

JOB DESCRIPTION TEMPLATE

Job Title: Associate Director of Clinical Services

Reports to: Deputy Director of Provider Services

Responsible to:

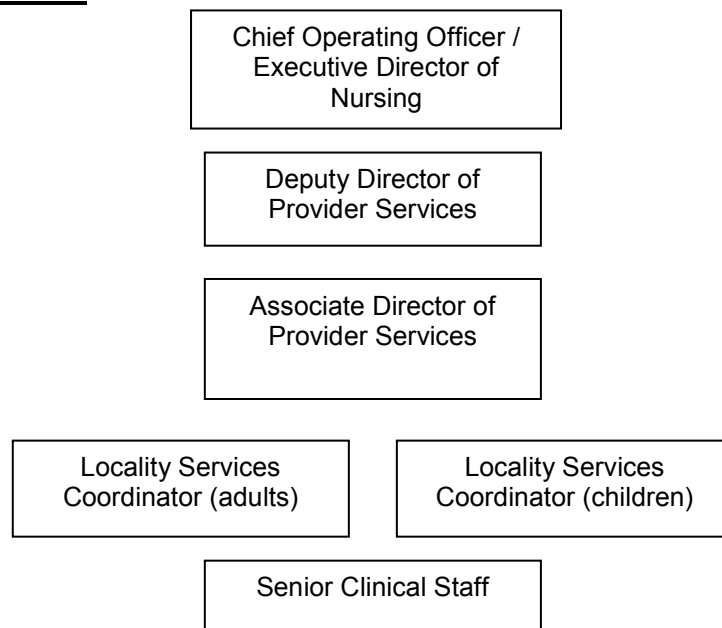
Base/Department Geographical area within Tameside & Glossop

Grade: 8c

Job Summary

Be responsible and accountable for the delivery of clinical services and the performance of Clinical and Non Clinical staff. To lead the transformation, redesign and development of integrated services across health and social care in line with corporate strategy. To be a senior corporate ambassador with an ability to act and perform at a very senior level on behalf of the Deputy Director both within and outside the PCT.

Organisation Chart



Main tasks/overview of responsibilities

- **Responsibility for Patient Care (including, monitoring, diagnostics + investigations)**
 - Accountable for the systematic involvement of patients and public in service design, delivery and evaluation.

- To act on behalf of the Deputy Director of Provider Services developing improved approaches to the delivery of clinical care built on patient experience through
 - The development of integrated care pathways
 - The development of patient (culturally) sensitive services
 - The routine, meaningful involvement of patients and carers in the development of clinical practice
 - The innovative contribution of staff

- **Responsibilities for Human Resources**
 - Implement all HR policies in relation to staff management, e.g. disciplinaries, sickness
 - To be accountable for embedding the reflective appraisal and PDP process for all staff, which will lead to an educational needs analysis across clinical and non-clinical disciplines.
 - Demonstrating a commitment to the personal and professional development of self and others.
 - To ensure adherence to highest possible standards of probity and professional behaviour at all times.
 - To keep abreast of professional and organisational developments within Health & Social Care
 - To be accountable for the implementation of all HR policies and procedures within the management practices of all staff.
 - To ensure clear performance frameworks are embedded within all management practices and hold staff to account for conduct and performance.
 - To proactively develop links with HR ensuring effective planning, recruitment and retention of nursing, AHP and non-clinical workforce.
 - Line management of Pathway services, including disciplinaries / grievances / recruitment.

- **Responsibilities for physical and financial resources**
 - Lead on establishing the links with the business unit ensuring all support is available to the locality in order to develop and deliver the business aspects of clinical care delivery.
 - To manage and be accountable for a pathway budget in accordance with corporate processes. Responsible for identifying savings, given cost pressures from more complex needs and higher quality standards.

- To ensure financial processes agreed within the provider division are embedded and underpin all management and financial decisions.
- To provide a corporate response to divisional or PCT financial pressures when required.
- **Communications and Leadership**
 - To be responsible for the clear corporate translation of vision within pathway, locality and beyond in order to bring about service improvements and sound management decisions.
 - Build credibility, strong working relationships, effective systems and processes which inspire confidence and enable employees to perform at a high level and improve services.
 - To lead the local development of the health and social care agenda outlined in Transforming Community Services, NHS Next Stage review: a vision for primary and community care, and other national/local documents.
 - To lead service evaluations, reviews and reconfigurations, which may impact on service delivery or employment.
 - To lead and be accountable for the clinical governance agenda and performance across pathway services, ensuring the accountability frameworks are in place.
 - Ensure clinical networks are developed across the whole economy to facilitate professional development and leadership.
 - Supporting and contributing to a style and working approach based upon collaboration, openness and the improvement of both managerial and patient service quality.
 - Facilitating effective communication both internally and externally as an ambassador and representative for the PCT within the locality and on a corporate basis.
 - Lead on and be accountable for corporate streams of work across the provider division as delegated from the deputy director and chief operating officer.
 - Deputise for Deputy Director, performing corporately and actively within and outside the PCT. This will entail communicating with Boards, DoH, local authority and will include the writing and presentation of reports for the same.
 - Deputise for other Associate Directors in their absence.
 - To provide leadership, that, supports and encourages flexible working across professional and organisational boundaries.
 - To provide expert advice to the Chief Operating Officer and Deputy Director Provider Services relating to the identified strategic portfolio.

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- To present to the public and statutory bodies on issues such as reconfiguration of service delivery.

- **Planning Performance and Organising**

- Lead the development of all operational plans and supporting frameworks are in place e.g. service specifications and SLA's within the pathway services. To be accountable for the performance management of managed services against the plans.
- To work closely with the divisional business unit, in the development of business cases for service and business development opportunities, in the context of the overall strategy and business plan.
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- To be accountable for and lead the processes for identifying workforce requirements for the pathway, feeding in to a whole PCT workforce plan: identifying the 'skills escalator' pathway (in terms of posts) and to include ongoing learning and development requirements for pathway services.
- To promote and be accountable for the continual improvement of local services in direct partnership with local people.
- To respond appropriately to any functions relating to the various NHS scrutiny bodies and processes.
- Manage care delivery across complex systems ensuring quality outcomes are delivered, risks managed and processes that are effective and efficient.
- Be a key contributor to the provider division business planning processes, which can be over a five year period, taking the designated lead as required.
- Ensure processes are in place for the development, extraction and interrogation of performance data and these are embedded and used routinely to demonstrate and further develop services.
- Regularly analyse and account for performance of pathway services at a variety of levels within and outside the PCT.
- To lead the development of integrated working leading to effective, flexible, multi-disciplinary teams for each registered practice population working across with specialist teams (health & social care), nursing & residential homes & voluntary groups.
- Analysis of clinical systems and other sources of performance intelligence to underpin the processes of service redesign, transformation and performance management.
- Ensure performance management processes are monitored and can show expected activity within cost and positive outcomes for patients and clients.

- **Partnership Working**

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- To lead on developing processes with colleagues across the Tameside & Glossop Health/Social care economy to ensure that integrated working is effective in the delivery of key objectives, particularly single assessment.
- To be accountable for the routine and systematic involvement of patients and the public in service evaluation, improvement and design.
- **Research, Development and Audit**
 - Ensure annual audit programmes are in place and lead to service improvements all services and they are in line with PCT audit strategy.
 - Ensure that a research culture is developed within the locality by developing research active individuals and ensuring all practice, where applicable is evidence based.
- **Professional**
 - Undertake continuous professional development, seeking opportunities to enhance skills as identified via a personal development plan.
 - Keep abreast of innovations and developments both within primary and community health care services and other internal and external influences of the NHS; use this to proactively inform service delivery and service development.
- **Equality and Diversity**

Contributing to the development of practice that supports equality and diversity in the work place.
- **Health & Safety**

To promote the safe systems of work, complying with the trusts Health and Safety policy, having the responsibility for managing, identifying and minimising clinical and corporate risk.
- **Freedom to Act**

The Associate Director of Clinical Services has freedom to future action and interpret broad clinical professional policies and advise the organisation accordingly.

Due to the Trust's commitment to continuous improvement, it is likely that the post will evolve over time. These duties will be subject to regular appraisal and any amendments will be made in consultation and agreement with the post holder.

Agreement:

This job description, accompanying Person Specification, Duties & Risk Factor form, Organisation Chart and any supplementary information have been agreed by the following parties:

Signed: Employee (s)	Date:	Signed: Manager	Date:

**TAMESIDE AND GLOSSOP PCT
PERSON SPECIFICATION**

Job Title: Associate Director - Provider Services

Directorate/Department: Provider Division

Experience	<ul style="list-style-type: none"> • Minimum five years experience of managing / leading teams in complex organisations (E) • Minimum of 5 years current experience at lead level Nurse / AHP level or above (D) • Experience of working in a primary care setting (D)
Qualifications	<ul style="list-style-type: none"> • Evidence of recent C.P.D (E) • 1st level Degree or equivalent • ECDL 1 or equivalent experience (E) • Masters level study or equivalent experience (E) • Post graduate education or equivalent experience (E) • Management qualification or equivalent experience at senior level (E) • Ability to demonstrate project management skills and apply this to complex issues and systems (E) • Ability to source, interpret and use information to solve problems and develop future services (E) • Ability to manage the development of clear business specifications e.g. tenders, SLA's (E) • Ability to develop and use performance management frameworks (E) • Ability to manage large budgets (E)
Setting Direction	<ul style="list-style-type: none"> • Understand and interpret the national and local political environment and agenda and use this to set innovative strategies and identify risks (E) • Identify opportunities for growth and development and involves others to set meaningful goals to get there (E) • Ability to think creatively, identifying alternative and innovative approaches to deliver services (E)

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	<ul style="list-style-type: none"> • Ability to test out assumptions and new ideas and to influence self and others to overcome barriers to change (E) • Ability to focus and deliver on results in a complex environment, knowing and managing the risks (E)
Delivering the Service	<ul style="list-style-type: none"> • Ability to lead strategic change through multiple systems, key stakeholders, patient and the public and staff, improving team management, relationships through demonstrating the motivation and inspiration for change (E) • Ability to hold others to account for agreed targets and to be demonstrate personal accountability for delivering a high level of service (E) • Ability to articulate and demonstrate high impact leadership qualities and develop these in others (E) • Ability to identify key stakeholders and adopt a number of ways to gain support to influence diverse parties with the aim of supporting health improvement and service redesign (E) • Ability to lead and manage restructuring, redesign and reconfiguration of service (E)
Personal Qualities	<ul style="list-style-type: none"> • Ability to understand own abilities and potential to use this to overcome obstacles to build teams, secure best outcomes for service improvement (E) • Ability to understand own limitations, style and emotions and those of others and be clear about the impact of such behaviours in diverse and complex situations (E) • Ability to exhibit a deep motivation to improve performance in the health service (E) • Ability to demonstrate a clear and positive value base both personally and on behalf of the PCT and understand the interplay of this within NHS Code of Conduct (E)

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Directorate/Department: Provider Arm

DUTIES AND RISK FACTORS OF THE POST

		YES	NO
1	Exposure Prone Procedures (EPP's)*		✓
2	Manual Handling Operations		✓
3	Dust, Dirt, Smells		✓
4	Chemicals, Fumes or Gasses (Glutaraldehyde, fixer, anaesthetic gases, reconstitution/handling of cytotoxic drugs)		✓
5	Patient Contact		✓
6	Babies / Children Contact		✓
7	Food handling / Preparation		✓
8	Driving	✓	
9	Fork Lift Truck Driving		✓
10	User of Display Screen Equipment	✓	
11	Noise		✓
12	Infestation		✓
13	Blood and Body Fluids / Waste / Samples / Foul Linen		✓
14	Excessive Cold		✓
15	Excessive Heat		✓
16	Inclement weather		✓
17	Radiation		✓
18	Laser Use		✓
19	Heights over 2 metres		✓
20	Confined Spaces		✓
21	Vibration i.e. Power Tools		✓
22	Using machinery with moving / exposed parts		✓
23	Shift work	On-call	
24	Use of latex products		✓
25	Physical violence / aggression		✓
26	Animals		✓
27	Employment of young people		✓
28	Any other hazards please specify		✓

If any hazard is identified above please give details below.

*Definition of Exposure Prone Procedures (EPP's)

Exposure prone procedures are those where there is a risk that injury to the Health Care Worker may result in the exposure of the patient's open tissues to the blood of the HCW. These procedures include those where the HCW's gloved hands may be in contact with sharp instruments, needle tips and sharp tissue (spicules of bones and teeth) inside a patients open body cavity, wound or confined anatomical space where the hands or fingertips may not be completely visible at all times.