# The Role: Director of Clinical Services

Location: UK Wide Reports to: Chief Executive

Hybrid role with regular travel

Salary: Competitive Contract: Full Time

## Job Purpose

To lead and oversee the delivery governance, quality, and compliance functions across the Clinical Services, ensuring robust systems are in place for risk management, regulatory compliance, clinical effectiveness, and continuous improvement. This role is pivotal in safeguarding the charity’s reputation, ensuring high standards of care and service delivery, and maintaining compliance with statutory and contractual obligations.

The post will also work closely with the Senior Leadership Team and other Directors to deliver against the strategic objectives of the organisation. The role will support the development and shaping of new and innovative services designed to deliver quality care outcomes.

## Key Responsibilities

### Governance & Risk Management

- Lead the development and implementation of the organisation’s governance framework.

- Oversee risk management systems, ensuring timely identification, assessment, and mitigation of risks.

- Ensure compliance with GDPR, confidentiality, and information governance standards.

### Quality & Performance

- Develop and monitor the Quality Strategy, aligning with organisational goals and sector standards.

- Lead on ISO 9001 certification and continuous quality improvement initiatives.

- Oversee the development and compliance of healthcare policies and procedures.

### Clinical Governance

- Lead on clinical audit and effectiveness programs to ensure evidence-based practice.

- Provide oversight of incident reporting, complaints management, and plaudit capture.

- Act as the lead for NMC investigations and ensure professional standards are upheld.

### Training & Development

- Oversee the development and compliance of mandatory training programs.

- Ensure training is aligned with regulatory requirements and organisational needs.

### Contract & KPI Management

- Assist with KPI compliance, ensuring performance targets are met.

- Provide strategic oversight of service delivery against contractual obligations.

### Information Management

- Act as the local lead for information governance, including data breaches and GDPR compliance.

- Ensure robust systems for data protection, confidentiality, and secure information handling.

### Leadership & Team Management

- Line manage a small team, providing direction, support, and professional development.

- Foster a culture of accountability, learning, and continuous improvement.

### Military Patient Coordination

- Lead with arranging and planning Reception Arrangements for Military Patients (RAMP).

## Person Specification

### Essential

- Degree-level qualification in a relevant field (e.g., Health and Social Care, Governance, Quality Management, or equivalent).

- Registered with the Nursing and Midwifery Council (NMC) with a valid and active registration.

- Proven experience in senior governance or quality role within the charity sector.

- Strong understanding of regulatory frameworks including GDPR, ISO 9001, NMC, and CQC standards.

- Demonstrable experience in risk management, clinical governance, and quality improvement.

- Experience in leading investigations, audits, and compliance reviews.

- Excellent leadership, communication, and stakeholder engagement skills.

- Experience managing contracts and performance against KPIs.

-Strong interpersonal skills.

### Desirable

- Postgraduate qualification in Governance, Risk Management, or Quality Improvement.

- Knowledge of health and social care commissioning and regulatory environments.

- Training in information governance or data protection (e.g., GDPR Practitioner Certificate).

-Understanding and experience working alongside the Armed Forces.