



Clinic Manager

Job description

To manage the clinic with a focus on profitability whilst maintaining a high quality of service to patients in accordance with legislation, in particular the requirements of The Health and Social Care Act 2008 (Regulated Activities) 5/7/8.

Position

- Report to Regional Manager for all sales and business related activities
- Professionally responsible to the Associate Director Clinical Services for all clinical and legislative issues
- Liaise closely with all Harley Medical Group personnel and relevant outside bodies e.g. suppliers, surgeons and contractors
- Legally responsible as registered manager for compliance with the Health & Social Care Act 2008 (Regulated Activities) and associated regulations:
 - in accordance with current legislation
 - designated responsible person and registered provider
 - must be registered with the appropriate regulatory authority
 - ensure compliance with the statutory requirements of the inspection process.

Tasks and duties

- Counsel patients
- Sales and associated resource management
- Staff training and team development
- Efficient function of all services
- Quality and risk management
- Implementation and audit of company policies, procedures and protocols
- Maintenance of specific local policies and procedures
- Personal continual education, training and development
- Infection Control Link Nurse
- Laser Protection Supervisor
- There is a requirement to take part in our 'out of hours' on-call service.

Level of authority

- Management of the premises
- Purchasing within HMG guidelines/policy
- Apply for patient refunds
- Recommend complimentary treatments in conjunction with their RM.

Qualifications

- Registered Nurse.

Experience

- Minimum of four years in a senior nurse role within a commercial environment.

Sales

- Monitor daily sales, analyse variances and trends and take action to rectify
- Communicate sales targets, results and future action plans to the team
- Guide, support and monitor Nurse Counsellor/Non Nurse Counsellor sales continually & implement changes as necessary
- Maintain a positive sales environment by continual assessment, planning, implementation and evaluation of motivational practices with the team.

Operational management

- Manage Clinic Master to optimise resources
- Liaise with the Associate Director of Clinical Services regarding professional clinical issues, hospitals, surgeons, CQC/HIW/RQIA inspections, policy, AI and risk management
- Manage the premises and all equipment in compliance with current legislation
- Continually review and monitor consumable usage and eliminate wastage.

Human resource management

- Recruit, select, and train staff in accordance with establishment and scope of job
- Promote multi-skilling to maximise the effectiveness of the staff
- Facilitate and record regular staff meetings and ensure relevant actions are taken
- Manage appraisal system and associated training and development needs
- Monitor and record all leave and focus on the reduction of sick leave and staff turnover.

Quality and risk management

- Ensure implementation of all company policies inclusive of Health and Safety, COSHH, Risk Assessment, fire regulations, Infection Control, decontamination, adverse Incidents & complaint handling
- Promote quality care and service through the use of best practice
- Research, initiate and evaluate new ideas to foster continuous improvement.

Professional

- Monitor and control professional nursing standards in accordance with the Nursing & Midwifery Council Code of Professional Conduct and other publications as published
- Regularly assess and evaluate practice by audit and implement change in a participative manner with nurse colleagues.

Personal development

- Identify personal training needs and continually develop management skills and competencies
- Maintain a professional profile.