

Clinical Lead
Job Description
(last updated 11/05/25)

Job Reference: CLRM2505

Job title: Clinical Lead (New Role)

Location: Hybrid

Company Name: PsychWorks Associates

Employment: Full-time and Permanent

Salary: £55-65k depending on experience

Job Summary

Are you ready to make a real impact in a growing organisation? If you're a motivated clinician with a passion for quality management and excellence, this could be the perfect opportunity for you.

We are thrilled to introduce another brand-new position at PsychWorks Associates for a *Clinical Lead*.

Clinical leadership and oversight are so important in making a service truly robust with view to supporting Associates with continuous improvements in client outcomes. As we have expanded, it is now the right time to explore these goals with a dedicated and guiding clinician who can lead our brilliant Associates within the right framework and structures relevant to rehabilitation, personal injury, case management and compliance.

This pivotal position also requires dynamic and driven leadership to help evidence that our case managers are keeping our clients safe and that our psychologists are providing clinically excellent input. Using knowledge about Care Quality Commission (CQC) compliance, NICE guidelines and rehabilitation models, you will shift the culture in our clinical teams towards current thinking, as well as helping achieve excellent clinical outcomes.

It's a fantastic opportunity to shape the future of our service and demonstrate that huge differences in the lives of others are being made.

So, who is PsychWorks Associates?

Being a rehabilitation service offering psychological support and case management to individuals and families who have experienced a personal injury, we are one-of-a-kind here in the UK. We have won and been shortlisted for several awards and enjoy deeply what we do, whether in the back office or frontline. We take the core mission of our work - to help improve lives - very seriously and apply that to our staff and Associates, as well as our clients.

It will therefore work best if you're able to tap into your authentic interests and enthusiasm when applying for this role.

Our values and referrer promise

We want the individual in this role to actively believe in and promote our business values which, you will see from our website, are key to what we do and the experience of collaborating with us.

You will also see that our promise is to provide a service that leaves people better off as a result of connecting with us. Whether a client, a referrer, a colleague on the client's wider team or an Associate, what we offer is compassionate, high quality and reliable support.

Position reports to:

Managing Director

Location

Environment matters so you'll need to know you can work in this way:

- Mostly working from home, with monthly attendance at head office and other locations for meetings, events etc. This is therefore a hybrid role.

Hours

We focus on getting the job done, but here are some structural bits:

- 37.5 hours per week
- Monday-Friday with core hours of 930am-11.30am and 2-3pm with additional hours to be worked flexibly each day.

Salary & Benefits

We want this role to *feel* right so here are some practical bits:

- Salary £55-65k depending on experience
- 25 days' annual leave
- Bank holidays (England)
- Enjoy your birthday off, too!
- And if 1 day you are just not *feeling it*, have a "duvet day" on us
- We support CPD and progression opportunities
- An all-important workplace pension
- It's mostly a 'work from home' role

What you'll bring to the role

- Provide clinical leadership and oversight for the case management and psychology teams, ensuring best practice in client care and rehabilitation and in line with professional and regulatory body standards.
- Offer guidance, client review and supervision to case managers, ensuring their clinical decisions align with professional standards and company values.
- Support professional development within the team, including sharing training opportunities, mentorship, and engagement reviews.
- Advise complex cases, offering expert input and guiding seamless coordination between professionals, clients, and stakeholders.
- Foster a culture of clinical excellence, ensuring high-quality service delivery and continuous improvement in client outcomes.
- Produce business data with other key hub team members to support service development.
- Represent the service and support the development of relationships within the industry.
- Maintain up-to-date knowledge of regulatory requirements and best practices, implementing necessary improvements across the organisation.
- Oversee and manage all compliance-related activities, including audits, policies, procedures, training and business data, which may include client visits.

- Be a key player in preparing the organisation for external inspections, including developing action plans and creating response strategies.

Skills and Personal Specifications

Some more elements that we need to and would ideally like to see:

Essential	Desirable
Experience & Leadership: <ul style="list-style-type: none"> • Regulated health professional eg HCPC, NMC, SWE • Proven leadership experience in clinical and management roles • Experience following NICE guidelines when managing teams • Extensive experience with supervision, risk management and service development • Good understanding of CQC regulations, governance and quality assurance Skills & Knowledge: <ul style="list-style-type: none"> • Understanding of the Mental Capacity Act, Deprivation of Liberty Safeguards (DoLS), and safeguarding procedures • Understanding of CQC regulations, Health and Social Care Act 2008, and other relevant legislation • Strong communication skills, both written and verbal, with clinicians and service hub staff. • Ability to deliver exceptional customer service • Willingness to learn and a curious mindset • Proficient in IT systems, including Microsoft Office (eg Excel), client management systems (eg Qunote), and MS Teams/SharePoint • Proficient in using presentation tools like PowerPoint, Canva etc • Excellent presentation skills and the ability to represent the organisation externally • Strong problem-solving and critical thinking skills Additional Abilities: <ul style="list-style-type: none"> • Ability to work independently and as part of a team, setting and achieving goal-focused tasks in a consistent manner • Proactive, self-starting attitude with the ability to work under pressure and meet deadlines • Skilled in supporting business and compliance reports and maintaining accurate data and records • Ability to travel to Reading and other locations as required for clients, service meetings and events • Right to work in the UK 	Relevant Qualifications in Healthcare: <ul style="list-style-type: none"> • Strong experience in case management and rehabilitation • Degree in a relevant field • NVQ Level 5 or above in a relevant field • Formal training in Rehabilitation models Experience in Rehabilitation and Compliance: <ul style="list-style-type: none"> • Prior experience as a Registered Manager • Managing interdisciplinary rehabilitation teams • Experience of leading an inspection and managing audits and quality assurance processes Experience in service development: <ul style="list-style-type: none"> • Experience in managing budgets, staff, and operational performance • Experience in policy development, safeguarding and training delivery

Diversity and Inclusion

We are committed to fostering a diverse, inclusive, and equitable workplace where everyone feels valued and respected. We believe that diversity of experience, background, and perspective strengthens our team and drives innovation. We welcome applicants from all walks of life and are dedicated to ensuring that all individuals, regardless of race, gender, disability, sexual orientation, religion, or age, have equal opportunities to thrive in our organisation.

We encourage applications from candidates who are passionate about creating an inclusive work environment and believe in the power of diversity to enhance our company.

More About PsychWorks Associates and Working with Us!

We are proudly an award-winning, unique service offering psychological support and case management to injury individuals and families. Known for providing responsive and high-quality clinicians, we are supporting, progressing, and innovating the injury field's rehabilitation provision for future generations. Drawing on our psychological underpinnings, we are trauma-informed, culturally sensitive, and driven by collaborative case coordination. We bring together mind and body, individuals and systems, evidence-based and personal experiences as part of our objective to make recovery a holistic journey for all involved. It's an exciting time to join a passionate and dedicated group of office and clinical personnel led by an out-spoken, kind, and high-performing founder, Dr Shabnam Berry-Khan.

Our promise to referrers and Associates is therefore very clear and part of our customer service: to provide proactive, 'good-fit', timely and coordinated input, supported by the office staff. Cost-effectiveness, fairness, and reasonableness lie at the core of the work we offer, clinical or administrative.

As a CQC registered service, we maintain high standards in client safety, care, responsiveness, effective input in a well-led way.

This role is situated within the office team, known as the hub. The hub itself is a well-formed, professional group of highly dedicated individuals whose many unifying characteristics include kindness, respect, loyalty, joviality and honesty. A healthy work-life balance is encouraged and a focus on positive mental health is valued.

We feel the synergy of solid, forward-thinking teams with aligned values and commitment to our mission has been captured nicely in these recent testimonials:

"The 'checking-in' support has been so valuable as I transition into the service"

- Associate Case Manager when starting in the role, September 2024

"PsychWorks Associates is such a supportive and nurturing company, I'm really enjoying my work with you"

- Associate Psychologist's impromptu feedback, October 2024

"I work as an associate for Shabnam and love it. I get to work with different MDTs for different people which includes staff training, joint sessions with other professionals including OTs, physios and case managers and I also have the support of Shabnam and the rest of the team."

- Associate Psychologist to other psychologists on social media, November 2024

"I just reviewed [client's] report which was excellently written and is in-depth; it has helped me to understand [client's] needs further, especially as when communicating to me, he has not expressed what was detailed in the report."

- Case Manager referrer to our Psychology service, November 2024

"This [document] is exactly what I wanted when we discussed this and it is excellent to support my argument regarding the key indicators... I will use this if I may to demonstrate to other case managers in the future the type of evidence required."

- Email from a clinician collaborating on an important assessment with our Associate Case Manager, December 2024

"I bumped into [referrer] at an event today. He said that you were absolutely the right fit of psychologist for his client - compassionate and skilled. As a result of your input, he is seriously considering referring more clients to you/us. What great feedback - well done and, honestly, thanks heaps for your clearly excellent service!"

- Emailed feedback from Dr Berry-Khan to Associate Psychologist, December 2024