

VACANCY - Clinical Services Manager

Summary

As part of our planned growth and development we are looking to appoint a high quality individual to lead and enhance the delivery of our clinical services to clients.

We are looking for candidates with significant experience of working at a senior level within the Occupational Health industry and a proven track record of improving service delivery, customer satisfaction and commercial performance.

Reporting To

Managing Director.

Staff Responsibilities

All Advisors, Screening Nurses and Technicians (“Nurse/Advisors”).

Location

Based out of Stoke-on-Trent but with attendance at Northwich and Client Premises as required.

Hours

Full time (37.5 hours pw).

Main Duties – Clients

- Plan, develop, coordinate and monitor the delivery of OH services to our clients.
- Ensure all services are delivered to the highest possible standard and in accordance with The Company’s contractual requirements.
- Maximise customer satisfaction during the delivery of all services
- Ensure Clinical and Professional standards are maintained at the highest possible level.
- Maintain objectivity in recognising the balance between business need and individual need.
- Provide a significant contribution to the Company’s Account Management function for both Nurse/Advisor and Physician-led contracts by liaising with clients on a regular basis and helping to maximise customer satisfaction and ensure that areas of conflict are either minimised or, when they do arise, resolved.
- Provide specific input into the development and running of National Contracts using existing experience and expertise.

Main Duties – Staff

- Provide leadership to the Nurse/Advisor team in order to develop their capability.

- Ensure Nurse/Advisor resource is allocated as efficiently as possible in order to maximise The Company's commercial performance.
- Manage the Company's Nurse/Advisor resource – to include all Line Manager duties eg Holidays, TOIL, PMRs, absence management and disciplinary proceedings as required.
- Plan and manage the recruitment of Nurse/Advisors in accordance with The Company's needs, including Contractors/third Party Providers.
- Plan and coordinate staff training events.
- Plan and manage development of Nurse/Advisors to ensure all staff receive optimum development and experience, specifically to include mentoring of student advisors.
- Ensure morale and culture amongst Nurse/Advisors is maintained and maximised.
- Promote good professional networking, both within the Company and externally in order to enhance the Company's commercial opportunities and improve staff's understanding of each other's roles.

Main Duties - Company

- Participate in The Leadership Team to provide input into the management of The Company from a Nurse/Advisor perspective.
- Work collaboratively with all colleagues throughout The Company to ensure maximum performance of every part of The Business.
- Provide input into the Commercial/Business Development Function within the Company using existing experience and expertise to ensure that the Nurse/Advisor perspective is considered when the Company is bidding for new work.

Qualifications, Skills & Experience – Required

- Proven track record of improving a Company's operational and commercial performance in clinical service delivery without compromising customer satisfaction.
- Strong interpersonal skills and ability to build relationships at all levels
- Ability to lead and inspire
- Previous experience (minimum two years) of managing a significant number of staff working at multiple client locations
- Significant experience at Management level within a business (minimum three years)
- Significant experience of and/or exposure to Occupational Health (minimum five years)
- Previous experience of and/or exposure to Business Development, specifically having had input into Bid/Tender process (minimum two years)
- Significant experience in a Customer-facing role including Account Management (minimum two years)

Qualifications, Skills & Experience – Preferred

- Previous experience of having worked in a clinical role within OH
- Recognised OH qualification
- Suitably qualified to provide mentoring