

# Clinical Team Manager – One Call



## Job Framework

<b>Job Title</b>	Clinical Team Manager	<b>Cost Centre</b>	21002
<b>Location</b>	One Call	<b>No. of Direct Reports</b>	Up to 25
<b>Reporting to</b>	Contact Centre Manger	<b>Budget Responsibilities (Y/N)</b>	N

### The Function

One Call, the Marie Stopes UK Call Centre is at the centre of all client interactions, it is the first point of contact for our clients. Providing a non-judgemental service, One Call is responsible for booking treatments, obtaining medical history, provide counselling and delivering pre and post-operative care 24 hours a day 7 days a week.

### The Role

To effectively manage a team of clinicians providing pre- and post-operative advice to clients accessing our services. To ensure the quality and clinical safety of the advice provided to our clients whilst providing clinical leadership and mentoring.

It is essential as a member of the Contact Centre Management Team, that you will ensure our clinical team achieve key performance indicators as expected within a contact centre alongside excellent client care.

To be innovative and always drive forward quality with a focus on maintaining excellence.

### Key Responsibilities

#### Clinical Responsibilities

- Daily clinical triage of clients who fall under the set criteria laid out by the Associate Clinical Director
- Support and assist the clinical team with clinical decision making, escalation and referrals to external agencies where appropriate
- Support the front-line service provision as and when required to ensure effective service delivery is maintained for our clients
- Represent One Call clinically through attendance at external and internal meetings
- Call monitoring for all team members, providing coaching and feedback
- Investigate complaints and incidents
- Support recruitment interviews and the induction of new clinical team members
- Lead and engage the team on changes in clinical practice to improve our service delivery

#### Team Management

- Lead a team of up to 25 clinical call handlers providing pre and post- operative advice
- Manage daily schedule adherence and team activity
- In conjunction with the Contact Centre Manager and the Director of Nursing, correct or improve service provision where appropriate
- With direction from the Contact Centre Manager and the Director of One Call, monitor standards and objectives as required, including all Contact Centre business related targets
- Undertake regular one to one reviews and team meetings, documenting where appropriate

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- Manage team members in line with all internal policies and procedures.
- Any other reasonable duties as requested by the Contact Centre Manager and the One Call Operations Management team

## Experience (essential/desirable)

- Recent experience of working in a supervisory or management role within a clinical setting(desirable)
- Experience of clinical triage (essential)
- Excellent written and verbal communication skills and the ability to build relationships with people at all levels (essential)
- Proven ability of being able to adapt and deliver change (essential)

## Qualifications and Training (essential/desirable)

- Registered Nurse or Midwife (essential)
- Computer skills – knowledge of windows platform (essential)

## Personal Attributes

- Pro-choice
- Motivated – ability to motivate others
- Ability to work/remain calm under pressure
- Influential and persuasive
- Clear communicator – able to convey message clearly and concisely, in a manner appropriate to the target audience.
- Customer focus
- Enjoys working in a hands-on manner
- IT literate with knowledge of Word/Excel/databases and good keyboard skills
- Accurate with attention to detail
- Organised and decisive
- Motivated by a desire to provide professional service and build a successful, efficient and committed team
- Willing to continue professional development and to develop the job/role in line with the organisational philosophy

## MSI Behaviours and Values

### Team Member Behaviours

#### Work as One MSI

- You contribute, use, and share accurate data and evidence to improve understanding, insight and decision-making across MSI, enabling us to maximise our ability to influence others.
- You share relevant knowledge, expertise and resources to strengthen teamwork and prevent duplication of effort.

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- You actively work as part of a team, providing support and flexibility to colleagues, demonstrating fairness, understanding and respect for all people and cultures.

## Show courage, authenticity and integrity

- You hold yourself accountable for the decisions you make and the behaviours you demonstrate.
- You are courageous in challenging others and taking appropriate managed risks.

## Develop and grow

- You seek feedback to enable greater self-awareness and provide the same to others in a way which inspires them to be even more effective.
- You manage your career development including keeping your knowledge and skills up to date.

## Deliver excellence, always

- You strive to consistently meet and exceed expectations, putting clients at the centre of everything, and implement smarter, more efficient ways of performing your role.
- You build and maintain effective long-term working relationships with all stakeholders and are a true MSI ambassador.

## Leadership (For Leaders only)

- You inspire individuals and teams, through situational leadership, providing clear direction.
- You seek and provide opportunities which motivate team members, helping to develop skills and potential whilst strengthening our talent and succession pipeline.
- You are aware of emerging developments in our sector, demonstrating strategic insight about our clients and business and encourage this in your team.
- You articulate a vision of the future which inspires and excites others.

## MSI Values

- **Mission driven:** With unwavering commitment, we exist to empower women and men to have children by choice not chance
- **Client centred:** We are passionate about our clients and dedicate our efforts to delivering agreed objectives to the highest possible quality
- **Accountable:** We are accountable for our actions and take responsibility for everything we do to ensure long term sustainability and increased impact.
- **Courageous:** We recruit and nurture talented, passionate and brave people who have the courage to push boundaries, make tough decisions and challenge others in line with our mission