

**JOB DESCRIPTION**

**Job title:** Clinic Coordinator

**Service:** HSB/ASES

**Grade:** C

**Liaison with:** Head of Department

**JOB DESCRIPTION**

**Never Not Moving Forward**

Build your career, follow your passion, be inspired by our environment of success.

#BeTheChange

The University of East London is one of the most diverse and vibrant universities in the global capital. Our pioneering and forward-thinking vision is making a positive and significant impact to the communities we serve, inspiring both our staff and students to reach their full potential.

Born in 1898 to serve the skills needs of the 2nd industrial revolution, the University of East London has commenced Year 4 of its transformational 10-year Vision 2028 strategic plan led by our Vice-Chancellor & President, Professor Amanda Broderick, to advance Industry 4.0 careers-1st education. We have a clear route-map to provide a springboard for the jobs and opportunities of the future; drive diversity in the 4.0 talent pipeline - working in partnership to promote talent wherever it is found; and to create an inclusive and sustainable, green future.

We are looking for forward-thinking, innovative, curious, high-energy, self-aware people who are passionate about making a positive difference and who will thrive in an inclusive and diverse University community who are never not moving forwards.

As one of the most socially inclusive and international Universities and comprising one of the most diverse staff populations in the UK (50% of our professoriate identify from black or minority ethnic backgrounds), we are hugely proud of our track record in reducing inequalities (ranked 1st in the UK & 2nd globally, Times Higher Education Global Impact Rankings, 2020) and our commitment to equality, diversity and inclusion is at the heart of Vision 2028.

We are building an environment of success where colleagues are supported to achieve, and our community can flourish and thrive. We are an accredited Investors in People Award Institution and have achieved the Investors in People Health and Wellbeing Award. With Athena Swan Awards and being one of a small number of Universities to have achieved the Race Equality Charter Award, we continue on our journey to address and reduce barriers to opportunity.

So, if you are looking to build your career in a dynamic, inclusive and performance-focused team and are inspired by our environment and drive for success, we want you to apply to join the University of East London. We are looking for inspirational individuals who have a passion to make a positive difference to people and planet, creating a more sustainable future for everyone.

**JOB PURPOSE:**

* Manage the sports therapy clinic for the Applied Sport & Exercise Science Department.
* To recruit, coordinate, supervise and mentor the student workforce involved with the university sports therapy clinic projects than include but are not limited to; BUCS pitch side placements, the NHS UELBeing project and clinic consultancy services.
* Contribute towards the growth and development of the clinics.
* Line management and mentoring of clinic staff.
* Deliver direct clinic services to clients in accordance with best practice guidelines and research informed practice.
* Support the academic team with teaching and assessments.
* Create and coordinate internal and external placement opportunities to offer students a range of experience that aligns with PSRB requirements and University clinical governance.
* Assist in ensuring clinical governance and safety of student placements.

**MAIN DUTIES AND RESPONSIBILITIES:**

To maintain a safe and secure environment for work-based learning, and ensure that safety procedures, risk assessments and protocols are correctly followed.

Provide sports therapy services, to include clinical practice, diagnosis, treatment and monitoring of clients and the student workforce.

Manage the clinics rota for clinical staff and the student workforce.

Provide clinical team and student workforce with appropriate training and inductions in preparation to working within the clinic.

To support the recruitment, coordination, supervision, and mentorship of the students completing work-based learning experience within relevant projects such as, but not limited to, the university sports therapy clinic, BUCS pitch side placements, the UEL Being service within the NHS and university consultancy services.

Monitor income and expenditure records against set budgets for the clinics.

To plan and deliver the training and CPD provision for students completing work-based learning experience.

To provide mentoring to the student workforce that encourages students to self-reflect, develop, and recognise their own technical knowledge, core competencies, skills, and professional strengths in addition to areas for improvement in conjunction with professional boundaries/limitations. This will link with the SMILEs peer mentoring project where possible.

Preparing equipment and spaces for sport therapy work-based learning to be undertaken.

To develop processes and procedures that maximise the impact of relevant sports therapy projects, clinics and events.

To maintain records of clients and the student workforce in line with current GDPR regulations and build towards creating standards commensurate with CQC where possible.

Generate professional reports based on data collected to be used for reporting to SST / or collating client feedback.

To deliver sports therapy, and Department of Applied Sport and Exercise services and projects, in instances where the student workforce is unavailable.

To liaise and meet regularly with placement students, relevant staff members, East London Sport, SMILES Project Team, Career Zone, Study Skills Team, and external stakeholders as required.

To provide on-the-day solutions to problems that arise related to the role, working within level of capability and expertise.

This job description summarises the main duties and accountabilities of the post and is not exhaustive: the post holder may be required to undertake other duties of a similar level and responsibility as designated by the line manager.

**PERSON SPECIFICATION**

**EDUCATION QUALIFICATIONS AND ACHIEVEMENTS**

**Essential criteria:**

* First class sports therapy or rehabilitation degree or equivalent qualification/experience
* Experience working within a sports therapy clinic
* Experience supervising students in a UK institution
* First aid (including defibrillation) qualification or willingness to complete on appointment

**Desirable criteria:**

* Masters in a subjected related to sports therapy/MSK healthcare
* Managerial experience
* Emergency trauma qualification
* Teaching experience
* PC Certificate of Teaching in Higher Education / Fellow of the Higher Education Academy (or equivalent) or willing to obtain on appointment.

**KNOWLEDGE AND EXPERIENCE**

**Essential Criteria:**

* Knowledge and understanding of sports therapy and rehabilitation practices and procedures
* Ability to operate and maintain clinical equipment and resources
* Ability to collect accurate data and present it in an appropriate manner
* Knowledge of health and safety and risk assessment procedures specific to national, accrediting body and subject specific requirements
* Experience of working in a promotional & income generation related environment
* Extensive experience of treating a range of client groups in a sports therapy and rehabilitation setting
* Knowledge of computer software packages such as Microsoft Word, Powerpoint and Excel

**Desirable Criteria:**

* Experience of demonstrating or teaching relevant sport, exercise science and rehabilitation material to undergraduate and post graduate students.

**COMMUNICATION**

**Essential Criteria:**

* Effective interpersonal skills with staff and students
* Ability to communicate advanced information to a variety of different groups which may include academic staff, students, sales personnel and external clients

**TEAMWORK AND MOTIVATION**

* Ability to be self-motivated and show initiative whilst being able to work unsupervised
* Strong team player
* Be able to work within a close team and provide successful outcomes.

**LIASON AND NETWORKING**

* Liaise with other members of the team (academics, students, professional services staff and external partners)
* Through conference attendance, ensure successful networking so that good clinical-based practice is shared

**CUSTOMER SERVICE**

* Ability to follow written and oral instructions
* Demonstrate excellent customer care in dealing specifically with all clients of the sports therapy clinic

**DECISION MAKING**

* Administer first aid, including immediate life support

**PLANNING AND ORGANISING**

* Ability to maintain accurate records regarding events and outcomes
* Liaising with academic staff and registry, to discuss timetabling requirements

**INITIATIVE AND PROBLEM SOLVING**

* Work independently and problem solve
* Have effective autonomous working practices

**PASTORAL CARE AND WELFARE**

* The incumbent must be able to support the students appropriately to enhance their safety and learning when appropriate during clinic
* Ensure safe practices are undertaken by any staff or students using the sports therapy clinic at all times

**OTHER CRITERIA**

* A flexible approach to working hours is essential as the incumbent may be required during evenings and weekends to assist in one off events, staff research/consultancy and open days.
* To undertake any other duties commensurate with the level of the post as may be reasonably required from time to time.

**Criteria tested by** **Key:**A = Application form  
C = Certification

I = Interview  
T = Test