Community Healthcare (NHS) Service Lead

## Job details

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| **Job title:** | Community Healthcare (NHS) Service Lead (Dermatology or Musculoskeletal) |
| **Department:** | NHS |
| **Location:** | Remote/ Sefton (some travel)  |
| **Reporting to:** **(job title only)** | Operations Director |
| **Direct reports:** **(job title only)** | Lead Nurse, Clinical Lead, Admin Lead |
| **Job purpose:** | The purpose of this role is to ensure the profitable, efficient, and effective delivery of an NHS community healthcare service to our service users and customers under appropriate governance and quality procedures. |
| **Role and Responsibilities:** | **Operational*** Through key performance measures and the P&L, provide operational and financial accountability for all processes and outcomes across the service.
* Ensuring continuous improvement of operational systems, processes, and policies to deliver company objectives efficiently and effectively, in line with customer and business needs.
* Accountable for ensuring capacity management and forecasting is monitored and controlled. This will include balancing workforce planning; clinical pathway placements; and individual clinician utilization, all within budgetary constraints.
* Provide agreed performance measures and updates on the operational, clinical and financial effectiveness of the service.
* Reporting of service financial and operational performance to the National Director of Operations and the NHS Board
* Accountable for continual improvements in service delivery through service propositions, supporting entry into different markets, and expansion of services in line with business growth and progression.
* Ensuring that all employees are performing at the level required by the business and its service users and customers.
* In partnership with the Clinical Lead, responsible for the implementation of the community healthcare clinical standards and practises to ensure safe clinical practise across the service.
* Responsible for the monitoring and reporting on the clinical governance of the service, including auditing, complaints, and training in partnership with the Clinical Lead.
* Accountable for the successful mobilisation and implementation of new community healthcare business in partnership with business wide stakeholders.
* Contribute to all health and safety requirements across the service.
* Working collaboratively with the administration services team to ensure a Customer Focused patient journey.

**Financial*** Accountable for the financial performance of the service.
* Accountable for ensuring operational efficiency within the service through ongoing cost reviews and effectively implementing any potential cost savings.
* Responsible for setting budgets, re-forecasting and adjusting the delivery of the service to achieve these targets.

**People*** Responsible for the recruitment and training of new colleagues into the service, in line with budget and business requirement.
* ‘Hands on’ people management culture to ensure all colleagues within the service feel engaged, supported, and valued.
* Responsible for supporting colleagues in their clinical and professional progression through training and development opportunities, project work, peer support and mentoring.
* Responsible for ensuring all mandatory training is completed throughout the service on a timely manner to adhere to relevant Quality Assurance Accreditations.

**Stakeholder / Customer Management*** Accountable for ensuring that all relevant customer SLA’s and KPIs are met and exceeded across the service.
* Responsible for effectively managing the relationship with the CCG through monthly/quarterly reporting, contract meetings attendance and ad hoc requests from the customer.
* Responsible monitoring, reporting, and reacting to all customer complaints and serious incidents in conjunction with Clinical Governance across the service.
* Accountable for ensuring the delivery of services to the CCG are in line with contractual commitments.
* Contribute to the retention of customers through achieving service excellence, alongside meeting and exceeding contracted commitments.
* Accountable for the management of sub-contractors, including holding them to account of KPIs and key deliverables and maintaining strong communication to ensure a joined up service is being provided

**Developments*** Supporting related business change management in line with the strategic objectives and developments required as part of a growing business.
* Play an active role in the direction of Vita Health group’s (NHS) community services with respect to developments in service propositions, acquisitions, organic growth, and operational processes.

**Equality Diversity & Inclusion (EDI)**We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do. We believe it is the responsibility of everyone to ensure their actions support this with all internal and external stakeholders.* Be aware of the impact of your behaviour on others
* Ensure that others are treated with fairness, dignity and respect
* Maintain and develop your knowledge about what EDI is and why it is important
* Be prepared to challenge bias, discrimination and prejudice if possible to do so and raise with your manager and EDI team
* Encourage and support others to feel confident in speaking up if they have been subjected to or witnessed bias, discrimination or prejudice
* Be prepared to speak up for others if you witness bias, discrimination or prejudice

Any other reasonable request as required |
| **Clinical Governance:****(where applicable)** |  |
| **Additional information:** | Some travel including occasional overnight stays may be required, so a full clean driving licence is desired. |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | Educated to degree level  | Charted Management Institute Qualification/Institute of Leadership and Management |
| **Experience** | Senior management Operational delivery of a community NHS serviceBusiness change | Operational experience in delivering dermatology or musculoskeletal services  |
| **Skills/knowledge** | IT literate – intermediate level minimum | Experience in using e-RS, EMIS and SystmOne |
| **Specialist training** |  | Project management experience |
| **Personal competencies and qualities** | Excellent verbal and written communication skillsHigh level of enthusiasm and motivationAbility to work individually or within a team and foster good working relationshipsGood analytical skills with ability to interrogate and use data to support changeExperience with developing budgets and writing business plansAbility to work under pressureExcellent time management skills |  |

# Version Control

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| Owner: | Miles Atkinson | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Miles Atkinson | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 07/12/2021 | Code: | TBC |  |  |

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| Version: | Date: | Summary of Changes |
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