

Job Profile

JOB TITLE: Clinical Director

REPORTS TO: Chief Executive

Working as part of the Executive Leadership Team (ELT) and reporting directly to the CEO, the Clinical Director will have overall responsibility for clinical governance and quality assurance at GamCare and will lead clinical innovation and improvement.

The post-holder leads the Quality and Safety Team, ensuring that all clinical policies, procedures, and audits are completed appropriately and in alignment with regulatory standards, including those set by the Care Quality Commission (CQC) and guidance from the National Institute for Health and Care Excellence (NICE).

They are also responsible for clinical research and innovation across services, ensuring a culture of learning and that GamCare both contributes to and learns from the latest practice. Using data and insight coupled with international best practice, they will identify opportunities for innovation, using a test and learn approach.

They will champion the highest standards of care and safety across GamCare's services, driving continuous quality improvement and compliance with all relevant clinical regulations and best practices. **As a part-time role (as a minimum of three days per week, with at least two days based in the London office),** the Clinical Director will provide expert clinical leadership and strategic oversight in a flexible capacity.

The Clinical Director will have a direct link to the Lived Experience team (within the Operations Directorate) to ensure experts by experience have a strong voice in innovation and driving quality of services forward.

As a member of the ELT, the Clinical Director also contributes to the overall strategic development of GamCare's organisational strategy and ensures that a clinical perspective is incorporated into decision-making and the delivery of the annual business plan.

DIMENSIONS

- **Direct Reports:** Head of Quality and Safety
- **Indirect reports:** Four
- **Budgets managed:** Up to £0.5m operational budgets directly and indirectly supporting a £10m operational budget for services
- **Financial targets:** Operate within the agreed budget annually, phasing throughout the year as appropriate, with responsibility for demonstrating value for money

INTERNAL AND EXTERNAL CONTACTS:

Internal

- Serves as a member of the Executive Leadership Team, working closely with fellow directors to integrate clinical quality considerations into organisational strategy.
- Acts as principal advisor to the CEO and senior leadership on clinical risk, service quality, research and innovation in service delivery and regulatory compliance matters.
- Collaborates with the Director of Operations and other operational leaders to ensure that quality and safety processes are embedded across all GamCare services (e.g. the National Gambling Helpline and treatment programmes).
- Collaborates with the Director of Operations to ensure Lived Experience is an essential contributor to strategy, innovation and improvements to services.
- Provides support to highly complex or high-risk cases through support for staff and development of guided structural interventions.
- Provides reports and updates on clinical quality to the Board of Trustees and relevant sub-committees (e.g. Clinical Governance and Services Committee), including analysis of outcomes, risks, and improvement plans.
- Works in partnership with frontline managers and the wider staff team to foster a culture of continuous improvement in service delivery and learning from innovation, research and good practice.

External

- Liaises with regulatory and oversight bodies such as the Care Quality Commission (CQC) – ensuring readiness for assessments, compliance with standards, and implementation of any required action plans following inspections or audits. Please note our work is not regulated by the CQC.
- Engages with standard-setting organisations like NICE – keeping abreast of relevant NICE guidelines in mental health and addictions and ensuring GamCare's clinical practices reflect the latest evidence-based recommendations.
- Interfaces with funders and commissioners as required (e.g. NHS commissioners) regarding quality reporting and service standards, providing assurance of GamCare's clinical effectiveness and safety.
- Partners with external organisations in the health and social care sector and the wider gambling treatment network to share best practices, benchmark quality outcomes, and collaborate on initiatives that enhance service quality and innovation.
- Maintains relationships with professional bodies and networks (e.g. NHS trusts, Royal Colleges, British Psychological Society or other relevant professional groups) to remain informed of emerging trends, training, or requirements in evidence led care, clinical governance and patient safety.

OVERALL ACCOUNTABILITIES:

1. Strategic Clinical Leadership

- Actively contribute to corporate strategy discussions, representing the latest evidence and research and innovative work across the international sector
- Lead the development and execution of GamCare's clinical governance strategy to strengthen quality and safety across all programmes including training content
- Provide clinical insight at the executive level, ensuring that organisational strategies, business plans, and new initiatives incorporate considerations for clinical excellence and service user well-being.
- Balance strategic priorities with resource allocation to ensure that quality and safety remain at the forefront of GamCare's growth and innovation.
- Lead the ongoing development of the quality and safety team to ensure that the organisation has sufficient access to expertise and support as required

2. Clinical Governance & Regulatory Compliance

- Using the Three Lines of Defence Model produced by the Institute of Internal Auditors, the role acts as the second line of defence (with the Director of Operations being the first).
- Oversee and continually refine a robust clinical governance framework, including clear policies, procedures, and protocols that meet and exceed CQC regulatory requirements and reflect NICE guidelines
- Ensure all clinical policies and standard operating procedures are up-to-date and effectively communicated
- Oversee compliance audits and quality assurance reviews, verifying that services (such as the National Gambling Helpline and treatment centres) operate in line with established standards and contractual obligations.
- Maintain oversight of risk management and safety incident reporting systems, ensuring regulatory notifications are made when required and that GamCare remains fully compliant with all relevant healthcare regulations and legislation
- Provide analysis and report on the effectiveness of clinical risk management
- Escalates high risk issues (high for impact or velocity) to CEO and Board of Trustees as appropriate to ensure issues are surfaced early and appropriate action can be taken.
- Prepare the organisation for inspections and other external audits, leading on action plans to address any recommendations or areas for improvement.
- Provide necessary oversight to highly complex and / or high-risk cases through coaching for staff and use of guided structured interventions and ensure clear arrangements are in place for escalation of challenges on non-working days through the quality and safety team.

3. Quality Improvement and Service User Safety

- Champion a culture of continuous improvement and clinical excellence, using expert insight to ensure care planning and escalation pathways are appropriate and deliver high quality care
- Provides updates, expertise and advice on latest clinical good practice and research to ensure GamCare services are always evidence led and contemporary
- Oversee the clinical audit process, case reviews, and service evaluations, ensuring that findings are analysed and translated into actionable improvement plans.
- Lead on the investigation of serious incidents, complaints or safeguarding concerns related to service delivery: ensure thorough root-cause analysis, appropriate follow-up actions, and organisational learning to prevent recurrence.
- Establish key quality indicators and outcome measures for GamCare's services (e.g. clinical outcomes, client satisfaction, safety incident rates) and use these metrics to monitor performance and guide decision-making.
- Working together with the Director of Operations, ensure that staff across all service delivery teams receive adequate training, supervision, and support to maintain high quality standards and safe practices.
- Working together with the Director of Operations to ensure Lived Experience is at the heart of strategy, innovation and service improvement
- Foster an environment where patient safety is everyone's responsibility and where excellence in care is recognised and encouraged.

4. External Engagement and Influence

- Act as GamCare's representative and advocate for clinical quality in external forums and partnerships.
- Work closely with commissioners, healthcare partners, and sector stakeholders to promote GamCare's commitment to high standards of care and to influence wider policy and best practice in the treatment of gambling harms.
- Engage with the regulatory bodies during inspections, quality assessments, and sector initiatives, presenting GamCare's achievements and quality improvements in a professional and collaborative manner.
- Liaise with NICE and other advisory groups by keeping updated on new guidelines or research relevant to GamCare's work and contribute feedback or expertise as appropriate to national discussions on gambling harm treatment standards.
- Strengthen relationships with partner organisations across the Gambling Support Eco-System including all NHS Treatment clinics in England, seeking opportunities for joint quality initiatives, peer review, and shared learning. By maintaining a visible external profile in the clinical governance arena, help to establish GamCare as a leader in delivering safe, effective, and innovative services in the gambling treatment sector.

5. Operational Excellence

- Mentor and guide the Quality and Safety Team, fostering specialist expertise in areas like audit, clinical risk, and service user involvement while maintaining cohesive integration of their work with other teams.
- Work collaboratively across internal departments (Clinical Operations, Development, Digital, etc.) to embed quality and safety principles in all operational practices and initiatives.
- Oversee systems for quality monitoring, ensuring that timely and accurate quality data is available to management and boards (e.g. quarterly quality dashboards, audit reports).
- Support service managers and team leaders in developing annual quality improvement plans and coordinate these plans to ensure a unified approach to quality across the organisation.
- In all operational efforts, promote efficiency, accountability, and a strong commitment to GamCare's organisational values and the well-being of service users.

Person Specification

Essential and desirable qualifications

- Doctorate level training in clinical or counselling psychologist as accredited by the BPS (or equivalent for those who trained prior to 1996)
- Registration as a Practitioner Psychologist (clinical or counselling) with the HCPC
- Evidence of up-to-date clinical knowledge and continued professional development in mental health
- **Desirable:** Post doctoral training in specialized addiction areas of psychological practice
- **Desirable:** Membership of British Psychological Association or Association of Clinical Psychologists

Essential and desirable experience

- Significant experience in a senior clinical leadership role within mental health or a closely related health/social care field. The candidate should have a strong and demonstrable track record of managing clinical teams or services, preferably including oversight of quality assurance or clinical governance functions.
- Demonstrable experience in developing and implementing clinical policies, procedures, and governance frameworks to improve service quality and ensure safety. Experience should include conducting or overseeing clinical audits, service evaluations, and incident investigations, and ensuring the resulting improvements are made
- Experience working within regulated healthcare environments and familiarity with CQC standards and inspection processes. The candidate should have been involved in preparing for CQC inspections or complying with CQC regulatory requirements in a previous role
- **Desirable:** Director level experience, providing strategic leadership in a clinical or quality governance capacity, especially within a healthcare provider, or voluntary sector organisation.
- **Desirable:** Experience in the field of addictions, preferably behavioural, public health, or social care in addition to core mental health experience – for example, working in gambling treatment, substance misuse services, or other behaviour change programmes.

Essential skills

- Ability to represent GamCare externally at all levels and is a highly visible internal leader for our frontline teams
- Deep understanding of clinical governance principles and quality improvement methodologies (e.g. audit cycles, Plan-Do-Study-Act cycles, root cause analysis).
- Able to effectively implement these and to coach others in using these tools.
- Commitment to Excellence: Passionate about quality of care and patient safety, with a personal drive to maintain high standards. Demonstrates integrity, ethical decision-making, and a commitment to upholding the values and mission of GamCare
- Able to delegate appropriately and ensure continuity of oversight even on non-working days (for example, by establishing clear protocols and trusting in the team's capability).
- Highly collaborative, with a proven ability to work across departments and to build effective working relationships with both internal teams and external partners. Comfortable working in a matrix management environment and engaging with multi-disciplinary professionals
- Confident in using AI and machine learning tools to analyse data, generate insights and support productive and informed decision making
- Flexible and capable of operating effectively in a part-time capacity, managing time and priorities **across a minimum of three days** per week.
- Familiarity with digital tools and remote working practices to maintain visibility and communication while off-site.

Circumstances

- The role is part-time (**with a minimum of 3 days per week**)
- Able to attend the London office a minimum of 2 days per week to engage with teams in person and the other days may be remote
- Able to attend Committee and Board meetings (outside core hours which are defined as 10:00 – 16:00 under GamCare's flexible working procedure).

- Able to travel across the UK occasionally to include overnight stays to attend or manage meetings or events
- Able to attend meetings and events outside of normal working hours if required
- Able to travel to a number of locations and to attend meetings (outside normal working hours).

To be noted: This job description will be reviewed regularly. Any changes will be discussed with the post holder. This is not an exhaustive list of duties and responsibilities the post holder may be required to undertake other duties which fall within the grade of the job, in discussion with your line manager.