

# JOB DESCRIPTION

Function:	Healthcare
Position:	<b>PRIMARY CARE CLINICAL MANAGER</b>
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Head of Healthcare,
Additional reporting line to:	
Position location:	HMP Forestbank

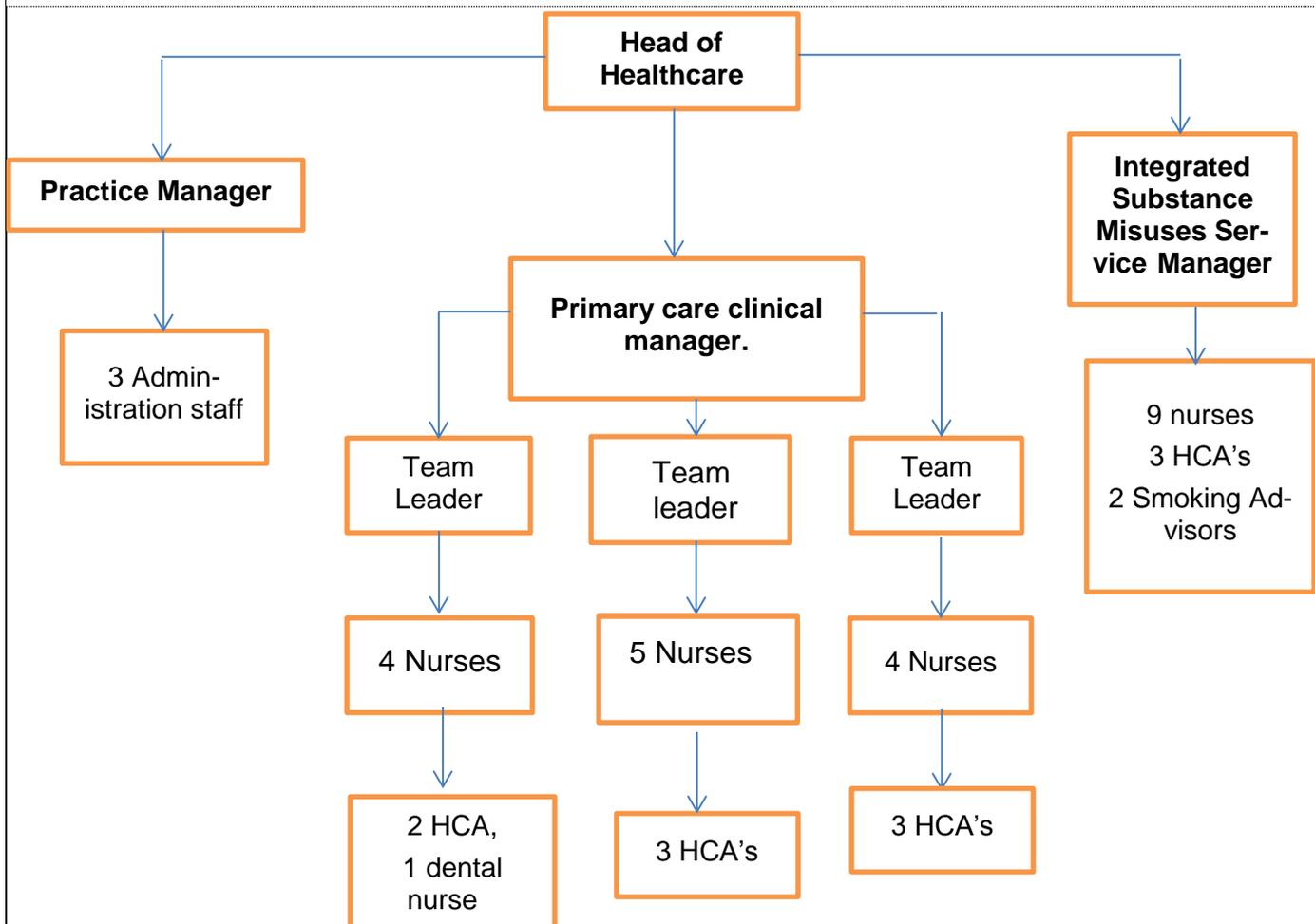
## 1. Purpose of the Job –

- To provide day-to-day leadership and management of healthcare services, through the deployment of staff resources and to ensure delivery in accordance with contractual and professional standards.
- To develop and maintain links with associated healthcare agencies in the local community.
- To develop and maintain close partnership working relationships with all other departments within the establishment.
- To develop a process and monitoring system to ensure that all parts of the Healthcare Centre environment are maintained in a clean tidy manner and equipment is in good working order with adherence to annual testing requirements
- To provide strategic clinical management support to the Head of Healthcare.
- To provide leadership ensuring a high standard of care is delivered in accordance with clinical standards.
- To continuously review clinical standards with agreed clinical governance frameworks, policies and procedures ensuring compliance with audits and standards.
- To undertake and monitor PDR/appraisal and provide clinical supervision for staff.
- To ensure TBSR runs effectively , record and authorise annual leave for clinical staff ensuring the needs of the service are met
- To develop Health Promotion within the establishment in liaison with other departments.
- To develop and deliver an effective two-way communication structure to disseminate information between the Practice Manager and healthcare staff.
- To undertake additional duties as required that will contribute to the effective operation of the service in supporting the Establishment.
- Ability to deliver the business and people plan objectives within their designated area.
- Monitor QOF reporting and HJIP figures
- To write SOP and SLA in conjunction with external service providers.
- To manage disciplinary procedures and grievances for staff.
- To work with PHE in the management of identified disease risk within the prison
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**2. Dimensions** – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

<i>Financial</i>	
<i>Staff</i>	3 Team Leaders, 13 Registered Nurses, 8 HCA's, 1 dental nurse,
<i>Other</i>	1460 residents

**3. Organisation chart** – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. Please show the job titles not the actual people doing the role, i.e. Finance Manager, Project Manager



#### 4. Context and main issues

- Attend medicines management and clinical governance meetings as required.
- Conduct clinical audits.
- Represent the Prison at external meetings.
- Investigate clinical incidents & complete lessons learned.
- Have input into the production of SOP's and Policies.
- Manage performance outcomes for the primary care services

#### 5. Main assignments

- Reduction in number of complaints & clinical incidents.
- Positive service user feedback.
- Good working relationships between disciplines, external contracts & agencies
- Improved standards in line with Audits & Health & Justice Indicators of Performance, CQC
- Development of service which meets the populations needs and service demands.
- Evidence of qualified nursing staff that are appropriately trained to deliver service.
- Adherence with policies and procedures.
- Provide a safe working environment.

- Work within NMC code of conduct, performance & ethics.
- Provide clinical management support to registered nurses.
- Maintain fitness to practice for self and registered nurses in line with registration.
- Maintain Skills & Knowledge to enable Safe and Effective Practice.
- Maintain clear professional boundaries comply with security requirements
- Lead and Work effectively as part of a multi-disciplinary team.
- Ensure Clear & Accurate Records are Maintained
- Respect Confidentiality.
- Provide Clinical supervision to team
- Provide guidance and support to staff
- Manage performance and attendance of team in line with SJS corporate policy
- Comply with Sodexo Policies
- Maintain a safe environment in line with violence reduction and safer custody strategy.
- Maintain a clean healthcare environment in accordance with Infection Control standards
- To develop a communication structure, including regular staff meetings, to disseminate information from the healthcare manager/establishment to healthcare staff
- To ensure Caldicott Principles are maintained
- To deliver the service within an agreed budget
- To ensure the delivery of performance and activity objectives and targets, as agreed.
- To establish maintain and utilise information systems that will inform performance management.
- To participate in recruitment of staff within the organisation and for other organisations as required.
- To ensure that medical records are properly secured by managing clinical audits.

- To investigate and manage complaints in accordance with local policy
- To allow direct staff to access to SJS policies and procedures. To ensure and demonstrate staff understanding and compliance with policies.
- To ensure effective communication is maintained with external partners.
- Deploy and manage your staffing resources to meet the service delivery in line with the “Staff Detail Policy”
- Contributing to corporate policies as required.
- Assist with recruitment and retention of clinical staff
- Identify and manage clinical and operational risk

## 7. Person Specification –

### Essential

- NMC Registered. RN (Ad) Level 1
- Meet CPD requirements and Revalidation
- Able to demonstrate track record in decision making.
- Previous senior nurse experience
- Experience of working in custodial environment

### Desirable

- Management course
- Mentorship
- Experience in the management of performance measures

**This job description only covers the key result areas and as such does not intend to provide a comprehensive list of objectives. Specific objectives will be subject to annual review in consultation with the post holder and may develop to meet changing needs of the service. Sodexo aims to maintain the goodwill and confidence of its own staff, service users and the general public. To assist in achieving this objective, it is essential that at all times employees carry out their duties in accordance with the Sodexo’s Equal Opportunities Policy respecting the differing backgrounds of colleagues and clients.**

**The post holder will be required to observe local Health and Safety arrangements and take reasonable care of him/herself and persons that may be affected by his/her work ensuring compliance with the requirements of the Health and Safety at Work Act 1974.**

**The post holder will be required to familiarise his/herself with, and adhere to, all Prison security procedures and protocols**

## 8. Competencies –

<ul style="list-style-type: none"> <li>■ Growth, Client &amp; Customer Satisfaction / Quality of Services provided</li> </ul>	<ul style="list-style-type: none"> <li>■ Leadership &amp; People Management</li> </ul>
<ul style="list-style-type: none"> <li>■ management of results</li> </ul>	<ul style="list-style-type: none"> <li>■ Innovation and Change</li> </ul>
<ul style="list-style-type: none"> <li>■ Brand Notoriety</li> </ul>	<ul style="list-style-type: none"> <li>■</li> </ul>
<ul style="list-style-type: none"> <li>■</li> </ul>	<ul style="list-style-type: none"> <li>■ HR Service Delivery</li> </ul>
<ul style="list-style-type: none"> <li>■ Employee Engagement</li> </ul>	
<ul style="list-style-type: none"> <li>■ Learning &amp; Development</li> </ul>	