

<b>Job Title:</b>	Clinical Operations Manager
<b>Reports to:</b>	Medical Director Professional Management support from CEO
<b>Location</b>	The post holder will work across the Clinic sites and have a base in the Irish Family Planning Association Head Office.
<b>Key Relationships:</b>	Medical Director Chief Executive Client Liaison & Counselling Services Manager Director of Advocacy & Communications Director of Organisation & Business Development Corporate Services & Finance Manager
<b>Line Management</b>	All clinic staff

## Job Summary

- This post is responsible for ensuring that the clinics are well led, operate efficiently and deliver the required client volumes and financial performance. The client must be at the centre of all care, and clinical services should achieve exceptional levels of client care and satisfaction.
- The post holder is responsible for leading the development and establishment of new services.
- The post holder will contribute to the IFPA strategic development and overall mission, ensuring that IFPA clinic services are tailored to provide personalized sexual health care and education for diverse needs.

## Key Responsibilities

### Operational Management

Work with the Clinical Services and Development Team to ensure the efficient and effective running of the clinics, whilst maintaining safe and efficient clinical outcomes.

Work closely with all staff to:

- Maximise diary capacity, ensuring that client volumes are optimised with minimal DNAs/DNPs and empty slots.
- Ensure efficient running of daily surgical and EMA lists, leading to the achievement of operational targets.
- Ensure staff rotas are maintained and sufficient staff are available to deliver the lists proposed.

- Maintain client confidentiality in all aspects of their interaction with clinics and wider IFPA at all times.

Continually review the productivity and efficiency of the relevant clinics and take appropriate actions to maximise and improve ways of working.

Monitor, review and understand income and expenditure for the relevant clinics, ensuring expenditure is managed in line with budget.

In conjunction with the Clinical Services and Development Team and Corporate Services & Finance Manager take appropriate action to ensure budgets are met or exceeded.

Have robust systems in place to monitor stock and usage of supplies, co-ordinate purchasing in accordance with centre needs and ensure records are maintained in accordance with statutory regulations and policy.

Co-ordinate the checking, maintenance and calibration of medical equipment in line with manufacturer, national and organisational guidance.

Oversee and monitor the cleaning standards for the relevant clinics. Ensure all cleaning documentation is completed consistently and audits are conducted. Take appropriate action where standards drop below the agreed performance.

Manage clinic buildings and access to other service delivery sites in collaboration with the Medical Director, Clinicians, and the respective administrative teams.

Co-ordinate delivery of IT improvements and supports to develop and improve existing services. Participate in wider IFPA IT projects as required.

## **Front of House and Client Access**

Support the Clinical Services and Development Team to ensure that:

- The reception facilities are well kept, efficient and deliver the highest levels of customer care, empathy and confidentiality.
- Telephones are answered promptly and that calls are handled swiftly and with expert / technical knowledge where required.
- Filing and archiving is well organised and kept up to date.
- Accurate fee information is recorded, including ensuring that fees from private clients are recorded and processed accurately, fee sheets are complete and proper processes are followed for cash handling.
- Patient referral pathways are consistent with the IFPA model of care and ensure ease of access to those requiring specialist sexual health and reproductive services.
- Patient Records System (HELIX) and booking systems are updated accurately.
- To co-ordinate the maintenance and repairs of administrative equipment including computers, printers, fax machines etc.

Lead the monitoring and evaluation of all clinic administration functions with appropriate members of the Senior Management Team and the Clinic Services and Development Team.

Identify and implement efficiencies across areas of responsibility and standardise administration processes that will enhance the client experience and organisational efficiency.

Play a key role in the development of an online booking system in collaboration with Client Liaison & Counselling Services Manager.

### **Service Planning and Development**

Contribute to the development of IFPA Services in response to local and national priorities, and work alongside the Senior Management Team members to ensure that the IFPA remains responsive to its changing context.

Play a key role in the development and execution of strategic planning for clinic development in collaboration with the Medical Director and Head of Organisation and Business Development.

To be responsible for the co-ordination of the annual business plan for IFPA clinical services contributing to the association's annual provider plan with the HSE.

To be responsible for the co-ordination, review and planning of services to meet service level agreement requirements stipulated by the HSE and to support the development of plans to achieve required changes in service provision, working closely with the Medical Director and Chief Executive.

To be responsible for the development of business cases and/or other proposals for improvements or modernisation of services.

To be responsible for the identification of cost improvements, service developments and income generation opportunities.

To implement proven business management technologies, where appropriate, to strengthen performance and enhance the IFPA's reputation with service users, the general public, General Practitioners the HSE and other healthcare professionals.

To lead projects which improve the quality of services to patients and demonstrate improved performance against national and international benchmarks.

### **Financial Management and Performance**

Monitor, control and report on clinic activity and income and expenditure, working closely with the Medical Director, Corporate Services & Finance Manager and Chief Executive.

Act as a budget manager for clinical services, managing any resources devolved for purposes such as, service upgrades, minor capital works, etc.

Be accountable for the effective use of resources, alerting the Chief Executive in respect of imminent budgetary overspends and ensuring that all the IFPA's standing financial instructions and standing orders are adhered to.

Work with the Corporate Services & Finance Officer to ensure cost savings are realised.

Monitor medical card grant spend.

Work with the Clinical Services and Development Team to develop a series of performance indicators for clinical services which support the achievement of Key Performance Indicators and clinical priorities.

Collaborate with functional and professional heads to develop mechanisms to ensure that clinical activity is measured accurately and fully costed where appropriate.

Monitor and track performance targets and develop internal and external comparative performance monitoring information to support and inform decision-making within the wider organisation.

## **People Management**

Provide direct line management to the Senior Nurse and Medical Administrator Administrative Assistant and ensure that supervision systems are in place for all members of the Clinical services team.

Ensure that IFPA Clinic staff implement an integrated person-centred approach to service delivery, and that the multi-disciplinary team members work together to sustain this holistic approach.

Engage and motivate team members so that they understand and work to achieve clinical services objectives and feel that their role makes a positive contribution to the overall successes and role of IFPA.

In collaboration with the Medical Director and the Client Liaison & Counselling Services Manager undertake performance reviews for staff within the clinics and ensure all team members are appropriately inducted, trained and assessed as competent to be able to fulfil their roles.

Participate in immediate and appropriate action in the event of misconduct or serious under performance of team members, seeking support from HR as required and ensuring action is in line with IFPA HR policies.

Plan, supervise and assign the workload undertaken by clinic staff with a view to maintaining the highest level of administration and service to our clients. Lead staff clinic performance and strategy meetings.

Provide direct management and supervision to clinic reception teams in collaboration with the Head of Counselling and Client Services.

Assist in the recruitment and retention of the highest calibre of staff with appropriate qualifications in accordance with their professional regulatory bodies.

Take responsibility for the co-ordination of staff induction, staff development opportunities and provide support, problem solving advice and necessary coaching for all staff.

Take a lead role in managing staff in clinical services, including managing rotas, time off in lieu, annual leave, sick leave, overtime etc in order to ensure there is sufficient staffing available at all times to run the relevant clinics.

Create the conditions to further embed a culture of respect, transparency and team-based support that will bolster an inclusive 'can-do' environment.

## **Quality, Safety, Risk Management**

Work alongside the Clinical Services and Development Team to ensure consistent and high-quality standards of care and governance throughout all clinical services.

In conjunction with the Medical Director ensure compliance with legislation and regulations related to health care clinics.

Maintain current knowledge of professional registrations and scope of practice requirements for clinical staff, ensuring that staff maintain required registration and qualifications.

Provide leadership and follow up with regard to incidents, errors, and other patient service issues as needed.

Ensure that learning is fed back to the staff in the clinics in a supportive and developmental way.

With the Medical Director and Clinical Services and Development Team, support implementation of clinical policies and protocols, and documentation of clinic processes.

Oversee appropriate actions related to safety and emergency preparedness.

Ensure systems are in place for the accurate and timely collation of Risk Management data, and work closely with senior management to ensure that the Risk Register is maintained for clinics and clinical services and accurately reflects high level risks within the relevant clinics.

Develop necessary infrastructure to support a process of identifying and supporting designated Health and Safety Leads, trained First Aiders, Fire Marshalls etc. as required by legislation.

## **Person Specification**

### **Experience**

Experienced Operational Manager who has experience gained within a customer focused service industry, ideally within a healthcare environment.

Experience of managing high client volumes and responding to changes in client demand.

Proven track record of leadership and experience in managing multidisciplinary teams to include identifying people, developing potential (via constructive feedback, development and encouragement) and performance management.

Able to manage resources effectively and evidence of being a successful budget holder.

Demonstrates awareness of the importance of working as part of a multi-disciplinary team.

Communicates effectively verbally, in writing and in electronic formats.

Reproductive health care, family planning and/or adolescent health care experience preferred.

Ability and willingness to learn about the Irish Family Planning Association, sexual and reproductive health and related context/ issues which impact on service delivery and sustainability.

## **Education/Qualifications**

- Professional nursing/healthcare/business qualification or a minimum of 5 years' experience working as a senior manager in a healthcare environment.
- Management or Business qualification (desirable).
- Project management and /or improvement science training (desirable).

## **Knowledge/Skills/Abilities**

- Knowledge of health management and regulatory compliance (essential).
- Excellent verbal and written communication skills.
- Ability to communicate clearly, compassionately, directly and openly.
- Strong business acumen with sound commercial judgement.
- Strong people management and teamwork skills to effectively work through conflict, lead change and motivate employees.
- Strong organizational skills and ability to manage multiple projects, coordinate schedules and handle details.
- Experience with Electronic Health Records (preferably HELIX).
- Ability to work independently utilizing a high degree of problem-solving skills.
- Strong computer and software skills.
- Ability to maintain client confidentiality.
- Ability to work effectively in a mission-driven agency whose clients and staff exhibit significant diversity with respect to race, ethnicity, sexual orientation, gender identity, socio-economic status, nationality, and religion.
- Ability to think strategically about the organization, its mission, and operations.
- Ability to work effectively with external agencies and vendors.
- Ability to deal effectively with complaints from patients and the general public.

## **Personal Attributes**

- Resilience.
- Excellent communication skills, both verbally and written.
- Strong leadership and motivational skills – ability to motivate and support team members.
- Organised with good planning, prioritising and time management skills.
- Attention to detail with a commitment to high service standards.
- Self-reliant, creative, Can-Do approach.
- Passionate about providing excellent services.
- Driven by placing the client at the centre of services and ways of working.
- Willing to grow and develop own skills to meet the needs of the business.

## **IFPA Values and Behaviours**

### ***The IFPA believes:***

- In full access to high quality information, education and health services regarding sex, sexuality, conception, contraception, safe abortion and sexually transmitted infections.

- In the right to decide freely on the number and spacing of children, so that every pregnancy is a wanted pregnancy.
- That abortion services should be accessible as early as possible and as late as necessary.
- In equal rights for all people and their empowerment in obtaining full participation in, and benefit from, social, political and economic development.
- In the right to enjoy a fulfilling, positive and healthy sexual life.
- In working in alliance with all those who share our aims and in co-operation with interested governmental and non-governmental bodies.
- In high performance, ethical standards and transparency throughout our organisation.

**The IFPA expects all staff:**

- To work together to demonstrate ethical, professional behaviours at all times.
- To communicate with honesty, openness, and be inclusive of ideas and opinions from all colleagues when making decisions.
- To be accountable for their actions and act with professionalism and integrity so that all contributions are recognised and valued.
- To value genuine and long-term relationships so that innovation is encouraged and respect and diversity are valued as vital to success.
- To evolve as an inclusive, 'can do' team environment where all staff bring their skills, competencies, passion and creativity to our ongoing work of change and restoration.