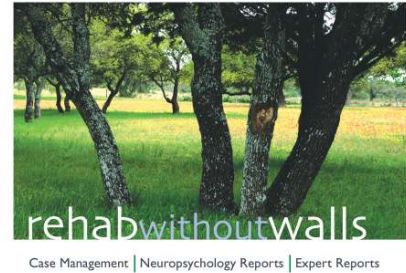


CLINICAL SERVICES MANAGER

JOB SPECIFICATION



Job Purpose

To take responsibility for, and manage Rehab Without Walls' day to day clinical case management provision, to ensure a timely, efficient, and cost effective service to the clients.

Key Responsibilities

- To support the case managers in prioritizing clients' goal plans to ensure a cost effective and structured plan of intervention, with relevant timeframes, is produced within agreed budgets
- To quality review and edit a range of documents which would include the initial case management proposals, reviews, letters and monthly summaries.
- To periodically audit client documentation to ensure it meets/exceeds RWW's standards of practice
- To select, interview, and develop staff to ensure the right skills and experience mix to meet current and future business needs.
- To carry out appropriate induction and training of case managers, to ensure that their performance meets/exceeds RWW's standards of practice
- To supervise and plan intervention on a 4 - 8 week cycle with individual case managers to ensure RWW standards of practice are met/exceeded, including accompanying case managers on visits
- To ensure that all the case managers are working within the BABICM competencies and standards
- To assist the Directors in monitoring caseloads, to ensure that the case managers are fully employed with the appropriate work
- To support the RWW marketing activities as required

CLINICAL SERVICES MANAGER

SKILLS & EXPERIENCE

Qualifications & Experience

- Registration with relevant professional body (HCPC)
- Experience as a case manager (with particular experience in the field of brain injury) and either are already a BABICM Advanced Member, or are eligible to apply (need to have completed the equivalent of three years full time working as a case manager).
- Minimum 1 year experience of managing a professional team
- Driving Licence with no more than 3 points
- Clear DBS certificate at Enhanced level

Technical Skills / Knowledge

Managerial

- Appraisal & feedback skills
- Interview skills
- Supervision skills
- Effective meetings management
- Ability to edit and proof documents accurately
- Understanding of cost effective case management and budgeting
- Understanding of Personal Injury Litigation

Clinical

- Risk management planning and implementation
- Constructing and implementing case management plans
- Report / letter writing skills and a good understanding of written English
- Goal planning using SMART goals
- Computer literacy

Non Technical Skills / Knowledge

- Self motivation
- Planning & organising
- Time management and task prioritisation
- Judgement & decision making
- Problem solving

- Written and verbal communication skills
- Interpersonal skills
- Persuading & influencing skills
- Flexibility and adaptability