



a **totally**^{plc} company

Job Description & Person Specification

Job Title	Urgent Care Service Director
Location	North West London or South East London Sector
Reports to	Operations Director Urgent Care
Location	Across NW London Urgent Treatment Centres (UTCs) Sites to be agreed
	In order to meet the needs of Greenbrook Healthcare services you may be required from time to time to work outside your normal place of work. Greenbrook Healthcare reserves the right to change your normal place of work to any other location within the organisation.
Company	Greenbrook Healthcare

Job Summary:

The Service Director will have responsibility for the quality, safety and the operational and financial performance of a number of UTCs. He/she will work closely with the management teams of each UTC and manage relationships with commissioners, partners and other stakeholders.

Key Responsibilities:

- Management of the service management teams in each UTCs, ensuring a well-trained, highly motivated and high performing workforce
- Maintaining consistently high levels of quality, safety and performance across the organisation to deliver clinical excellence, high patient satisfaction and to meet targets
- Oversee staffing levels to ensure good service provision and manage complex HR issues
- Leadership in reporting to UTC Management Boards and CCGs.
- Effective and rigorous financial management to maximise service revenues, control costs and meet budgets

- Maintaining a strong and close working relationship with all partners, CCGs and acute partners
- Develop and maintain effective communication with other local stakeholders
- Work with the Lead GPs, Clinical Director – Urgent Care and the Greenbrook Medical Director to develop pathways and maintain high standards of clinical governance.
- Part of Greenbrook UTC senior manager on call rota
- Ensure compliance of the service with CQC standards.

1. Staff Management

- Direct management of the service management teams
- Ensure employment levels meet requirements in each service
- Ensure that all staff are aware of procedures regarding patient confidentiality, and abide by them at all times
- Ensure that all staff are aware of UTC policies and protocols.
- Ensure that clinical cover is at all times up to standard and adequate
- Effective management and use of locums
- Ensure that staff are kept well-informed and up to date

2. Human Resource Management

- Oversee the recruitment and retention of staff
- Manage staffing levels within available funded establishments/budgets
- Ensure effective staff appraisal and monitoring systems
- Ensure that all staff are adequately inducted and trained to fulfil their role
- Support and mentor key senior staff, both as individuals and as team members
- Manage the resolution of major disciplinary issues, disputes and grievances
- Keep abreast of changes in employment legislation

3. Service Development & Performance Management

- Contribute to UTC strategy; formulate objectives and research and develop ideas for future service development
- Monitor and evaluate performance of the UTC teams against objectives and key performance indicators; identify and manage change
- Lead on performance management reporting to CCG and ensure actions are undertaken
- Lead on discussions about UTC performance with other stakeholders and ensure issues are resolved where necessary
- Assess and evaluate accommodation requirements and manage development and expansion plans
- Support the commissioning process through analysis of activity and finance, anticipating trends, constraints, threats and opportunities
- Work actively, systematically and collaboratively with others to identify service efficiency and quality improvements
- Work with and support the team to continually review services and seek improvements

4. Financial Management

- Responsibility for UTC financial performance
- Manage UTC budgets and seek to maximise income and carefully control costs
- Manage the UTC accounts in close cooperation with Greenbrook finance teams.
- Monitor income and expenditure statements and purchase/sales ledger transactions (invoicing to the CCGs for services undertaken, paying supplier invoices)
- Understand and report on the financial implications of contract and legislation changes

5. Clinical Governance

- Working with the clinical leads, Greenbrook Medical and Clinical Directors on all aspects of the clinical governance process
- Encouraging the reporting of incidents and promote a no-blame culture for learning from incidents and near misses.
- Managing significant complaint and ensuring complaints are managed quickly, sensitively and effectively.
- Oversee the risk registers.

Key Values:

In addition to undertaking the duties as outlined above, the job holder will be expected to fully adhere to the following rules and regulations that may from time to time be in force and ensure full understanding of those rules and regulation relevant to the role.

Our Values

- To act in accordance with “Our Values” at all times in delivering their role, ensuring reliability, respect, trust, integrity, timeliness and innovation is a fundamental part of their behaviour.

Policies and Procedures

- At all times the job holder must act in accordance with the Company’s policies and regulations. Breach of the policies may lead to Disciplinary action.
- Ensure compliance with Group Information Security Policy and Staff Information Security Handbook.

Continuous Personal Development

- To contribute to their own personal development and participate in an appraisal and regular performance reviews.

Conduct

- To demonstrate professional and ethical behaviours at all times when liaising with internal and external colleagues.
- To ensure no misuse of IT equipment or equipment belonging to the organisation.

Confidentiality

- Under the Data Protection Act 2018, the post holder must maintain the confidentiality of information about patients and staff. The work is of a confidential nature and information gained must not be communicated to other persons except in the

recognized course of duty. Unauthorised disclosure of confidential information will result in disciplinary action and may lead to your dismissal.

Equality and Diversity

- Actively promote equality and diversity and encourage colleagues to do the same.
- Direct staff as necessary to ensure compliance with the Companies policies to ensure no discrimination occurs irrespective of gender, age, marital status, disability, sexuality, race, colour, religion, ethnic or national origin.
- Support a zero tolerance approach to bullying and harassment in all forms, and to lead by example in this area.

Health, Safety & Security

- Comply with the Companies health and safety policies, procedures and guidelines and ensure that appropriate arrangements are in place.

Hours of Work

- The Company is operational 24 hours a day, 365 days a year. Part of the normal working period may be outside of normal office hours.
- You may be required to participate in some out of hours work to support business needs and developments.

Safeguarding

- It is the responsibility of every member of staff to safeguard and protect vulnerable adults from abuse. All staff are expected to undertake mandatory training relevant to the role. All staff should familiarise themselves with the Companies Policy on “Safeguarding Vulnerable Adults” which is available on the intranet.
- The Company is committed to the safeguarding of children and young people and has signed up to across all services with which the post holder must be familiar with and adhere to.

Person Specification:

Attribute/Skills	Essential <i>(When applying for this job it is important you fulfil all these essential requirements. If you do not you are unlikely to be interviewed)</i>	Desirable <i>(When applying for this job it is desirable you fulfil these requirements. However, if you do not you may still apply and may be interviewed)</i>	Measurement A/C/P/R/T
Qualification & Skills	<ul style="list-style-type: none"> • Degree level or equivalent qualification/equivalent level of experience. • Evidence of postgraduate study and continuous professional development 	<ul style="list-style-type: none"> • Recognised management qualification 	A
Experience	<ul style="list-style-type: none"> • Minimum of 5 years proven experience in an operational/patient care management post within a healthcare setting. • Experience of Urgent Care services • Excellent leadership and communication skills • Evidence of sound appreciation and achievement in the management of staff rotas • Proven track record of meeting and reporting on significant national and local targets • Budget management experience, including reducing costs, monitoring and determining corrective action • Evidence of report writing and presenting skills • HR knowledge and experience of staff management, including the setting of objectives, 	<ul style="list-style-type: none"> • NHS management experience • Contract management • Experience in strategic planning and business development • Formal HR qualifications 	A/I

	<p>team and individual appraisal, recruitment and disciplinary issues</p> <ul style="list-style-type: none"> Relationship management experience across healthcare providers Reporting to Commissioners on service performance <ul style="list-style-type: none"> Experience of managing complaints 		
<p>Communication & People Skills</p>	<ul style="list-style-type: none"> Excellent communication skills across the organisation and with a wide range of staff with differing levels of responsibility and different professional backgrounds Ability to work pro-actively and co-operatively with senior management and clinical staff, including at times of stress Ensure that staff are kept well-informed and up to date Ability to work actively, systematically and collaboratively across boundaries Excellent analytical skills 	<ul style="list-style-type: none"> Budget setting 	<p>A/I</p>

Physical Skills	<ul style="list-style-type: none"> • Able to pass pre-employment checks 		P
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A – Application Form C – Certificate I – Interview P – Pre-employment Screening R – References T – Tests/presentation

This job description and person specification reflects the current requirements of the role. As objectives, duties and responsibilities change and develop; the job description will be reviewed and amended or updated as required.

Approved by:
 Date approved:
 Reviewed:
