



Location: Coventry and Warwickshire OOH

Reporting to Regional Manager – Midlands and North

Hours of work: Full time including some BH, weekends and evenings – On Call Duties on a rota basis

Education/Qualifications

- Evidence of personal development

Experience:

- A minimum of 12 months experience in a Healthcare Service environment
- Experience of providing ongoing support and development for staff to maximise performance
- Experience of managing a safe working environment

Skills and behaviours

- Effective decision making capabilities
- Excellent communication, listening and interpersonal skills
- Ability to work to deadlines
- Ability to work and lead in a team environment
- Demonstrable leadership skills
- Friendly and approachable, calm/confident.
- Good presentation of self, enthusiastic, flexible, committed
- Team player
- Ability to work under pressure and to tight deadlines.

Health & Safety

- Promote a healthy and safe working environment for all staff and ensure compliance with health and safety policies, accident reporting and investigating procedures and implement and carry out any necessary changes.

Service Manager

This post holder will be responsible for leading a multi-disciplinary team providing Out of Hours service within Coventry and Warwickshire ensuring that operational and strategic objectives are achieved. The aim is to ensure that all contractual requirements are achieved and compliance with relevant Integrated Urgent Care Key Performance Indicators, whether they be national mandated or locally agreed with commissioners. The post holder will be the CQC Registered Manager and responsible to ensure compliance is met. They will also be responsible for the financial delivery of their contract.

Coventry and Warwickshire is a large service providing healthcare residents. This role is responsible for the entire counties Out of Hours Service. There will be regular travel required around the county with onsite presence every day.

What you'll be doing:

- To be the CQC Registered Manager for the Out of Hours (OOH)for Coventry and Warwickshire
- Management responsibility for the operation of the OOH and CAS Service
- Work closely with Operational, Medical and Nurse leads to deliver the services safely
- Manage commissioner expectations, deliver monthly reports and attend contract meetings. Responsible for ensuring delivery of any actions as a result of contract meetings or rectification plans where performance has not met the required standard
- Manage the delivery of National Quality Requirements (NQR/DX Codes) and Local Quality Requirements (LQR) where these exist that form the main part of the Out of Hours Contract
- To deliver services to the internal key performance indicators, Care Quality Commission requirements and excellent patient experience outcomes
- As the CQC Registered Manager responsible for the coordination of teams to deliver all elements of CQC requirements. Ensure plans are in place to meet shortfalls in key lines of enquiry from previous CQC inspections or shortfalls in service or financial delivery which have been identified during any other inspections or audits
- Implementation of policy & procedures, internal and external, which affect and influence the work of the service, particularly those with statutory implications. To ensure staff are made aware of these at the appropriate level
- Ensure compliance with statutory responsibilities
- The effective line management of direct reports as appropriate
- Participate in the on call arrangements
- To develop and co-ordinate team processes, referrals, communication and management systems, and to deliver personal and team objectives
- Manage the Worcester UAPC contract during periods of absence of the Service Manager

- Ensure that there is adequate staff training in the use of technology, identifying a minimum knowledge base for all staff and appropriate levels for development
- Ensure compliance with the requirements of the Data Protection Act and other legal aspects of data management and storage, which may be implemented nationally from time to time

Human Resources

- Maintain a well-motivated and proactive workforce
- Manage staff, including recruitment, development and performance. Ensure there are appropriate induction programmes in place for new staff
- Work with teams to ensure appropriate workforce planning has been undertaken
- Manage grievance issues, sickness/performance monitoring, disciplinary investigations and hearings, with advice from the HR team
- Participate in complaint resolution, including investigating and responding to complaints
- Ensure succession plans are in place for all necessary employed individuals within the workforce, including the Service Delivery Manager
- Develop and deliver a staff communication and engagement plan

Other requirements:

- Travel within the region

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Service Manager

- To be responsible for the management of the service budget working with the Regional Manager to ensure the optimum use of resources and establishing and maintaining effective management process to ensure financial control
- Work with internal support teams to develop robust capacity and demand models which rotas are built around that meet budget and KPI's
- Ensure arrangements are in place to manage and monitor patient throughput. This will take into account the competence of the staff and the complexity of the work; statutory requirements; quality standards, policies and procedures; and the management of risk
- Chair and/or participate in meetings related to the delivery of the service
- Take responsibility for all aspects of data quality and data integrity ensuring compliance with statutory requirements in relation to security and confidentiality
- To work with all key stakeholders to establish good working relationships, in particular the Community Services, Local Acute Trust and the NHS111 service
- Attend and participate in other external meetings including, A&E Delivery Boards etc
- To recruit, develop and lead a motivated and high performing team of operational and clinical staff including assuring that all locally employed operational and administrative staff are appraised annually and receive the training and development they require
- To ensure Practice Plus Group complaints and incident investigations are applied locally in a responsive and constructive manner; that helps organisational and individual learning and minimises risks to patients and the local service
- To ensure supervisory management is of the highest quality and that service delivery objectives are met through the diligent implementation of managers and supervisors leading their respective teams
- To ensure that Practice Plus Group local assets (premises, vehicles, IT infrastructure etc) are maintained to a standard to ensure safe services, positive patient and staff experiences, and the cost effectiveness of those assets

Management

- To undertake performance reviews for direct reports on an annual basis ensuring feedback on performance is given at regular intervals throughout the year
- Communicate effectively with the team on a timely basis ensuring robust systems exist so that staff are kept informed
- Organise and chair staff meetings, and evaluate to ensure good communication and achieve appropriate staff involvement
- To ensure that all staff participate in the Service's performance review and personal development planning process on an annual basis
- To undertake any other duties at the request of the line manager which are commensurate with the role, including project work and absence cover



Service Manager

Service Management

- To (directly or indirectly) manage the non clinical staff working within the Out of Hours services
- To ensure that every patient contact is focussed on the provision of excellent, accurate, safe and empathetic customer service
- To improve quality and performance levels of individual staff through supervision and performance management. To ensure that this is achieved where not directly managing individuals
- Where performance improvement has been attempted, but no improvement has been achieved, report performance issues to the Regional Manager
- Actively manage KPI targets and National Quality Requirements ensuring that all targets are met. Where targets are not being met, implement service improvement plans to rectify the matter
- The services run to their optimal capacities. Undertaking Daily, Weekly, Seasonal Capacity & demand analysis and develop rota patterns to meet the needs of our patients
- Ensuring all staff provide exceptional service to our patients, carers and other healthcare, social care and mental healthcare professionals they encounter
- Manoeuvre clinical staff between the PCC's and triage centres according to demand ensuring that sufficient resource is allocated to each area in order to achieve all KPI targets
- Ensure agency usage is a last resort and that agency spend does not exceed budgeted levels
- Ensure enhanced pay rates do not exceed budget
- Work with operational, financial and medical leads to ensure that pay rates are agreed and within budget whilst also being competitive to be able to recruit to vacant positions
- Ensure prescriptions and medications used are accurately recorded and safely managed
- Ensure that all staff carry out their duties in accordance with policy and relevant standards of conduct and performance. This includes identifying problems and providing assistance and support to staff on all matters pertaining to their operational activities
- Establish and maintain good client relations with key stakeholders
- Ensure all staff are up to date with their mandatory training
- Monitor and effectively manage clinical and non-clinical staff attendance at work, ensuring records and agreed actions are in line with agreed policies
- Monitor the use and efficiency of the computer system(s) and associated equipment
- Adhere to Practice Plus Group policies and procedures as per national direction and report any difficulties in their application
- To be aware of and adhere to Data Protection Act and Practice Plus Group policies on Data Protection
- Ensure that all audits are carried out, actions completed and submitted timely to the local and corporate teams

NOTE: This job description is not intended to be an exhaustive list of all duties, and responsibilities associated with the job. Other duties may be assigned.