

Job Specification

Job Title:	Deputy Director of Services
Job Location:	As per contract
Responsible to:	Chief Operating Officer / Director of Services
Hours of work:	As per contract
Salary:	As per contract

Company Overview

Community Outpatients is a leading provider of community based specialist healthcare services. Our services currently include Dermatology, Cardiology, Ear, Nose and Throat (ENT), and Ultrasound. In most of our specialties, remote diagnostics is a significant part of our service. Our aim is to provide more accessible, patient-friendly care by working as a team, embracing new ways of working, and dedication to better outcomes for our patients. We do this within the context of reducing NHS spend.

Purpose

First and foremost, the Deputy Director of Services will be driven by a desire for delivering high standards of patient care and be passionate about making a difference for patients accessing the company's services.

The post holder will be especially skilled in leading teams of management professionals, all round general management skills, operational improvement strategies and delivery, project management, client influencing and engagement and will report to the Chief Operating Officer / Director of Services. The Deputy Director of Services will be responsible for the overall clinical and commercial performance of their portfolio of services contracts and be responsible for driving corporate and functional improvements and efficiency to ensure the Community Outpatients deliver cost effective, value for money, high quality clinical services.

The post holder will liaise with other Managers, Directors and Deputy staff in Central London, and will be required to frequently liaise closely with internal and external business partners to ensure the smooth running of their service portfolio and service functions.

The post holder will also need to work closely with a number of Clients, Commissioning Groups and other external parties to continuously develop and improve the services we provide.

Key Responsibilities

Please note these responsibilities will either be fulfilled personally or by effective delegation and many will involve planning with internal business partners.

Central Management Team responsibilities

- Contribute to overall development of the business by focusing on functional and cross functional improvements in the operational service development team to support the delivery of high quality cost effective services.
- Contribute to overall development of the business by identifying and converting new business and service growth opportunities.
- Contribute, as a member of the senior service management team to the identification, development and delivery of company and functional strategy activities. Establishing and promoting policies that promote company culture and vision
- Work in partnership and support the following internal functions: Finance, Marketing, Human Resources, Business Development and Clinical Governance

Core Management Requirements

- To establish and maintain exceptional senior relationships with commissioners and other clients, creating confidence in the company's capabilities
- To support the liaison with clients within the post holder's service portfolio, including supporting the preparation of report material, attending review meetings and taking action as a result of these meetings as necessary
- To lead a team of service managers at various levels of seniority, providing structured and day to day support and advice, and discharging line-management duties across the team
- To implement a system of tracking, measuring and reporting on the performance of all services within the portfolio
- To use the above system to generate monthly summary status reports for the Director of Services
- To intervene on a daily, weekly and monthly basis as necessary in order to safeguard the ongoing delivery of services to the requisite contractual standards and patient safety
- To implement a daily and weekly system for tracking key performance and progress against priority tasks within the portfolio
- To continually communicate and reinforce the expectations of all services to line reports, upskilling and mentoring line reports ongoing
- To identify the strengths, weaknesses, opportunities and threats (SWOT) within each line report's job aptitude and performance of their individual service portfolios. To communicate this SWOT to line reports, providing clear guidance on steps required to progress against identified weaknesses and threats and measuring progress against these ongoing
- To ensure all line reports are making best use of the company's supporting infrastructure, including IT, HR, Governance and Finance. To also ensure these supporting departments are acting in line with their remits in support of the services within the portfolio
- To ensure compliance with health and safety, information governance and other statutory duties
- Impart the company ethos of exceptional patient care and client servicing on ALL staff within their portfolio

Resource planning & management

- The Deputy Director of Services will lead the establishment of the management and clinical staffing requirement across all services to ensure services are delivered to the highest standards whilst performing within the allocated budgets
- The Deputy Director of Services will continually monitor workforce capacity versus demand across management, administration and clinical functions. Where capacity is inadequate for any reason the Deputy Director of Services will intervene to provide additional capacity by (with approval as necessary):
 - Recruiting additional personnel
 - Establishing over-time workforce input
 - Re-organising the workload amongst existing team members (ie to address any imbalance)
 - Parachuting staff from other services into your portfolio on a temporary basis

Strategic

The Deputy Director of Services will take a strategic view to the enhancement and development of all services in their portfolio. For example the post holder will:

- Identify opportunities for improved patient care, such as shortened waiting times, greater convenience and improved experience overall
- Seek to have a positive impact on related care provision, such as secondary care, primary care and the third sector. This may be via collaborative working, for example fine tuning the way patients are referred into secondary care or patient episodes are reviewed in MDTs

The Deputy Director of Services will also seek opportunities to expand the company's base of services. For example:

- Within areas where the post holder holds relationships and has local insight (ie into inaccessible services), proactively offering support to potential clients
- Supporting the business development team with new contract tenders

Finance

- Proactive exploration of additional revenue streams.
- Ensuring the services within the portfolio run within the assigned budgets
- Minimising financial and resource wastage at all opportunities
- Ensuring staff within the portfolio adhere to the company's purchase order system

Human Resources

To work with Human Resources to:

- Ensure effective performance management and personal development of all non-clinical staff and clinical staff in conjunction with the Clinical Leads.
- Develop and implement effective specialist care, group wide policies to ensure the effective delivery of specialist care services ensuring clinical compliance.
- Manage discipline / investigations as appropriate in liaison with Human Resources.

General

- Represent the best interests of the business at all times
- Assist in the development of company tendering for new contracts

External Liaison

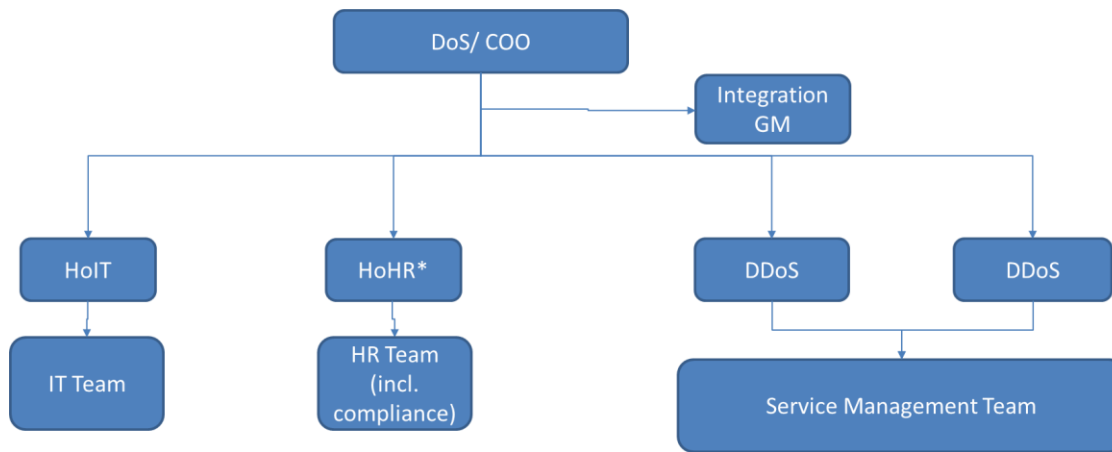
- To maintain good working relationships with the commissioners, Specialist Care Hubs, secondary care and local staff.
- To keep informal links with key commissioning staff to maximise benefits to the business
- To attend commissioner meetings as necessary

Personal Development

- To participate in own yearly appraisal
- To assess own educational/training needs and explore all opportunities for maintaining and updating own professional knowledge and skills
- To access the Mentoring Programme as necessary

This job description describes responsibilities, as they are currently required. This is an outline job description and should not be regarded as an inflexible specification. Priorities may change in line with service needs and new duties introduced after consultation with the post holder. It is anticipated duties will change over time and the job description may need to be reviewed in the future. The post holder will always follow reasonable management instruction.

Reporting Structure



WORKING CONDITIONS

Physical Demands

The post holder may have to work odd or long hours at times to complete special requests or projects. The post holder may have to spend long hours sitting and using office equipment, computers and attending meetings.

Environmental Conditions

The working environment is busy and demanding. The post holder will have to serve a number of people and projects at one time, and will be interrupted frequently to meet the needs and requests of staff. The post holder may find the environment to be busy, noisy and will need excellent organisational, time and stress management skills to complete the required tasks.

Mental Demands

The post holder will have to manage a number of requests and tasks at one time and must be prepared to deal with emergencies and stressful situations at any time.

Confidentiality

In the course of employment the post holder will have access to confidential information relating to the employers business. The post holder is required to exercise due consideration in the way they use such information and should not act in any way that might be prejudicial to the employers interests. Information which may be included in the category which requires extra consideration covers information relating to the general business of the employer and information regarding individuals. If the post holder is in any doubt regarding the use of information in the pursuit of their duties they should seek advice from their Line Manager before communicating such information to any third party.

In the course of seeking treatment, patients entrust the company with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately. This information is to be treated as strictly confidential. Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the employers' policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Data Protection

The employer is registered under the Data Protection Act 1998. The post holder must not at any time use the personal data held by the employer or disclose such data to a third party for a purpose not described in the Register entry. If the post holder is in any doubt regarding what they should or should not do in connection with the Data Protection Act 1998 then they must contact their Line Manager.

Health and Safety

The post holder must be aware of the responsibility placed on them under the Health and Safety at Work Act 1974 to maintain a healthy and safe working environment for both staff and visitors. The post holder also has a duty to observe obligations under the employers Health and Safety policies and to maintain awareness of safe practices and assessment of risk in accordance with the Risk Management Strategy.

The post holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety Policy, to include:

- Using personal security systems within the workplace according to practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified.

Financial Regulations

The post holder is responsible for the security of the property of the employer, avoiding loss of or damage to property and being economical and efficient in the use of resources.

Place of work

The post holder may be required to work at any of the employer's locations sites in line with service needs.

Equality and diversity

The post holder must cooperate with all policies and procedures designed to ensure equality of employment. Fellow workers, patients and visitors must be treated equally, irrespective of gender, ethnic origin, age, disability, sexual orientation, religion etc.

The post holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Personal/Professional Development

The post holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

SAFEGUARDING

- The post holder has responsibility to ensure you have read and understood local safeguarding procedures for the areas that you work in.
- The post holder has responsibility to ensure you identify potential safeguarding concerns, and follow local safeguarding procedures to ensure they are reported and managed, and to follow professional guidelines in relation to safeguarding concerns.
- The post holder has responsibility to ensure that you keep up to date in safeguarding by completing your mandatory safeguarding training

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PERSON SPECIFICATION

Deputy Director of Services

	ESSENTIAL	DESIRABLE
Education	Degree or Equivalent	Finance, Business or Management Qualification.
Knowledge, Skills and Experience	<p>Up to date and profound knowledge of NHS strategy, issues and priorities</p> <p>Excellent leadership, management and IT skills</p> <p>Experience of personnel issues including recruitment, training and supervision</p>	<p>Experience of finances including accounting software, PAYE, managing budgets, etc</p> <p>Experience of working as a manager in an operational / clinical field</p> <p>Experience of clerical and administrative work including setting</p>

	<p>Experience of working in the NHS as a manager in an operational / clinical field</p> <p>Experience and understanding on NHS finances</p> <p>Experience of NHS IT systems and data e.g. PAS, ERS, Unify, Cancer, SUS, RTT, including implementation and management.</p> <p>Project management experience</p> <p>Team and individual performance management expertise</p> <p>P&L management experience</p> <p>Good knowledge of UK & Employment Law</p>	<p>up new systems and managing change</p> <p>Leadership experience</p>
Aptitudes	<p>Honest</p> <p>Good numeracy skills.</p> <p>Excellent communication skills including ability to listen, to discuss and to inform clearly; ability to record in writing both clearly and accurately; ability to produce reports.</p> <p>Intelligent, clear thinking and analytical.</p> <p>Able to take an overview, prioritise effectively and plan strategically</p>	<p>Ability to keep business partners informed by distilling information and providing regular reporting structure</p> <p>Able to develop local networks</p> <p>Able to provide support and cross cover at most levels</p>