

Job Description: Clinical Team Leader



General role information	
Job Title:	Clinical Team Leader
Reporting to:	Clinical Services Matron
Salary Band:	Band G
Notice period:	3 months
Contract type?	Permanent
Budget Responsibility?	No
Direct Reports?	Yes
Client facing role?	Yes
Introduction:	
<p>Only when choice is a reality for each of us, can we create a better, more equal world for everyone. Here at MSI Reproductive Choices UK (MSI UK) we are proud to be a social enterprise that is changing the world for the better, we reinvest and donate our profits towards creating a positive social change across 37 countries globally.</p> <p>As one of the world's leading providers of sexual and reproductive healthcare our aim is simple: to empower clients to make the reproductive choices that are right for them. That is what we mean by client-centred care.</p> <p>At MSI Reproductive Choices UK our client-centred care philosophy means respecting our clients as active partners in their own service, caring about who our clients are, their experiences, and how they feel before, during and after they access care with us.</p> <p>MSI Reproductive Choices is committed to safeguarding: promoting the welfare and safety of everyone involved in the delivery or receipt of sexual and reproductive health services, especially children, young people and vulnerable adults.</p> <p>We pride ourselves on having a Just and Learning Culture and recognise that successes or mistakes are the product of many factors and our learning focuses on changing systems and processes to make it easier for people to do their jobs safely.</p>	
The role	
<p>We are looking for a passionate and committed Clinical Team Leader to join our team.</p> <p>Supporting within our Nurse led environment, we have well-established protocols and support systems that reinforce a values-driven organisational culture, with a focus on care and leaving no one behind</p> <p>To ensure the smooth running of the centre on a day-to-day basis by overseeing all clinical areas, safeguarding and supervision of the nursing team, co-ordination of doctors/surgeons/anaesthetists, being the main point of call for clinical and safeguarding matters and by being a part of the supervisory team.</p>	

All MSI Reproductive Choices job framework is subject to a language neutrality test prior to approval and we're always looking for new ways to make our recruitment process as fair and unbiased as we can. If you'd like to provide feedback on MSI Reproductive Choices recruitment process, please do so via email to

recruitmentinbox@msichoice.org

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Key Responsibilities

Service Provision

- Although the role will be supernumerary, you will be required to provide hands-on client care in the provision of services to clients when needed
- Lead on changes in clinical practice
- Lead on organising appropriate cover for operating sessions
- Monitor and enforce standards of client and clinical care, including routine checks, post-op queries, correcting or improving performance where appropriate
- Liaise with histopathology labs for reports and take appropriate action
- Identify team needs, both permanent and Sessional; organise rotas and cover for nursing and medical teams ensuring registration requirements are met
- Work with the Operations Manager and Clinical Operations Manager to monitor treatment session times and bed allocation etc. implementing changes accordingly to ensure smooth implementation of client flow
- Identify safeguarding concerns and take appropriate action

Team Supervision and Development

- Brief team on a regular basis (medical and nursing) and ensure understanding of all local and corporate
- Develop and implement good nursing practices
- Organise and run development activities for nursing and medical team members
- Recruitment, selection and induction of new team members
- Motivate, train and coach team members and provide feedback on performance to individuals
- Carry out team member appraisals and follow up on outcomes
- Monitor team member performance on an on-going basis and in conjunction with the Centre Manager take corrective action as appropriate
- Maintain absence, training and payroll records and produce monthly reports
- Implement policy and procedural changes in line with the Quality Management System, monitoring and feeding back results to the Centre Manager and Central Support Office

Administration

- Ensure client notes, registers, drug control and other records are accurate and complete
- Stock control; monitor stock and usage of supplies, co-ordinate purchasing in accordance with centre needs, ensure records are maintained in accordance with Statutory Regulations and National Care Standards
- Ensure the maintenance and calibration of medical equipment
- Input and retrieve computerised client and team information
- Receive, monitor and check professional registration, indemnity and hepatitis B records for Nursing and Medical teams

Quality Management, Health & Safety and Infection Control

- Ensure that National Minimum Care Standards are met; liaise with Care Quality Commission officials as required
- Manage initial client complaints and answer queries

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- Undertake quality audits in other MSI centres
- Establish and maintain MSI Quality Management System, BS EN ISO 9002 and implement policy and procedural changes in line with the system
- Contribute to Health and Safety in the centre in accordance with MSI processes and procedures
- Be responsible for Infection Control in the centre, liaising with external Occupational Health Service as necessary
- Become a learning response lead to facilitate local learning responses in accordance to the Patient Safety Incident Response Policy and Plan

Safeguarding Leadership

- Responsible for ensuring good safeguarding practice is maintained in line with MSI safeguarding policies
- Reviewing the safeguarding incidents (via Datix or MAXIMS) and ensure that escalation and referrals are completed in a timely fashion.
- Address issues with safeguarding practice on an individual or centre level, and reporting risks to subject matter experts/ executive team
- Providing safeguarding supervision to clinical colleagues
- Ensuring safeguarding competencies are completed for clinical colleagues
- Be a resource of knowledge and information to all staff within their site/area
- Ensuring that Safeguarding Compliance Monitoring Programme is completed quarterly
- Provide assurance on local safeguarding activities to the UK Named Nurse and the Safeguarding Group Meeting.

Other

- With the Centre Manager, participate in the preparation and implementation of the annual business plan for the centre
- Deputise for the Deputy Centre Manager or Centre Manager during periods of absence
- Maintain own registration and professional standards, in line with Nursing and Midwifery Council guidelines
- Ad hoc project work as directed or required
- Any other reasonable duties as requested by the Centre Manager

Key Skills

To perform this role, it is **essential** that you have the following skills:

- Ability to work in a diverse and inclusive environment, respecting and collaborating with all individuals equally, and with a commitment to overcome bias and prejudice
- IT Literate including knowledge of Word and Excel
- Proven persuasion skills; well-developed influencing skills
- Good communicator, able to convey information in a clear, simple and warm manner
- Able to diffuse and handle difficult situations/people
- Excellent client care skills

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Key Experience

To perform this role, it is **essential** that you have the following experience:

- Extensive post-qualification experience including theatre experience
- Experience of supervising/leading a team
- Some time spent in a customer service environment

Formal Education/qualification

- Level 1 or 2 registration
- Theatre certificate or qualified by experience
- GCSE or equivalent standard Maths and English Language

Personal Attributes

We recruit talented, dynamic people with diverse backgrounds and experiences, all united by a belief in our mission and a focus on delivering measurable results. We're proud to be an equal opportunities employer and are committed to creating a fully inclusive workplace, where everyone feels able to participate and contribute meaningfully. You must be open-minded, curious, resilient, and solutions-oriented, and be committed to promoting equality, and safeguarding the welfare of team members and clients alike.

For this role, we're looking for an individual who is:

- Committed to the protection of team members and clients, with a focus on vulnerable groups
- Tenacious, self-confident, enthusiastic, cheerful, perceptive
- Flexible, reliable, responsible, calm under pressure
- Pro choice
- Able to role-model inclusive and culturally sensitive attitudes and behaviours
- Positive attitude to private healthcare
- Motivated by a desire to provide a professional service and to build a successful, efficient and committed team using effective systems
- Willing to continue professional development and to develop the role
- Willing to undergo, and provide, training/coaching in line with organisational philosophy
- Uphold and actively demonstrate behaviours that align with organisational values and behaviours

Our Values

Mission Driven: With unwavering commitment, we exist to empower women and men to have children by choice not chance.

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Client Centred: We are dedicated to our clients and work tirelessly to deliver high-quality, high-impact services that meet their individual needs.

Accountable: We are accountable for our actions and focus on results, ensuring long term sustainability and increasing the impact of the Partnership.

Courageous: We recruit and nurture talented, passionate, and brave people who have the courage to push boundaries, make tough decisions and challenge others in line with our mission.

Resilient: In challenging situations, we work together and support each other, adapting and learning to find solutions, whatever we're up against.

Inclusive: We believe that diversity is a strength. We all play our part in creating a culture where every team member can thrive, feel valued and contribute meaningfully to our mission, and where all our clients feel welcome and supported.

By signing below, you indicate that you have read and agree to this job framework.

Full Name:

Signature:

Date: