



## VETERANS OUTREACH SUPPORT (VOS) CLINICAL PRACTICE MANAGER

### ROLE DESCRIPTION & PERSON SPECIFICATION

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**Role Title:** Clinical Practice Manager

**Accountable to:** Chief Executive

**Liaison with:** VOS management, clinical and administrative staff, volunteers, service users, delivery partners and other external bodies as required.

**Overall Purpose:** To oversee and manage the delivery of clinical practice for VOS at all locations. The post holder will design and develop Healthcare Governance management protocols and policies of all Clinical Services delivered through VOS activities, relationships and partnerships in cooperation and collaboration with VOS staff, volunteers and external delivery and other partners. The post holder will be a member of the VOS management team, as Head of the Clinical Dept.

**Hours:** Full time/part time (1 year, fixed-term contract – extendable).

**Salary:** Dependent on experience (see footnote)<sup>1</sup> **Leave:** 25 days + Public Holidays (pro rata).

**Location:** Portsmouth HQ, other VOS locations as well as home working.

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Veterans Outreach Support (VOS) is a UK registered charity that offers welfare, wellbeing, mental health and substance misuse recovery support and services to veterans of the UK Armed Forces and the Merchant Navy and their partners in Portsmouth, Hampshire, and the Isle of Wight. Support ranges from telephone and face to face welfare advice to peer-supported activity and social groups, mental health support and therapies, and substance misuse recovery support. Monthly Drop-Ins in Portsmouth and Newport (IOW) also bring together a wide range of delivery partners and other charities for the provision of comprehensive one-stop shop welfare, wellbeing, and mental health support for service users, in a warm and friendly environment.

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### ROLE DESCRIPTION

#### Main Duties and Responsibilities:<sup>2</sup>

1. Act as clinical practice manager for VOS, including all aspects from design and delivery of healthcare governance protocols and policies, assuring that they are safe, effective, caring, and responsive to user needs, in alignment with CQC.
2. Set the conditions for high quality provision of clinical services through the recruitment, induction and training of appropriately qualified staff and contracted suppliers, ensuring a safe and welcoming environment with all necessary infrastructure and facilities.
3. Manage the activities of all clinical staff, ensuring a safe and effective service is provided and that all clinical, administrative records, including patient records, are completed in an accurate and timely manner, ensuring the provision of regular caseload, record, and supervision audits to assure standards and maximise positive outcomes.

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<sup>1</sup> Candidates welcomed from a range of specialisations, so salary will be aligned with appropriate NHS Agenda for Change pay band.

<sup>2</sup> Whilst accountable to the VOS CEO for departmental management, post holder will work closely with the VOS Clinical Lead as the professional head of the VOS Clinical Practice.

4. Assure the quality and effectiveness of the service user care pathway, from triage to discharge, prioritising patient care on risk and medical need, regularly reviewing with the VOS clinical team and outside agencies to maximise recovery, social function and wellbeing.
5. Liaise with appropriate GPs, social prescribers, other medical and specialist care providers and substance misuse services, as well as other statutory services and organisations where high risk issues are identified.
6. Conduct triage, assessment, and other forms of activity to establish service user need and clinical priority, commensurate with skills and experience.
7. Convene, participate, and record the actions arising from Clinical Team Meetings, with responsibility for the prioritised allocation of clinical resources, ensuring the provision of sufficient clinical capacity to meet service user demand.
8. Provide regular clinical returns, reports and statistics to VOS management to facilitate analysis, and report VOS clinical outputs and outcomes to appropriate stakeholders.
9. Represent VOS at conferences, meetings, and partnership boards for the furtherance of VOS clinical practice, focusing on cooperation and collaboration with external stakeholders.
10. Working with the VOS finance lead, manage the delegated clinical budget, including supplier contracts and invoicing, reporting any variations against forecast targets.
11. Act as the lead for clinical complaints, significant event and incident reporting, including the recording, investigation, analysis and reporting of outcomes and remedial actions.
12. Assure the protection and privacy of confidential information in line with VOS clinical policy and GDPR, ensuring that all clinical staff are aware of the importance of protecting confidential information, dealing personally with confidential matters, and liaising with professional bodies as appropriate.
13. Act as the VOS Safeguarding lead, ensuring compliance with statutory obligations and legislation, and assuring a safe environment, consistent with the principles and practice for safeguarding vulnerable adults.
14. Undertake other VOS duties and responsibilities commensurate with this role as may be required from time to time and as a member of the VOS management team.

## PERSON SPECIFICATION

### Essential:

1. Experience of clinical practice and management in a mental health setting.
2. Flexible and responsive with ability to work on own initiative and with minimal supervision to meet targets and deadlines within agreed timescales.
3. Strong team player and leader, capable of working as part of a dynamic, high-tempo team, including with volunteers and other supporters.
4. Excellent interpersonal and communication skills with the ability to build strong relationships at all levels.
5. Strong commitment to equality, diversity, and inclusion.
6. Competent in use of IT systems and MS Office software.
7. Ability to travel independently, across VOS Locations including the Isle of Wight (IOW).

### Desirable:

1. Knowledge of veterans' issues and strong advocate for their support.
2. Experience of working with charity organisations.
3. Experience of overseeing budgets in cooperation with finance specialists.

### Notes:

#### Responsibilities:

The responsibilities and activities in the job description are indicative but not exhaustive and may be expected to change as the organisation develops. The post-holder will be expected to adapt to changing requirements.

#### Data Protection Act

The successful candidate will be aware of the Data Protection Act and the General Data Protection Regulations and adhere closely to confidentiality and data protection protocols in the communication of personal information within the charity and between services.

#### Safeguarding

All VOS staff have an individual responsibility to safeguard and promote the welfare of individuals and must know what to do if they are concerned that there is an adult at risk of being abused or neglected. Adherence to the Safeguarding Policy is mandatory for all staff.

#### Health & Safety

The successful candidate will be required to take reasonable care for their own health and safety and that of other persons who may be affected by any act(s) of omission. They are also required to co-operate with all staff to ensure that all statutory regulations, policies, Codes of Practice, and departmental safety procedures are adhered to and to attend relevant training programmes.