance Lead to deliver quality and performance improvements in

the service, development of the service strategy and grow the business.

- To work closely with the charity's Leadership Team in developing and achieving the strategic goals of CCAS services and participating in the business planning processes for CCAS services.
- To take on the role of Safeguarding Lead for Caudwell Children.
- To take on the role of Infection Control Lead for Caudwell Children.
- To improve quality and outcomes through the completion of clinical audit and service evaluation.
- To position clinical advice and leadership at the centre of Caudwell Children's Autism Service with the aim of increasing quality and value throughout the service and the charity.
- In conjunction with the Clinical Lead, harness expertise by engaging with a range of organisations; including the voluntary sector, Royal Colleges, specialist professional associations, patient groups, NHS and community health services and social care to develop a shared focus on improvement and alignment of purpose.
- Line management and oversight of the Family Support Team at Caudwell Children.
- To offer supervision to the discipline leads working in CCAS services.
- To support the Complaints Officer to investigate Clinical Complaints and where required work with HR to investigate concerns.
- Form part of the clinical assessment team leading on Autism assessment for young people aged 4-11.

## Leadership and Management

- To oversee and manage team productivity and address challenges as and when required implementing in conjunction with the Senior Leadership Team, structures and strategies to improve productivity including training needs of team.
- Ensure complaints and incidents/serious incidents are investigated and responded to within a specified timeframe.
- Respond to feedback from families on service delivery, dealing with difficult issues in a sensitive way.
- Be responsible for the delivery of effective clinical and corporate governance within the service area, ensuring systems are compliant with policy.
- Provide managerial leadership to staff within areas of service responsibility.
- To have the ability to lead on multi-disciplinary clinical discussions and supervision, reviews of clinical activities and caseloads.
- Manage all aspects of Human Resource management, supported by the Human Resources Team including recruitment, retention, Sickness, Absence and individual performance management in own

area of responsibility. Provide effective leadership to services within the area of responsibility, ensuring strong clinical leadership is established and supported.

- Ensure that frameworks and systems are in place across own areas of responsibility for the appraisal, supervision, and personal development of all staff groups in line with professional requirements/.
- Manage incoming referrals, team allocation processes and workload management.
- To ensure the Health, safety and wellbeing of all staff within the team.
- To adhere to professional Codes of Conduct at all times.
- To ensure regular, productive and open communication with staff who they lead.
- With the Governance Lead and Chief Operating Officer, jointly take responsibility for the performance (oversight of clinical, contractual, financial and operational) of the service and the external market factors (demand growth, competitive position, etc.) to inform the development of the strategy.
- Initiate, lead and participate in clinical service development activities within CICC services.
- To develop, monitor and evaluate assessment and treatment pathways to support the multi-disciplinary teams to:
  - Undertake comprehensive assessment of children and families accessing the service.
  - Utilise best practice guidance to inform clinical activity.
  - Contribute to the recommendations for individual family's journeys based on identified needs.
  - Deliver and evaluate interventions and recommendations.
  - Work closely with the Family Support Team to optimise a family's support.
  - Evaluate and modify family's journeys, utilising appropriate outcome measures.

## Education and Professional Practice

- Work on own initiative and with minimal direct supervision from the Chief Operating Officer.
- Supervise clinical staff in accordance with agreed policy and ensure their compliance with their Code of Ethics and Professional Conduct.
- Review and reflect on own practice through effective use of supervision with the Chief Operating Officer.
- Ensure compliance with professional standards for clinical practice.
- Adhere to HCPC regulations or relevant Code of Ethics and Professional Conduct for specialty.
- Adhere to all Caudwell Children policies and procedures.

- To participate and take a lead role in the specialist education and training of professional and clinical colleagues, students, visitors and volunteers.
- To actively support and encourage staff in their CPD activities.
- To lead education and training events locally and, where appropriate, nationally.
- Demonstrate commitment to ongoing professional development through participation in internal and external development opportunities identified in supervision and appraisal.
- Apply specialist knowledge and skills in order to demonstrate professional proficiency.
- Develop and maintain links with other clinicians and academics in specialist field of work.
- Keep up to date and integrate relevant new initiatives and recommendations from relevant professional organisations, ensuring that practice is informed and current, where appropriate.

### Customer Care / Quality Assurance

- Ensure children and their families receive individualised, holistic care delivered by a professional team in a way that maximises their quality of life and respects their privacy and dignity.
- Ensure our children and their families receive high quality, caring services professionally delivered within a safe environment and within the financial constraints agreed by the Leadership Team.
- As part of the team engage actively in practice development, evaluation, audit and research activities to inform evidence-based practice and ongoing quality assurance.
- Communicate with children and families in a way that respects their views, autonomy and culture.
- Uphold the principles and practice of customer care and continuous improvement.
- Ensure that service users are enabled to comment and complain about any of the services they receive and ensure that all comments and complaints received are dealt with promptly and in accordance with organisational policy and procedures.
- Confidentiality and data protection regarding all personal information and organisational activities must be maintained at all times (both in and out of working hours) in accordance with professional codes of conduct and relevant legislation such as the Data Protection Act/ GDPR.
- To create an inclusive working environment where diversity is valued, everyone can contribute, and everyday action ensure we meet our duty to uphold and promote equality.

- To work within the guidance of the National Institute for Health and Clinical Excellence (NICE), providing clinical input into the development of quality standards and, through clinical leadership, influence the introduction and achievement of such standards.
- To carry out duties with full regard to the organisations Equal Opportunities and Diversity Policy.

## PERSON SPECIFICATION

### Essential Criteria:

- Evidence of registration with the NMC, HCPC
- Experience in the assessment and diagnosis of Autism
- Self-motivated with a flexible and proactive approach
- Experience of undertaking standardised formal assessments
- Strong leadership and management experience within healthcare
- Excellent problem-solving, communication, and organisational skills.
- Ability to work collaboratively with multi-disciplinary teams.
- A proactive approach to delivering high-quality patient care
- Basic IT and keyboard skills
- Ability to work off own initiative with limited supervision or direction
- Knowledge of a range of neurodevelopmental disorders

### Desirable Criteria:

- Experience of working within a Neurodevelopment service
- Experience of change management
- Experience of Service development
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This Job Description is not exhaustive. It outlines the general ways in which it is expected you will meet the overall requirements of this post.

## DISCLOSURE & BARRING SERVICE CHECKS

The Charity is committed to safeguarding children and young people and therefore adopts a safer recruitment approach through a robust recruitment and selection process. All posts within the Charity are subject to DBS checks, in line with the Rehabilitation of Offenders Act (1974). This role is eligible for a **Enhanced with barred lists** disclosure DBS check.

## EQUAL OPPORTUNITIES

Caudwell Children is a Disability Confident employer committed to offering an interview to all applicants who meet the minimum criteria and declare

they have a disability as defined in the Equality Act 2010. We are committed to creating a diverse environment and will not discriminate for any reason against any person because of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation. We particularly encourage applications from people who identify as Black, Asian or from a Minority Ethnic background and other underrepresented groups.

