

CLINICAL MANAGER

This document is subject for review from time to time

POSITION TITLE: Clinical Manager
REPORTS TO: Programme Director
LAST UPDATED: April 2019

NATURE & SCOPE	
Higher Ground is a secular charitable trust formed to provide voluntary programmes for the social and psychological rehabilitation of people with alcohol and other drug dependency. The Clinical Manager has responsibility for the management and implementation of all therapeutic activities through effective relationships with staff and consultants.	
PURPOSE	
<ul style="list-style-type: none"> • To manage the therapeutic programme of the Trust in accordance with the policies and objectives of Higher Ground • To develop strong teamwork and professionalism amongst therapeutic staff to ensure the most effective delivery of treatment to clients. • To improve the quality of the therapeutic programme to ensure that it offers the best available treatment to clients and is always appropriate for meeting the aims of the Trust. • To act as Director when required. 	
KEY TASKS	RESPONSIBILITIES
Therapeutic Programme	<ul style="list-style-type: none"> • Oversee the day to day operation of the therapeutic programme • Contributes and gives input that ensures the long term viability and development of the therapeutic programme • Develop the therapeutic programme to a standard that ensures services provided by Higher Ground are compliant with professional standards and certification standards • Is fully involved in resolving issues and takes part in procedure improvement initiatives to strive and maintain the overall quality of the programme • Implement all programme-related procedures as described in the Higher Ground Pathways Manual, in particular assuring that all interventions are adequately documented. • Ensures that the therapeutic programme is running as smoothly as possible • Assists with the clinical assessments of clients • Counsel clients in individual, family and group sessions, when and if required • Review with the Programme Director on a monthly basis the current activities of the therapeutic programme to ensure each are informed of the others current priorities, plans and issues requiring attention • Prepare, oversee and review documents that are related to assigned clinical work • Lead the House Meeting every morning Monday – Friday and various other clinical meetings as and when required • Will be held accountable should questions or issues arise about the therapeutic programme • Work hand-in-hand with the Team Leaders and management staff to ensure the overall programme is successful

Staff Management	<ul style="list-style-type: none"> Responsible for the management of the Clinical Team and Residential Support Workers Supervise staff and give direction on quality and consistent client care Appraise individual staff members annually Identify required actions for staff training, professional development and team building Holds team meetings and communicates with staff on an ongoing basis Manage and supervise the work of all volunteers 	
Clinical Resources	<ul style="list-style-type: none"> Ensure the necessary resources for the execution of the therapeutic programme to run smoothly and successfully are available 	
Human Resources	<ul style="list-style-type: none"> Assist Human Resources with the recruitment process of staff vacancies Develops and implements policies, procedures and work standards as and when required 	
Confidentiality	<ul style="list-style-type: none"> Must adhere to Higher Grounds Code of Ethics and Conduct policy at all times Responsible for ensuring that all client medical and personnel records are securely filed away 	
Miscellaneous	To act as the Programme Director in case of illness or scheduled leave.	
Functional Relationships	The Clinical Manager maintains effective relationships with all professionals working with the Trust.	
HOURS OF WORK		
The nature of the position is such that at times the Clinical Manager cannot leave until a certain issue has been resolved. The Clinical Manager is required to be on-call on weekends and Statutory Holidays. This arrangement is shared with the Director, Clinical Team Leaders and Community Manager. When the Director is away, the Clinical Manager may be required to cover weekly on-call.		
SUPERVISION		
<ul style="list-style-type: none"> Attend up to 10 sessions per year with an External Supervisor. Participate in monthly staff group supervision provided through the Therapeutic Consultant Attend individual supervision with a trusted and approved supervisor Supervision on demand with the Programme Director 		
ATTRIBUTES	ESSENTIALS	DESIRED
Education & Qualifications	<p>A mandatory minimum requirement is to hold at least a level 7 qualification in one of the following disciplines:</p> <ul style="list-style-type: none"> Psychotherapy Psychology Mental Health Alcohol & Drug Studies Counselling Nursing Social work 	
Registration & Training	<p>A further mandatory requirement is to hold the following:</p> <ul style="list-style-type: none"> A current DAPAANZ or other HPCA registration First Aid Certificate – training will be given to bring a person up to the required standard MAPA Certificate – training will be given to bring a person up to the required standard 	
Experience & Knowledge	<ul style="list-style-type: none"> At least 5 years' experience in a senior level role Extensive experience working in rehabilitation with people who are alcohol and/or drugs dependent 	Is able to speak Te Reo Maori, Samoan, Chinese or another language other than English

	<ul style="list-style-type: none"> • Knowledge and experience of the “12 Step” programme, therapeutic community and group psychotherapy approaches • Ability to manage effectively a diverse group of professionals • Individual, Group and Family counselling experience • Experience in writing clinical procedures and other clinical documentation is a bonus. • Proficient user of basic computer applications for the execution of daily project operations 	
Personal Attributes	<ul style="list-style-type: none"> • Demonstrates highly effective communication skills when interacting with clients, staff and family/whanau • Maintains high expectations of all clients that value and promote their rehabilitation • Ability to organise and motivate members of staff • Good problem-solving, organisational and leadership skills are highly required • Must be able to work within stipulated timeframes or deadlines even in the face of multiple responsibilities or projects • Able to exhibit a high level of confidentiality and integrity when dealing with sensitive information • Able to work as part of a team or in most cases lead a team • Has a positive attitude • Ability to work and maintain professional helping relationships with clients that respect their individuality and culture • Displays ethical and responsible behaviour • Demonstrates a high level of commitment to every clients well-being and social competence • Demonstrate a wide range of approaches that facilitate all clients engagement in rehabilitation • Is an advocate of high quality health and safety practice and proactively seeks and works to eliminate identified health and safety issues/hazards 	
Personal Recovery	5 years continuous abstinence (for those with a personal history of alcohol and other drug dependence)	
PROFESSIONAL DEVELOPMENT		
	<ul style="list-style-type: none"> • Assume responsibility for own professional development and continuing education • Establish annual goals, objectives and performance targets with the Programme Director • Attend educational opportunities relevant to the role • Participate in continuous improvement activities across Higher Ground 	
PERFORMANCE APPRAISAL		
	<ul style="list-style-type: none"> • The Clinical Managers performance is measured against their position description and procedures set out in the relevant sections of Higher Grounds manuals that relate to the areas of responsibility and authority. • The Programme Director will appraise the Clinical Managers performance annually. 	