



JOB DESCRIPTION

JOB TITLE: Director of Clinical Services	REPORTS TO: CEO
JOB HOLDER: Vacant	DIRECTORATE: Clinical Services

JOB PURPOSE:

The Director of Clinical Services has overall clinical and operational management responsibility for the National Gambling Helpline, London counselling service and Partner Treatment Network.

This Key Leadership role will transform the treatment system through direct management and act as Lead secondary commissioner for the treatment system, ensuring highly governed, safe, effective, caring, responsive and well lead, treatment system.

Will be the voice of expertise, with the leads from the treatment system, with regards to all areas of clinical practice, governance and quality assurance.

ACCOUNTABILITY:

- Reports directly to CEO
- Member of Senior Management Team (CEO + Directors)
- Chair of internal Clinical Governance and Quality Assurance group
- Lead report to Clinical and Quality Governance Committee
- Safeguarding and Clinical governance lead

RESPONSIBILITIES:

Clinical Service Delivery:

- Lead the strategic development of the supply chain partnership network, through robust and transparent processes.
- Report and assess the fitness for purpose now and in the future, of the treatment systems, through sound governance and quality assurance processes.
- Translate the Needs Assessment to ensure the correct providers in the right geographical areas, ensuring new and existing network of providers are supported as well as held to account for their activity and performance.
- Ensure performance, KPIs and organisations are fit and proper and they are main service safely and effectively
- Manage joint working arrangements between the commissioners, network providers and GamCare, with regards to shared learning, governance, quality and assurance frameworks, whilst having robust processes for managing the contract with network providers.

- Ensure regular performance reports, resolution and escalation processes are embedded in practice, that they are collaborative whilst being improvement focused.
- Lead on-boarding and off-boarding partners to ensure there is geographical split and access is improved to support and develop services, against the low and high intensity model, improving access and treatment/intervention numbers across the system.

Governance and Quality Assurance:

- Introduce key ideas of enquiry methodology, safe, easy, responsive, effective and well led.
- Lead and manage the Quality Assurance and Governance agenda for the whole care system.
- Lead the Quality Assurance and Clinical Governance Group, and any associated working groups to ensure that GamCare and partners are best in class, including reporting to the Governance sub group of the board
- Lead the development of care pathways, clinical networks, including harnessing the talents and experience of the provider network
- Provide the organisation safeguard lead for Adults at risk and Young people, ensuring systems for preventing and learning are maximised.
- Ensure dissemination of best practice guidance and embed this into clinical responses
- Lead on Service evaluation and clinical audit, that demonstrates excellence, improves areas of poor practice and ensure transparency across the system

General Responsibilities:

- Provide regular line management support and supervision across the Clinical Service Team, and ensure that across the system regular supervision and appraisal is delivered
- Ensure that services are provided within the allocated financial envelope and that resources are carefully monitored to ensure we achieve value for money
- Building effective relationships with other treatment providers and stakeholders in the same or related fields
- Be an active member of the senior management team, supporting the CEO to ensure that Gamcare meets its strategic objectives

PERSON SPECIFICATION: KNOWLEDGE, SKILLS & EXPERIENCE

Essential

Experience

- Significant experience of leading and managing multidisciplinary clinical teams, including counsellors and practitioners. Experience of managing one or more clinical services,
- Proven track record of implementing a stepped-care model of care, or new models of practice within the clinical sphere of service delivery
- Proven track record in Quality assurance processes and of commissioning and contract management, including performance management processes
- High degree of knowledge and practice in developing quality management systems across services, that promote safety, clinical outcomes, new ways of working and ability to translate data into meaningful outcomes and continuous learning for the organisation and its partner network

- A proven track record at a Director or Departmental Head level of leading a clinical governance agenda, through systems and frameworks.
- Previous experience at a director or Departmental Head level of acting as safeguarding lead

Knowledge and Skills

- Educated to at least degree level in a relevant discipline (e.g. Clinical or Counselling Psychology, Counselling, Psychotherapy, Nursing)
- Highly effective team leader, with strong demonstrable history of organisational and management skills
- Proven track record in delivering high quality clinical standards in complex organisations
- Significant experience of leading complex networks, with multiple partnerships with other providers.
- Strong written and communication skills, and the ability to represent the organisation in public arenas, particularly clinical forums and to the media
- Proven knowledge of Adult at Risk and Young people safeguarding legislation
- High level of understanding of a stepped care model, and conversant in the principle of not over or under treating clients, to maximize productivity, whilst not compromising on clinical outcomes and safety
- An understanding of financial management principles and experience of delivering services within an allocated budget envelope.

Desirable

Experience

- Experience of operating/managing helpline services
- Experience of online counselling
- Experience of working with young people and families

Knowledge and Skills

- Management qualification
- Understanding of problem gambling or addictive behaviour

SIGNATURES:

JOB HOLDER: _____

DATE: _____

MANAGER: _____

DATE: _____