

Pieta: Clinical Service Manager – Letterkenny **(<https://www.activelink.ie/node/110600>)**



Role: Clinical Service Manager – Letterkenny

Location: 3rd Floor, Grand Central Building Canal Road, Letterkenny, Co. Donegal, F92EK7Y

Hours: 35 hours per week 9am-5pm Monday - Friday / On call required (roster in place)

Contract Type: Permanent

Role and Responsibilities:

The role of the Clinical Service Manager is to manage Therapists and Centre Administrators and oversee therapy and clinical issues that may arise. Reporting directly to the Regional Manager, this role ensures quality in service delivery and consistency in approach.

This role will include, but not be limited to the following:

- Promote and maintain the ethos of Pieta which is rooted in compassion and care
- Monitor and support therapists in the delivery of safe, high quality therapeutic interventions
- Ensuring best practices in clinical governance, up to date accreditation and insurance
- Ensuring all therapists attend individual and group supervision
- Oversee client assessments and risk assessments, ensuring best practice, and supporting access to the service in line with our service model and ensure that risk management strategies are implemented and reviewed as needed
- People management including Therapists and Centre Administrators
- Probation and performance management and individual management support meetings
- Oversee staff training, inductions, rostering and record completion
- Oversee file management in-line with GDPR, data protection and confidentiality
- Act as a Pieta Clinical Representative in the local community as required and agreed by Regional Manager
- Consult and collaborate with Regional Manager
- Escalate areas of concern to Regional Manager
- Implement all policies and procedures and monitor and ensure compliance by all staff
- Work closely with operations department to ensure Health & Safety compliance in centres/with staff
- Liaise with Regional Support Coordinator and Regional Manager for appropriate allocation of clients and waiting lists
- Maintain an agreed clinical caseload if required (dependent on service needs)
- Ability to fulfil obligations as per the Children First Act 2015
- Work in accordance with Pieta's Policies, Procedures and Guidelines to ensure consistent delivery of services and compliance with legislation e.g in the following areas: Health and Safety, GDPR and Child Protection
- Participate on an on- call roster as required
- To lead and support clinical projects as and when required
- Work within an agreed budget
- Additional management duties as requested by Regional Manager

Essential Education, Skills and Experience:

- Be a fully qualified and fully accredited therapist
- A minimum of two years of supervisory or management experience
- Excellent communication and interpersonal skills
- Proficient in using Microsoft Office
- Experience of working with a broad cross section of staff and professionals, across agencies/communities
- Be interested in and demonstrate a belief and enthusiasm for the work of Pieta

- Experience with databases an advantage (e.g. Salesforce CRM)

Applications for this post should be made via our [website \(https://www.pieta.ie/careers/\)](https://www.pieta.ie/careers/) by 12th September 2024. Please attach a CV and cover letter outlining your particular suitability for the role.

Please Note: Garda Vetting is required for the successful candidate.

Pieta is an equal opportunities employer, meaning we do not discriminate based on age, race, colour, religion, ethnicity, national origin, sex, sexual orientation, or physical/mental disability. We are committed to a diverse and inclusive workplace for all. We offer additional support to those with additional requirements. Please let us know if you require support ahead of your interview.

Region

Letterkenny, Co Donegal

Date Entered/Updated

2nd Sep, 2024

Expiry Date

12th Sep, 2024

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