**JOB DESCRIPTION: HEAD OF CLINIC**

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| **TITLE:** | **HEAD OF CLINIC**  (21-30 hours per week flexible ) |
| **KEY RELATIONSHIPS:** | Principal  Senior Management Group (SMG)  Clinic Reception Manager  BCOM Students  BCOM Faculty  BCOM Registry  Members of the public  External bodies |
| **LINE MANAGER:** | Principal |
| **EFFECTIVE:** | July 2021 |

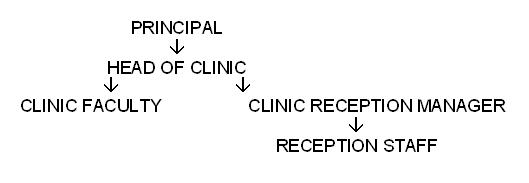
**ROLE OBJECTIVES & PURPOSE**

The Head of Clinic would provide a departmental and institutional focus for the overarching and strategic clinic management and a clearer through-line of managerial responsibility. They will have new or enhanced functions and responsibilities (for example, stakeholder relations and business planning.)

This role would also be more active within wider sector, educational and public affairs, and be able to engage with stakeholders such as GOSC. This will be a senior administrative and strategic role within the College management structure and the successful post holder is likely to be a member of the Senior Management Group and several major committees. The post holder will have experience of, or be able to show the ability, to take part in engagement with the validating and accrediting bodies. The post will attract some tutorial and/or academic duties.

The role holder will be involved in administrative and strategic functions involving the Clinic.

**BASIC MANAGEMENT STRUCTURE IN CLINIC**

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**MEMBER OF COMMITTEES AND ATTENDANCE AT MEETINGS**

* + 1. Finance and Administration Committee (F&A)- For Clinic Item
    2. Clinic Departmental Meetings
    3. Marketing Committee
    4. Academic Board
    5. Faculty Meeting
    6. Research
    7. Dissertation
    8. Ethics as Appropriate
    9. Course Committee
    10. Assessment Board
    11. Staff Development Allocations Committee – SDAC (on invite)
    12. Information Governance Committee – termly meeting

**KEY RESPONSIBILITIES IN THE BROAD SENSE**

The primary functions of the Head of Clinic would include but not be limited to:

1. Ultimate responsibility for the Staff Clinic roster and roster planning
2. Ultimate responsibility for the Student Clinic roster and roster planning
3. Line management of:
   * Clinic session leaders and all Clinic faculty staff
   * Line management of Clinic Reception Manager

Line management responsibilities include among other things induction, training, setting of rosters, appraisals, managing disciplinary / grievance actions, absence management, workforce planning, recruitment, and other day-to-day supervision duties

1. Membership of and contribution to, accreditation and validation team and other similar events
2. Liaison with other Heads departments to ensure appropriate/punctual delivery of taught and other material
3. Formal stakeholder reporting and representation
4. Active strategic role in management of BCOM Clinics
5. Clinic profile and business planning (with Principal & SMG)
6. To liaise with the Marketing Committee regarding Clinic marketing and PR activities
7. To liaise with Research department to actively promote clinical research and to ensure that clinic auditing is at an appropriate standard for research
8. To periodically meet with student groups to discuss their clinical learning
9. To prepare and submit departmental annual reports and other reports for validation and accreditation events
10. To organise, chair and produce minutes for Clinic team meetings
11. To organise year 3 and 4 Clinic assessments
12. Clinic supervision and tutorials
13. Management and responsibility of the Clinic income and expenditure budget, clinic staff overtime budget in liaison with the Principal/Budget Holder
14. Ultimate responsibility for dealing with patient queries / complaints / issues
15. Ultimate responsibility for dealing with clinical student progression (within the clinic); student support; student queries / complaints / issues
16. Other day to day operational responsibilities in the running of the BCOM clinics
17. Any other duties as reasonably requested by the College
18. Information Governance: To lead and drive the Information Governance training agenda for clinical functions and to support the Senior Information Risk Owner in driving the annual IG work stream. Responsibility for identifying all organisations with which personal information is routinely and regularly shared, and developing suitable information sharing protocols. Responsibility for providing guidance to Clinic administration, faculty and students about sharing of personal information. Responsibility for answering queries about how to respond to a data subject access request (DSAR) and how your department processes personal information. This post holder is the Information Asset Owner for their department.
19. Confidentiality Audits: The Head of Clinic along with the Data Controller will lead, plan and implement Confidentiality Audits once a year across all departments and work areas of BCOM; you will maintain a spreadsheet to record audit outcomes and submit an audit report and recommendations for the Information Governance Committee.
20. Responsibility assigned to develop procedures to ensure accuracy of service user information for clinical care.
21. Caldicott Guardian role:

* To ensure the confidentiality and data protection work programme is successfully implemented and co-ordinated in the BCOM Clinic
* To ensure that BCOM Clinic staff are made aware of individual responsibilities through policy, procedure and training
* To complete the Confidentiality and Data Protection Assurance component of the IG Toolkit
* To provide routine reports to Information Governance Committee on confidentiality and data protection issues in the BCOM Clinic, and to report to the BCOM Senior Management Group on such matters as required

**OTHER AREAS OF RESPONSIBILITY**

* Patient Records Manager with responsibility for:
* Identifying current arrangements for managing patients records
* Drafting College records management strategy
* Liaising with other employees responsible for information handling activities
* Raising awareness of importance of record management
* Liaison with Research Department for integration of research clinics into general clinical activity/publicity.
* The Head of Clinic would be senior member of a budgetary and administrative team.

**PERSON SPECIFICATION**

* Must have formal Osteopathic qualification & registration with General Osteopathic Council (GOsC)
* Previous experience of Osteopathic teaching / supervision of under/post-graduate students
* Previous experience of line management, planning and managing team rosters
* Previous experience of chairing meetings/committees
* Experience of formal stakeholder reporting and representation is desirable but not essential
* Good communication and team working skills

**NORMAL DUTIES FOR FACULTY ARE:**

* To deliver lectures at times as per the timetable structures agreed upon, and post the lecture notes on Osteonet normally one week prior to the lecture date
* A responsibility to prepare, deliver and set and mark assessments for the academic and practical subjects agreed and within the appropriate timeframe set by the Registrar and the Head of Department
* To liaise with the Registrar and Head of Department (or Module Leader) with regard to:
  + Taught material
  + Examination setting (Particularly MCC & FCCA)
  + Examination marking
  + Coursework setting and assessment
* To ensure that all appropriate College rules and departmental guidelines are upheld
* To keep up to date with developments within the College via e-mail and Osteonet extranet facility
* To undertake tutorials, seminars, discussion periods, attend faculty and research meetings as appropriate and agreed with Head of Department(s)
* To ensure that any equipment/facility that the faculty member comes in contact with is fully functional, and, if not, that it is reported to Module (Team) Leader, Estates Manager and appropriate Department Head
* To be prepared to undertake Personal Student Tutoring role as requested by the Registrar and/or Head of Department and within reason with students
* To undertake Dissertation Supervision and marking as required by the Head of Research

**LECTURERS**

Lecturers will receive, in advance, a copy of the Handbook, which contains a synopsis of staff duties, rules and regulations, assessment criteria and examples of forms used at BCOM. This document is also available on Osteonet, the BCOM extranet. Lecturers shall carry out the appropriate responsibilities designated in the Handbook. Lecturers should keep their subject knowledge up to date.

Osteopathic/Clinic Lecturers must complete the student continuous assessment forms as appropriate (see relevant Handbooks).

Osteopathic/Clinic Lecturers should keep their professional knowledge up to date and must be registered with GOsC.

**MODULE LEADER / CLINIC TEAM LEADER / OSTEOPATHIC TEAM LEADER**

Is responsible for the delivery and smooth running of the module and agrees:

* To provide to students a synopsis of the module together with a timetable of teaching to be covered when and by whom by 2nd week of the autumn term
* To be involved in report writing and administration as appropriate to modules covered
* To take responsibility for and ensuring that lecturers liaise with regard to:
  + Academic/practical material covered
  + Examination and coursework setting
  + Examination and coursework marking
  + Double/Triple marking assessments
  + Submission of results to Registry
  + Team members fulfilling their roles
* To liaise with the appropriate Head of Department and Registrar with regard to:
  + Coursework timing
  + Examination balance
  + Submission of relevant handouts in “Osteonet-ready” (MS Word, Power point or PDF) format
  + Timetabling
  + Syllabus development
  + Liaison with internal committees
* Is responsible for management of teaching and assessment; is required to take decisions of an academic nature in association with the appropriate Head of Department
* To record student attendance and if absent report this in writing to the Registrar
* Module Leader is responsible for the delivery and smooth running of the module in all respects with particular reference to the following:
  + Liaise with the Heads of Department (responsible for the module) to determine work distribution within the team i.e. which staff lectures on which topics
  + Ensure that team members are fulfilling their roles
  + Manage student complaints and liaise with registry wherever required
  + Submit exam papers / assessments / results in a timely fashion to the Registry department
  + Completion and timely submission of Module leaders report at the end of the academic year
* Liaise with the respective Heads of Department (HOD) for the module and across all HODs for the linked modules
* Liaise with HODs to suggest and/or implement changes to the module syllabus within specified criterion
* To be responsible for completing an annual monitoring report as directed by the Head of Quality & Communications, the University and administration as appropriate to modules covered, also ensuring submission to the Head of the Department in a timely fashion
* Maintain currency of the reading list. It is also their responsibility to ensure that older editions and booklists are deleted from the reading list every time the list is updated.
* Undertake other tasks as required from time to time which are considered appropriate by the Academic Development and Quality Assurance or Registry Department
* Submission of model answers for assessment papers
* Practical module tutors liaise with all module tutors and HOD to set and organise assessments
* To participate in appropriate staff peer review including observation of teaching

**WORK HOURS:**

21 -30 hours per week. Flexible working hours between Monday and Friday

**PROBATION PERIOD:**

All new starters to this post are subject to an initial 6 month probation period. The job is for 12 months in the first instance