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| **Job title:** | Service Delivery Manager – Acute Care |
| **Reports to:** | Chief Operating Officer |
| **Hours:** | Full Time 37.5hours, Monday - Friday |
| **Salary:** |  |
| **Job role and purpose:** | |
| The Service Delivery Manager for acute care is responsible for the day-to-day management of the acute care service and team ensuring the service is appropriately staffed at all times. You will be responsible for leading the unplanned care agenda within the organisation. You will work closely with other Service Delivery Managers and Senior Leadership Team to deliver a high performance and quality objectives. You will work closely with the clinical and informatics team to provide care to frail/elderly patients, patients with long term conditions and provide navigation and coordination of care and support across the sites. | |
| **Main duties and responsibilities:** | |
| **Patient Care**   * Lead and develop a culture where safe and high-quality patient care is consistently delivered. * Responsible for the delivery of acute care service throughout the organisation. * Work with Contact Centre Team Leader to ensure clinical and care navigation staffing are rostered within acute care service. * Work with Senior Leadership Team to develop and sustain capacity and capability within the Acute Care Team. * Act to manage and direct services to ensure patient care is delivered to a consistently high standard. * Build and maintain effective relationships with clinical staff, managers, and the Executive team to successfully develop clinical services utilising the most up to date practice methodologies. * Co-ordinate team workload initiating or delegating duties to the clinical team. * Plan, co-ordinate and evaluate the care delivery, acting as an interface between planned and unplanned care to ensure patients are treated by the most appropriate clinician. * Responsible for implementing policies and suggest changes to practice procedures.   **Governance**   * Working closely with the Governance department to ensure that all legal/regulatory requirements are embedded within the portfolio of services and CQC compliance is a high priority in day-to-day service delivery and on sites. * Leading investigations into complaints, incidents and significant events for all services and sites within the your portfolio, with support from the governance department. * Supporting the governance department with preparations for CQC inspections, as required. * Establishing and maintaining operational risk and issues logs for all services within the portfolio. * Work closely with the governance/admin team to ensure compliance with confidentiality, data protection, information governance and security policies and procedures.   **Staff Management**   * Directly line managing key staff groups including administrative teams, clinical teams and allied health professionals. * Leading staff recruitment as required including, developing job descriptions/adverts, shortlisting, interviewing and working with the HR department to ensure that all necessary pre-employment checks are completed. * Developing and implementing staff induction and training frameworks for a variety of staff roles. * Lead staff performance reviews, appraisals, and PDR development for administrative and clinical roles. * Managing complex HR/employee relations issues including staff sickness and poor performance * Preparing monthly payroll updates and working with the payroll department to resolve any pay related issues.   **Stakeholder Management**   * Supporting the Head of Operations/Governance with data/intelligence required to complete quarterly/annual commissioner submissions. * Ensure that monthly data collection processes are completed to a high standard and in a timely manner. * Responding to senior management’s queries/requests in relation to services/sites within portfolio * Implement action plans if there are any KPI breaches within the service portfolio. * Identify areas to improve and suggest any areas where reporting will identify service improvement potential. * Lead data verification/reconciliation processes as required by the Informatics Team.   **Estates Management**   * Act as the main point of contact for sites directly managed under your portfolio. * Liaise with contractors working within sites to carry out essential maintenance and repair work. * Ensure systems and processes are in place for effective estates management e.g., stock control, cleaning and infection control procedures, reception cover and security. * Work closely with the Head of Governance to ensure that sites are compliant with CQC standards.   **Project Support**   * Attend and contribute to project group meetings to feedback on progress with the development and delivery of new/existing services. * Support the project team with the implementation of new services through the development and delivery of detailed implementation plans. * Contribute to other key projects as and when required e.g., service evaluations, audits and reviews   **Communications and Engagement**   * Proactively promote the benefits of community and other stakeholder services through the development and dissemination of promotional materials to patients and internal stakeholders * Ensuring that all information in the external domain remains up to date. * Taking ownership of internal and external communications channels and liaising with Communications Manager to ensure al information presented is accurate and up to date. * Building and maintaining effective working relationships with internal and external stakeholders.   **Financial Management**   * Support the clinical service lead to deliver on financial and clinical targets and growth plans. * Delivering implementation plans for new services e.g., recruitment, IT establishment, estates set-up, purchasing of equipment, establishment of administrative protocols, communication with other sites and practices, etc.   **Other**   * Other ad hoc duties as required by the Senior Leadership Team * To undertake any other duties commensurate with the scope of the role and within your skill set as requested.   **NB**: This job description outlines the key duties that are expected of you within the role of Service Delivery Manager – Acute Care, although it is not an exhaustive list. It may be amended in line with experience, business requirements and as a result of any future organisational change.  **Health and Safety**   * To comply with the Health and Safety at Work etc. Act 1974 * To take responsibility for their own health and safety and that of other persons who may be affected by their own acts or omissions.   **Equality and Diversity**   * To always carry out their responsibilities in line with Equal Opportunities Policy and Procedure.   **Risk Management and Clinical Governance**   * To work within the Clinical Governance Framework of the practice, incorporating Risk Management and all other quality initiatives and all aspects of CQC implementation.   **Confidentiality**   * To maintain confidentiality of information relating to clients, staff, and other users of the services in accordance with the Data Protection Act 1998 including outside of the work environment. Any breach of confidentiality may render an individual liable for dismissal and/ or prosecution.   **Professional development**   * The post holder will participate in any training programme implemented by the practice as part of this employment. * To participate in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development   **General**   * To undertake any other duties commensurate with the role, within the bounds of his/her own competence as guided by the attached management framework. * To work across the various SHP sites as required. * In light of national policy and due to the needs of the business it may be necessary for the Partnership to alter the opening hours of the surgeries.  This could incorporate different opening hours and weekend working which may affect when you are required to work.  The post holder is expected to be flexible and accommodating, following consultation, in terms of any changes to operating times in the future.   This job description is not intended to be exhaustive. You may be required to perform any other duties as the organisation may require. You undertake to work to the best of your ability and use your best endeavours to promote, develop and extend the employer's organisation and interests.  **Conditions**  All offers of employment are conditional on you demonstrating your eligibility to work in the UK. Offers are also conditional on receipt of a minimum of two satisfactory references, covering at least the last three years on employment, with any gaps in employment history being explained satisfactorily. Whether references are deemed satisfactory is at the discretion of the organisation.  **Convictions**  During the recruitment process, we will ask job applicants to disclose any unspent convictions but will not ask job applicants questions about spent convictions, nor expect them to disclose any spent convictions, unless the job is exempt under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. If the position is identified as being exempt, the applicant will be required to undergo a DBS check, and this will also form a condition of employment. | |
| **Vision Statement:** To be the most respected Primary Care provider in the Birmingham and Solihull Region.  **Mission Statement:**  **S**ustainable Primary Care services that meet the needs of our patients and commissioners.  **H**ave a united, strong, and financially viable organisation.  **P**ractice of choice for our patients and the employer of choice for our people. | |
| **Please note that all applicants must have the right to work in the UK. A full UK driving license is essential.**  **The role may be subject to DBS checks.** | |

**PERSON SPECIFICATION**

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|  | **Essential /Desirable** | **Shortlisting** |
| **Qualifications** |  |  |
| Educated to degree level in relevant subject or equivalent level of experience of working at a similar level in specialist area. | D | A |
| Evidence of continuous professional development | E | A |
| **Knowledge, Training and Experience** |  |  |
| A minimum of 2 years’ operational management experience in a NHS/private healthcare setting | E | A/I |
| Significant experience of managing teams and line management | E | A/I |
| Experience in service redesign and project management | E | A/I |
| Experience of presenting complex data/information to staff at all levels and persuading people to make changes based on this information | D | A/I |
| Understanding of the role of NHS bodies such as ICBs, Acute providers, CQC, Monitor, NHS England and NHS Improvement | E | A/I |
| Experience of developing policies, pathways, and standard operating procedures | D | A/I |
| Experience and understanding of governance systems and processes including CQC compliance | D | A/I |
| MS Word/Outlook/Excel, EMIS and DOCMAN and other software packages | E | A/I |
| Excellent organisational skills | E | A/I |
| Ability to produce error free and well-presented reports demonstrating a high level of accuracy | D | A/I |
| Tactful and diplomatic | E | A/I |
| **Communication** |  |  |
| Excellent interpersonal/communication skills with a variety of media and all levels | E | A/I |
| Excellent telephone manner with the ability to build rapport over the telephone | E | A/I |
| Skills for communication on complex matters, requiring developed interpersonal and oral/written communication skills | E | A/I |
| Ability to pull together comprehensive draft reports, data, and letters. | D | A/I |
| Negotiating, networking and persuasive skills | E | A/I |
| **Analytical Skills** | E | A/I |
| Highly competent at using initiative to solve day to day problems in a calm and professional manner | E | A/I |
| Problem solving skills and ability to respond to sudden unexpected demands | E | A/I |
| Excellent time management skills with the ability to continuously prioritise. | E | A/I |
| **Planning Skills** | E | A/I |
| Ability to work under significant pressure | E | A/I |
| Ability to coordinate multiple areas of work ensuring alignment of priorities and effective communication | E | A/I |
| **Management Skills** |  |  |
| Skills for managing aspects of projects ensuring they meet set deadlines and targets | E | A/I |
| **Autonomy** |  |  |
| Ability to work on own initiative and organise own workload with minimal supervision working to tight and often changing timescales | E | A/I |
| **Other** |  |  |
| Flexibility to meet the needs of the business | E | I |
| Able to travel to all SHP sites | E | I |
| Full driving license and own car | E | I |
| DBS required | E | - |