JOBT DESCRIPTION
Clinical Manager

<table>
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<tr>
<th>DEPARTMENT</th>
<th>Medical Centre</th>
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<tr>
<td>REPORTS TO</td>
<td>Senior Tutor</td>
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<tr>
<td>RESPONSIBLE FOR</td>
<td>Practice Manager/Nurses</td>
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<td>WORKING PATTERN</td>
<td>40 hrs per week 8am – 4pm (including some weekends) 38 weeks a year (your employment contract will give full details)</td>
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<td>ISSUE/REVISION DATE</td>
<td>August 2017</td>
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BACKGROUND

Harrow School is one of the world’s most famous schools. Founded in 1572 by a local yeoman farmer, John Lyon, under a Royal Charter granted by Queen Elizabeth I, it is located on a 300-acre estate encompassing much of Harrow on the Hill in north-west London. 830 boys aged 13 to 18, who come from all over Britain and across the world, live in the School’s 12 boarding Houses. There are over 120 academic staff and over 300 support staff.

Harrow’s Medical Centre provides a comprehensive health care service for the boys and employees of the School - both academic and support staff. The level of involvement with the latter is largely on an emergency basis only.

The Medical Centre is equipped to allow nursing staff to practice in an extended role, including suturing. Equipment includes oxygen, Entonox and sports first aid materials. Nurses sometimes attend minor accidents within the School.

In addition to the Clinical Manager, the nursing staff comprises four full-time nurses working an average of 40 hours per week, term time only. The Clinical Manager will work closely with the Practice Manager. The Medical Centre is also supported by a Receptionist/Medical Secretary and a small team of domestic staff.

A team of three GPs from Stanmore Medical Centre conduct surgeries each morning Monday to Saturday during term time. A triage/’see-and-treat’ system operates alongside morning surgery, where nurses draw upon advanced nursing skills. Out-of-hours medical care is normally obtained through Northwick Park Hospital. Most of the boys and staff also have private medical insurance.

Physiotherapy clinics are offered by a local provider. Consultations take place in the Medical Centre and Sports Centre. Nurses run clinics for specific conditions such as asthma and diabetes. Vaccination programmes and travel immunisations are also administered through the Medical Centre. Medical examinations of new boys take place at the start of each academic year.

A child and adolescent psychiatrist attends weekly. The emotional and psychological needs of the boys are further supported by the residential School Psychologist.

THE ROLE

The Clinical Manager will ensure that the Medical Centre delivers high quality and comprehensive health care services to the School and responds appropriately to medical queries or situations as they arise. Alongside the Practice Manager, the Clinical Manager will oversee the smooth management of the Medical Centre through efficient administration and effective communication with relevant stakeholders. The Clinical Manager will lead, manage and motivate members of the Medical Centre team, whilst promoting a caring, confidential and inclusive approach across the community.
KEY RESPONSIBILITIES AND DUTIES

Overview

The Clinical Manager and Practice Manager together will represent the Medical Centre Management Team. Whilst overarching responsibility will rest with the Clinical Manager, the post-holder’s primary focus will be on clinical matters and outreach. The Practice Manager will oversee administration to ensure an efficient service and to assist in promoting strong lines of communication across the School.

The Clinical Manager will liaise closely with the School’s GPs on clinical matters and will be responsible for monitoring health care across the School, in particular the assessment of in-patient care of boys admitted to the Medical Centre.

The job description reflects the core activities of the role, but will be subject to change as the role develops. The School expects the post-holder to recognise this and adopt a flexible approach to work. In addition, the post-holder will be expected to undertake such other duties within the scope of the role as may be required.

Organisation

- Ensure the Medical Centre runs smoothly and provides a great health care service to the boys and the wider School community.
- Manage the Medical Centre according to the aims and objectives agreed with the School.
- Oversee the system of appointments, clinics and surgeries to ensure an efficient service.
- Supported by the Practice Manager, organise the nursing rota, monitoring effectiveness and adequacy of cover.
- Plan and coordinate School-wide activities (e.g. immunizations, flu vaccinations, new boys’ medicals, asthma clinics).
- Arrange, attend and chair Medical Centre team meetings and other relevant meetings, as necessary.

Staff management

- Ensure the recruitment and retention of best personnel (nurses and/or support staff), working alongside the Practice Manager and HR.
- Promote good working relations and morale amongst staff.
- Review job descriptions and appraise staff on regular basis.
- Deliver induction to new staff.
- Liaise with Practice Manager and HR regarding disciplinary issues, welfare concerns or grievances.
- Investigate complaints as required.
- Promote, plan and facilitate continuing professional development within the Medical Centre, ensuring that the team is highly motivated and multi-skilled.
- Maintain an appropriate level of training in all areas of practice. PREP (Post Registration Education Practice) is a legal requirement in order to retain effective registration and hold a current NMC pin.

Policies and protocols

- Establish, implement and review policies and protocols (in conjunction with the School GPs and/or Senior Tutor), taking account of legislative requirements (e.g. Health & Safety at Work Act, National Care Standards).
- Ensure full compliance with the School’s safeguarding and child protection policies and current statutory safeguarding legislation and guidance.

Medical Records

- Ensure medical records are kept accurately and safely, both in hard copy and/or electronically (via EMIS or iSAMS).
- Ensure all personal data is processed in line with the Data Protection Act 1998 and, from May 2018, General Data Protection Regulation (GDPR).
- Coordinate the creation, review and sharing of boys’ Health Care Plans in an appropriate and timely fashion.
- Review medical-related documentation sent to parents of new boys and, working alongside the Practice Manager, process the returns before the start of each academic year.

Houses

- Ensure House teams (House Master, Assistant House Master and Matrons) are updated on admission and discharge of boys from the Medical Centre.
- Maintain effective lines of communication about all other medical matters regarding boys, including off-games status and review schedule, and referrals by GPs to dental or other consultations.
- Communicate directly with boys’ parents on medical matters as necessary
- Monitor, encourage and support the role of Attached Nurses in individual Houses
- Carry out regular check of Matrons’ surgeries;
- Contribute to Matrons’ appraisals
- Liaise with Senior Matron and Senior House Master regarding daily interface with Houses

**Communication**
- Establish and maintain strong lines of communication across the whole School
- Liaise with members of SMT, principally the Senior Tutor, on pastoral matters and operational issues
- Liaise with Deputy Head regarding drugs-testing procedures
- Attend meetings of the Pastoral Support Committee on a at least a monthly basis
- Liaise with Visiting Child & Adolescent Psychiatrist and School Psychologist on matters of mental health
- Liaise with Master-in-Charge of Sport regarding first aid and paramedic cover for the School’s sports programme, the rehabilitation schedule and the off-games list
- Attend the Head Master’s briefing in the Old Harrovian Room during break on Monday morning
- Liaise with local providers regarding physiotherapy clinics, travel vaccinations and pharmaceutical matters
- Liaise with external agencies (e.g. Children’s Services) as necessary

**Health Education**
- Keep up to date with current health promotion initiatives
- Promote health education throughout the School
- Provide confidential health-related counselling and advice as required
- Liaise with Lead Chaplain and Coordinator of Health Education Tutors to dovetail with School’s PSHE programme
- Contribute to delivery of first aid training to boys and staff

**Preventative health care**
- Take effective preventative health measures including monitoring, following specific directives and good practice in respect of immunisation procedures
- Ensure that directives and advice are adhered to
- Confer regularly with Practice Manager and GPs about procedures for infectious diseases control and safe disposal of clinical waste
- Run regular briefings on a range of topics for boys and staff

**Health and safety**
- Ensure compliance with legislation regarding health and safety, hygiene and fire safety
- Maintain stock of First Aid kits;
- Ensure accidents and ‘near misses’ are reported, investigated and recorded
- Oversee safe storage, usage and disposal of medical supplies and drugs

**Reporting**
- Produce termly reports to Governors and the Senior Tutor
- Prepare other reports and undertake research (e.g. for Public Health Authority or other external agencies) as required

**Budget**
- Ensure the Medical Centre operates within budgetary constraints, identifying shortfalls or overspend to HR and Accounts

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The post-holder’s responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible or with whom s/he comes into contact will be to adhere to and ensure compliance with the School’s Safeguarding and Child Protection policies and procedures at all times. If in the course of carrying out the duties of the post the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in the School s/he must report any concerns to his/her line manager or the School’s Safeguarding Lead.

This position is subject to an enhanced check with the Disclosure and Barring Service in the event of a successful application. Copies of the School’s Code of Practice and Policy on the Recruitment of Ex-Offenders is available from the HR Team.
PERSON SPECIFICATION – Clinical Manager

All staff are expected to conduct themselves in line with the School’s values which are: **Courage, Honour, Humility** and **Fellowship**.

Post-holders/candidates will be expected to demonstrate the following:

QUALIFICATIONS, EDUCATION AND TRAINING

**ESSENTIAL**
- NMC registered with significant post-registration experience, including some recent management experience
- Valid NMC registration (PIN)
- Evidence of continued CPD
- Current first aid certificate or willingness to undertake and complete training
- Previous experience in either practice nursing or school nursing and health education and in at least two of the following areas: sports injuries, minor trauma, problems of adolescence, immunisation programmes, chronic disease management, e.g. asthma, eczema, diabetes, epilepsy, allergies
- Child protection and safeguarding training (Level Three)

**DESIRABLE**
- BA or BSc in nursing or another health-related subject or relevant qualification

KNOWLEDGE AND EXPERIENCE

**ESSENTIAL**
- Excellent written and oral communication skills together with knowledge of information technology, ideally Microsoft Office (Word and Excel) and EMIS database
- Ability to manage challenging and changing priorities
- Proven leadership and team management experience
- Ability to empathise and an understanding of boys’ developmental needs, including an understanding of mental health issues

SKILLS AND ABILITIES

**ESSENTIAL**
- Demonstrated ability to work on own initiative
- The ability to make sound clinical decisions independently
- A flexible approach to work and time management
- PREP portfolio with demonstrated continuous personal development.

PERSONAL ATTRIBUTES
- Professionally and personally resilient
- Calm
- Proactive
- Flexible
- Excellent interpersonal, management and motivational skills
- High levels of personal/self-presentation
- Committed to the safeguarding and welfare of young people