

Fitzpatrick Referrals

Job Title: Clinical Services Manager

Reporting to: Clinical Director

Role Description:

To manage and organise the practice, foster a positive and collaborative work environment and work in partnership with other key members of the management team to provide a professional service to clients, patients and their referring veterinarians.

Provide leadership and support to the clinical team, ensuring high standards of patient care and team wellbeing.

Accountability for the quality of the hospital's clinical operations, managing scheduling, resource allocation and efficient workflow, observing budgetary guidelines and ensuring excellent communication and service to referring veterinarians and clients.

Direct line management responsibility for Head Nurse, Rehabilitation Team Leader, Advanced Diagnostic Imaging Team Leader and Clinical Resource Co-ordinator and matrix management responsibility for senior clinicians, registrars, residents and interns.

Implement and maintain quality assurance protocols and carry out regular audits of hospital processes and clinical facilities to review and improve standards and identify and implement ways to enhance effectiveness in support of the Company's strategic aims.

Ensure compliance with the RCVS Guide to Professional Conduct and related professional requirements, including needs for registration and membership of professional bodies and the regular reporting thereof.

Support the hospital team with the ethical requirements of a veterinary referral hospital and ensure that both professional and support staff fulfil these responsibilities.

The role requires an exceptional candidate who can work under pressure and with flexibility. It is essential the candidate possesses excellent people and communication skills and has proven ability in leading large teams preferably in a veterinary environment.

Together we will demonstrate safe, efficient decision-making and expert care together with compassionate communication for patients referred to Fitzpatrick Referrals. You will be care driven, exceptionally organised, and be able to support a 24/7 team environment.

Responsibilities and Tasks:

Developing People

- Act as a positive role model, promoting team working, respect and accountability.
- Maintain your own development to ensure key performance targets are delivered to the highest standard and you find fulfilment in your role.
- Conduct regular review meetings with your direct reports, following up on objectives and any issues that may arise.
- Support the implementation of appropriate training and development across the clinical team.
- Contribute to the prevention and management of performance related, grievance and disciplinary issues - dealing with any people issues in a timely and professional manner, seeking HR advice where required.

- Actively encourage cross-functional communication; holding regular team meetings and sharing news, updates.
- Ensure compliance with legislative processes and the Company's policies and procedures.

Resource Planning

- Ensure all clinical rotas are up to date and published within appropriate time frames, making sure that in each clinical service area there are the right numbers of people with the right skills to meet the needs of the hospital.
- Monitor team attendance and ensure robust holiday planning, addressing concerns over sickness and other absences or lapsing holidays in a timely manner.
- Facilitate visits, hosting where appropriate - including EMS students, applicants, and any other external parties as and when required.

Clinical equipment and third-party services

- Manage the administration of the contracts for all clinical equipment and services, with particular attention to statutory requirements, business need and financial terms – ensuring comprehensive and accurate records and safeguarding renewals where appropriate.
- Have a broad understanding of the functions and operations of structures, systems, services, plant and equipment throughout the hospital.
- Identify clinical equipment, software and drugs and consumables needs and manage the sourcing of those within budgetary guidelines, negotiating the best possible and appropriate pricing.
- Maintain statutory records for the clinical areas for insurance inspections.
- Lead the delivery of renewal of RCVS practice standards / hospital accreditation.
- Manage the cleaning and clinical waste services contracts.
- Assist in the budgeting for all of the above to ensure comprehensive future planning.

Health & Safety

- Ensure a safe and secure environment for all employees, patients, clients and visitors.
- Lead on health and safety – to include regular review of hospital policy, carrying out audits, training and sign off for all staff, risk assessments, etc. Be the point of contact for external advisors and inspectors.
- Ensure policy compliance for all clinical areas.
- Ensure all new staff receive appropriate H&S training for their role, alongside appropriate ongoing refresher training for existing staff.
- Ensure any incidents are recorded according to HSE guidelines and hospital policy.

Other

- Deliver a high standard of customer service and respond to complaints in accordance with the complaints protocol.
- Contribute to the formulation of budgets and the business continuity plan.
- Contribute to marketing and networking activities, both locally and further afield when so required.

In addition to your main duties you will be required to carry out such other duties consistent with your position to meet the needs of the hospital and as the hospital may require from time to time.

The skills, abilities, experience and knowledge outlined below provide a summary of what is required to carry out this job effectively. They also form part of the selection criteria which will contribute to any future appointment. Please ensure that you show how you meet the criteria outlined below in your application.

Requirement	Essential	Desirable	Assessment
Qualifications and experience	<ul style="list-style-type: none"> • RCVS registered vet • Managing large teams • Effective decision making 	<ul style="list-style-type: none"> • Management/leadership qualification • Customer service experience 	Application and interview
Knowledge	<ul style="list-style-type: none"> • Communication techniques • Microsoft Office • RCVS Code of Conduct • RCVS Practice Standards Scheme 		Interview
Personal skills	<ul style="list-style-type: none"> • A leader and positive role model • Team player • Excellent interpersonal, verbal and written communication skills • Ability to work on own initiative • Excellent coordination and organisational skills • Exceptional time management • Strong administrative skills • Ability to work under pressure • Attention to detail • Self-motivated and motivational to others 		Application and interview
Personal Characteristics	<ul style="list-style-type: none"> • Enthusiastic and motivated • Confident and efficient • Flexible • Courteous and respectful • Supportive and compassionate 		Interview

Other	<ul style="list-style-type: none">• Right to work in the UK		
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