



Person Specification & Job Description **Clinical Services Manager**

Person Specification

ESSENTIAL Academic Criteria

- Undergraduate degree in Social Work, Occupational Therapy, Speech and Language Therapy, Physiotherapy, Nursing or Postgraduate/Doctorate Degree in Clinical Psychology.

ESSENTIAL Clinical, Case Management and Managerial Experience

- At least three years full-time clinical/professional experience in a relevant setting potentially including rehabilitation, TBI, SCI, amputations, neurology, polytrauma or mental health etc;
- Minimum five years full time case management experience;
- Clinical managerial experience including, managing clinicians and other staff, recruitment, quality, audit, compliance, policy and service development, etc.

ESSENTIAL Registrations

- Current registration with either, HCPC, SWE or NMC.

ESSENTIAL Skills

- Proficient written and spoken English language;
- Excellent formal report writing skills (in the personal injury/clinical negligence/compensation industry);
- Current driver's license.

Desired Criteria

- Membership with a relevant professional body (eg, RCOT, CSP etc);
- Membership with at least one of, BABICM, CMSUK, VRA or IRCM;
- Preference for Advanced BABICM status;
- Fluent with IT, the internet and cloud computing software (proficiency with Microsoft 365, SharePoint and iinsight preferable).

Job Description – Clinical Services Manager

Job

- Full time permanently employed position, attractive salary package, flexible working options.

Summary of Role

- This is the second most senior clinical role in the Company, reporting to the Managing Director and working closely with other managers and senior case managers;
- In addition to responsibilities for specific areas of the Company's operations (listed below) the Clinical Services Manager will carry a small case load.

Outline of Key Duties

- Responsible for maintaining and developing clinical quality within the Company;
- Managing own small caseload of clients (in the region of 1-3 and potentially more if settled and long-term/maintenance cases);
- Identifying and implementing systems and processes to enhance quality, ensuring compliance with Company policy, assisting in the development of Company policy, ensuring compliance with various regulations such as HCPC, MTSP, IRCM, CQC, SWE, NMC etc;
- Assisting in the development of projects, policies and processes to support/enhance clinical quality;
- Assisting the full team of Case Managers / Assistant Case Managers with day-to-day or complex clinical case queries;
- Participating in the key Company management meetings and chairing relevant meetings when necessary;
- Completing (at least quarterly) clinical supervision or mentoring with allocated Case Managers &/or Assistant Case Managers;
- Managing, marketing and interacting with treatment/service providers, insurers, solicitors and any other relevant business relationships;
- Actively monitoring case progression and overseeing the same in conjunction with the Case Managers;
- Assisting management in the recruitment of new Case Managers;
- Assisting in the allocation of new referrals when required;
- Providing training/development for Case Managers when required, this may be individual, groups or the entire team;
- Quality assurance; reviewing and providing feedback on reports, documents and case notes;
- Completing critical file reviews/audits and agreeing action plans with Case Managers (this may be allocated Case Managers or anyone from the entire team);
- Responsible for investigating and responding to complaints;
- Participation in activities relating to relevant professional and regulatory bodies (e.g. BABICM and IRCM) via subgroups, council, or board of directors etc;
- Representing the Company at meetings and events as required.

Line Management

- Reporting to the Managing Director – Ben Holden.

Flexible Working Options

- Predominantly home office based with frequent client meetings in the community;
- Regular meetings at the Company office in Coddensham, Suffolk;

- Occasional requirement to travel anywhere in the UK for training, events, conferences etc.