

Job Description

Job Title: Deputy Regional Manager
Accountable to: Regional Manager

Practice Plus Group's mission is **Access to Excellence**. Our core values are;

- we treat patients and each other as we would like to be treated
- we act with integrity
- we embrace diversity
- we strive to do things better together

Patients can only access excellence if we commit to living our values in everything we do when we're at work.



We believe in putting the patient first, regardless of the environment or their history. The prison population is one of the most vulnerable and challenged patient groups in society and the delivery of their health care is conducted within often difficult and demanding environments.

The role

As Deputy Regional Manager you will firstly, create and lead the team to provide innovative, energetic, patient focused care which delivers the committed margin. Secondly, understand the aspirations of the local health economy and find positive solutions for the challenges being faced so that the sites become an integral and increasing part of the local health system. A good grasp of the sector dynamics at both a national and regional level is required as well as an understanding of the strategic direction for healthcare delivery including the legislative framework within which it operates and an ability to navigate a complex stakeholder environment.

You must run the establishments in accordance with CQC and other statutory requirements. You will be supported by subject experts in the regional team and Heads of Healthcare in specific sites or contracts, who will report to you, but largely run their own businesses. The post carries line management and budgetary responsibility for each of the contracts that they are accountable for and is responsible for effective clinical and managerial communication, to and from the central support functions and within the centres.

Establish and maintain a system of internal control within the units that supports an integrated approach to governance. This includes responsibility for mitigating risks identified in the Assurance Framework and the Risk Register and ensuring a comprehensive and robust mechanism for reporting on and learning from incidents and complaints that promotes a culture of openness and honesty.

In addition to the above you should be contractually and commercially aware and understand the risks and opportunities which sit within each contract. There is an onus on you and your teams to understand the specific service related contractual obligations and to adhere to them at all times.

Contribute to the strategic direction of the service line and region as a whole and in liaison with the clinical teams develop an annual business plan, ensuring that the strategy is fully implemented. This must be shared and owned by staff and be consulted on widely. As Deputy Regional Manager you'll respond in a



timely fashion to frequent and unpredictable day-to-day operational issues as required. Liaise directly with patients and staff to resolve urgent concerns, including resolving stressful or distressing situations. You will also participate in the appropriate on-call rota as required and deputising for the Regional Manager when necessary.

You will;

Provide operational and performance standards by agreeing and driving through performance metrics in accordance with the operational KPI dashboard. As well as a clear understanding of the key challenges of delivering services from within a secure environment. Creating and maintaining the standard operating procedures for the service line across the locations. Provide a culture which fosters staff involvement, a progressive attitude to work / life issues, is free from harassment and bullying and respects the dignity and diversity of all staff.

Deliver quality of services to patients, including management of clinical governance, healthcare standards and risk; ensuring all services are running in conjunction with the service specifications outlined in the individual contracts you are responsible for. As well as ensuring that vulnerable patient groups such as Mental Health and Integrated Drug Treatment Service patients are receiving the correct levels of interventions and support through appropriate sub contracted services. Establish and monitor effective systems and processes of communication within the Region. Organise service management meetings on a monthly basis ensuring an appropriate multi-disciplinary attendance.

Inspire an environment that makes patient care safety and patient satisfaction everyone's first concern. Create an emphasis on learning from the results of patient surveys and risk management systems to drive continuous service improvement and the reduction of risk associated with patient care. Enabling patients to make informed decisions about their treatment and general welfare, and to maintain a system for reviewing quality of treatment. Support, involve and develop staff, whilst requiring delivery and performance to high standards. Identifying areas of poor performance and ensure appropriate corrective action is taken; supporting the performance team in defining appropriate clinical and activity information required to effectively manage performance and demand within your services. Ensure your services have in place effective arrangements for staff appraisal, training and development, and that all staff have personal development plans. Leading your teams in a way which invites innovative and creative service development.

Promote and support the delivery of national and local healthcare targets as one of the ways of raising healthcare standards for all. As well as best practice activities throughout the service line but also to the wider organisation if appropriate; optimising appropriate resource management and ensuring EBITDA is met through understanding of each contract's profit and loss account. Build relationships with and optimise all opportunities with key local stakeholders (subcontractors, CCG's, professional bodies, HMPPS, MoJ) and NHS England. Work with professional bodies to ensure that all staff have appropriate access to professional development opportunities and ensure that all professional requirements are met and work closely with the Regional Medical Lead in the maintenance of doctor's job plans, ensuring adequate medical staffing cover is in place.

Share alongside the Governance team and your clinicians to ensure that lessons learnt are shared through the service line and the audit cycle is completed. Manage capacity and demand where appropriate through solid operational planning. Ensuring compliance with national minimum standards such as set by NICE and other statutory bodies. Understand, implement and evaluate the Company's policies, procedures, Best Practice Guidelines and comply with Statutory, National Care Standards and Purchaser requirements. Ensure the contributions and perspectives of all staff are heard, valued and influence management decision making as appropriate within the units.



About you

- Proven healthcare / custodial management experience
- Experience of budgetary control
- Experience of line management of a multi-disciplinary team
- Service development & management
- Management experience in a multi-site organisation
- Experience of contract management and negotiation
- Experience of Projects and or programme management
- Understand, monitor, control financial resources, stimulate and optimise income streams and deliver target EBITDA.
- Contract management experience
- Solid management / leadership skills
- Good oral and written skills
- Negotiation skills
- Proven track record in developing individuals and nurturing talent
- Confident presenter
- Able to use MS Office
- A commitment to providing high quality service
- Ability to work under pressure and to meet targets and deadlines



Additional information

Disclosure and Barring Service- a Disclosure and Barring Service disclosure at the enhanced level is required for this role. A risk assessment will be undertaken if necessary.

Prison Vetting- a HMPPS (His Majesties Prison and Probation Service) clearance is required for this role in accordance with Ministry of Justice, plus local prison vetting.

Education and Training- continuing professional development is encouraged and an annual appraisal system is in place to discuss ongoing objectives and support revalidation (if applicable).