

## JOB DESCRIPTION

<b>POST:</b>	General Manager
<b>PAY BAND:</b>	8C
<b>HOURS:</b>	37.5 Hours
<b>REPORTS TO:</b>	Clinical Director
<b>PROFESSIONALLY ACCOUNTABLE TO:</b>	Director of Operations

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## JOB PURPOSE

The postholder will, in conjunction with the Clinical Director, be responsible for the leadership and modernisation of the Directorate in all aspects of planning and delivery of services in line with the NHS Plan, National Service Frameworks and other national and local initiatives.

The postholder will provide effective management of all resources within the Directorate. As a member of the senior management team the General Manager will support the smooth running of the directorate in all aspects of planning and delivery of services, including the management of the delivery of the Trusts referral to treatment time targets, ensuring that the performance management of the department meets agreed local and national targets, manages the non-staff budgets and leads on business cases, the directorate annual business plan, annual LDP plan and the quarterly performance reviews with the Executive Directors.

There will be a close working relationship with team members to ensure that all activities within the Directorate are to the benefit of patients, carers and staff. This will include joint working with a number of internal and external stakeholders from a range of organisations, both within and outside of the NHS.

## KEY ROLE

The General Manager will undertake a key role in delivering the Directorate's agenda and the Trust's corporate agenda, to ensure the delivery of a modern, flexible health service. This will, in particular include responsibility for the following areas:

- To provide day to day business management support to the Directorate
- To identify and implement service improvements, ensuring that services provided across the organisation are responsive and meet their required needs.
- To performance manage all access targets within the Directorate, ensuring compliance within national and local targets
- Work with the access team in the management of the referral to treatment time targets
- Support the development of new treatments

## **SPECIFIC DUTIES AND RESPONSIBILITIES**

### **Ensure the effective management of the directorate and the available resources**

1. Develop a strategy for the Directorate to meet, and where appropriate, exceed, the requirements of the modernisation agenda, in partnership with other health care providers and voluntary organisations.
2. Provide day to day operational leadership to all staff within the directorate, ensuring effective arrangements for the conduct of good employee relations and the improvement of sound communications within and outside the Directorate.
3. Promote the i-CARE principles throughout the directorate ensuring compliance and understanding across all staff groups.
4. As part of the senior management team, monitor and maintain the highest standards of infection control across the directorate and the trust, ensuring that the standards laid down in the Health Act (2006) are achieved and reinforced.
5. In conjunction with the wider management and clinical teams, ensure the directorate meets the objectives of National Service Frameworks.
6. To lead the delivery of the Trust's Clinical Governance agenda, ensuring appropriate action plans are produced.
7. Deliver regular updates of performance against the National Service Framework targets to the Clinical Governance Committee and Directorate Rolling Clinical Governance meetings.
8. Be an active member of the following trust committees and working groups: Performance Management Group, General Managers Focus Group, LDP Planning Group, Winter Pressures Group, Risk and Delivery Committee, and to attend link meetings with the local Primary Care Trust.
9. Ensure that all patients are seen and treatment commenced within agreed contracts across the directorate.
10. Actively manage the budget for the directorate, working in conjunction with the Clinical Directors, Management Accountant and the wider clinical teams ensuring that Standing Financial Instructions are adhered to.
11. Identify performance management problems, and emerging trends, and agree and implement plans to address.
12. Ensure that systems and processes are in place, and information is available to report, monitor, and analyse the performance in the Directorate in conjunction with the Director of Operations.
13. Ensure that all operational areas within the Directorate achieves optimum levels of efficiency and effectiveness.
14. Respond to and deal with complaints where appropriate within the directorate.
15. Monitor and manages staff sickness within the guidelines and structures of the trust.
16. Working with associated directorates, ensuring that the specific needs of patients are regularly reviewed in hospital policies and procedures.
17. Participate in the On-Call Managers 24 hour on-call rota on a rotational basis.

18. Support the Major Accident (MAJAX) plan.

### **External Management Duties**

19. To represent the Trust and the Directorate at local meetings

20. Ensure that wider issues related to women, children and young people in acute hospitals are identified at a local level

21. Feed back relevant information from local meetings to the directorate teams and the Trust

### **Staff Management**

22. Develop a recruitment and retention strategy that meets the needs of the Directorate and ensures strong teams are established.

23. Lead and support the Clinical Directors in the management of the medical staff rota – including the recruitment of locum doctors and the planning of the impact of the EWTD across the directorate.

24. Ensure that Trust policies and procedures relating to the recruitment and retention of staff are adhered to.

25. Maintain the compliance of the EWTD within the Medical Staff rota's across the directorate, in conjunction with the Medical Personnel Department

26. With Medical Staffing, maintain accurate records of training for all staff within the Directorate

### **Service Development**

27. Ensure that the Directorates achieves the objectives of the Directorate's Business Plans

28. Work with the Healthcare Commission in the annual Mapping Process and the regular Audits of directorate services as required.

29. To lead in development of the Business Plan for the directorate that covers both operational, strategic and staff development.

30. Deliver improvements related to Staff and Patient Surveys within the Directorate.

*In addition to the duties and responsibilities listed, the jobholder may be required to perform other duties assigned by the supervisor/manager from time to time.*

## **PROMOTION OF THE HIGHEST STANDARDS OF INFECTION CONTROL**

The post holder is expected to comply with Trust Infection Control Policies and conduct themselves and manage all other staff groups at all times, in such a manner as to minimise the risk of healthcare associated infection.

## **HEALTH AND SAFETY AT WORK**

It is the responsibility of all staff to be aware of their duties under the Health and Safety at Work Act and under specific local or departmental Health and Safety policies. The Matron should ensure the safety of patients, visitors and staff and report all hazards and incidents to the relevant Director. Works within Health and Safety legislation and regulations, taking advice from the Trusts Health and Safety Officer, COSHH Co-ordinator, Control of Infection Team and Occupational Health.

## **CONFIDENTIALITY/DATA PROTECTION**

Any matters of a confidential nature, including particular information relating to patients, their treatment and diagnosis, individual staff records, details of contract prices and terms must under no circumstances be divulged or made available to any unauthorised person/s. It is the responsibility of all staff to be aware of their obligations in respect of the Data Protection Act 1998.

## **NO SMOKING POLICY**

The Trust operates a non-smoking policy. Employees are not able to smoke anywhere within the buildings of the Trust.

## Person Specification

### General Manager

Attributes	Essential Criteria	How Identified
<b>Qualifications and Experience</b>	<p>Degree and/or appropriate higher level professional qualification</p> <p>Demonstration of continuous professional development at a senior level.</p> <p>Proven success in the development and implementation of strategic and operational plans.</p> <p>Proven ability to lead, teach and act as role model at a senior level, demonstrating the empowerment of others.</p> <p>Sound managerial background within a variety of different areas with expertise in the management of clinical, personnel, financial and management change issues in the NHS.</p> <p>Experience and knowledge of a range of work practices, underpinned by theory from degree level study.</p>	Application Form
<b>Skills/Attributes</b>	<p>Well developed interpersonal and motivational skills.</p> <p>Ability to manage areas of work and projects from initiation to completion.</p> <p>Ability to promote and manage major change through working with others and demonstrating a flexible approach to problem solving.</p> <p>Ability to manage multi-disciplinary teams.</p> <p>Ability to influence and manage emotive and distressing situations effectively.</p> <p>Ability to demonstrate a commitment to change where necessary and a willingness to challenge traditional boundaries.</p> <p>Ability to work autonomously and perform at a senior level.</p> <p>Ability to contribute to corporate agenda.</p> <p>Ability to manage financial resources, including budget preparation, monitoring and management.</p> <p>Knowledge of National Service Frameworks, NHS performance targets and local priorities.</p> <p>Knowledge of national professional agenda.</p> <p>Competent in performance management.</p> <p>Basic IT skills.</p>	Application Form
<b>Physical and Mental Requirements</b>	<p>Ability to work flexibly.</p> <p>Ability to meet physical and mental demands of post and undertake moderate physical effort required to carry out clinical duties.</p>	Application Form/ /Interview/ Occupational Health Check