

Job Description

Job Title:	Deputy Head of Clinical Systems
Reports to (job title):	Head of Clinical Systems
Line Manager to:	Clinical Systems Training Lead, Clinical Systems Compliance Lead

Job purpose

HCRG Care Group is a well-established and regarded provider of NHS services, with significant growth achieved this year. As a result, we are looking for an experienced Deputy Head of Clinical Systems, to assist the Head of Clinical Systems in providing outstanding leadership to the Clinical Systems division and help drive the delivery of strategic outputs.

This exciting role can help shape how we add value to our services and service-users through the use of digital technology. The Deputy Head of Clinical Systems will hold responsibility for the operational service lines of the division including training and support, ensuring continuous improvement. The postholder will assist the Head of Clinical Systems in actively looking for ways to deliver a quality service in a fast-paced environment with shifting user-base, technologies, and complexity, whilst maintaining a streamlined highly skilled workforce.

Under the guidance of the Head of Clinical Systems, the postholder is expected to hold exceptional leadership skills, shaping the culture of the division and supporting members of the team in decision making using their knowledge and experience. The postholder will also implement procedures to improve efficiency and proficiency across the division.

As the second most senior member of the Clinical Systems division, the postholder is expected to be a strategic decision maker and input into the development and delivery of the division's strategy. The postholder will deputise for the Head of Clinical Systems, representing the division at a national level, delivering business critical projects, and undertaking elements of service management as directed by the Head of Clinical Systems.

The postholder must therefore be comfortable communicating at all levels, both within the business and externally, and be highly attuned to stakeholder needs.

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Base

Local office dependent on location. Remote working is supported, and occasional travel is expected to sites within the allocated areas and beyond as required.

Key responsibilities

- Utilise an extensive background in project and programme management to assist members of the Clinical Systems division in decision making, finding solutions and pathways through complex issues.
- Assist in maintaining and building on the services reputation for reliability and competency; ensuring an open, collaborative and supportive culture where every team member feels empowered to deliver their best work, and taking pride in delivering high quality outputs.
- Oversee business critical change projects, as directed by the Head of Clinical Systems, ensuring that they are delivered to time and quality standards.
- Lead the operational arm of the division, assisting service line Leads to deliver strategically important improvement programmes including but not limited to the development of e-Learning, improving digital literacy, and comprehensive self-service tools.
- Work with digital transformation colleagues to deliver efficiencies into the operational arm of the division, which could include delivery of technologies such as RPA and AI.
- Deputise for the Head of Clinical Systems as required, including attendance at meetings, SME input at national level, risk, issue, and financial management, strategic analysis, and high-quality documentation.
- Liaise with colleagues at all levels and across all directorates and partner organisations to ensure a joined up and collaborative approach to service delivery.
- Maintain a positive and solution focused attitude to problem solving, with a high level of autonomy, and an ability to self-drive in times of difficulty.

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- Attend networking and technology events within and outside the health and care sector to ensure the business maintains a broad understanding of current and emerging technologies, as directed by the Head of Clinical Systems.

Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care

- Inspire
- Understand
- Communicate

Think

- Challenge
- Improve
- Learn

Do

- Accountability
- Involve
- Resilience

Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be

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accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure

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that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a "non-smoking" policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

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Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy, and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

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Personal Specification

Essential

- An excellent understanding of information governance and record keeping principles and current legislation relating to health and special category data.
- Significant (minimum 3 years) experience in high-profile project management preferably gained in a broad range of organisations and/or sectors.
- Team Management & Leadership experience, or demonstrable talent and a willingness to study and improve in this area.
- Project Management qualifications in multiple methodologies.
- Exceptional interpersonal skills, high emotional intelligence, and ability to creatively problem-solve.
- Highly autonomous, thriving under pressure in a fast-paced agile environment, and comfortable with managing competing priorities.

Desirable

- Detailed understanding of Software Development and Delivery Principles including Agile
- Business Analysis
- System Integration and Interfacing experience
- Management/Leadership qualification

Other requirements

- Comfortable working under pressure, at pace, in an Agile environment
- Solution focused attitude to problem solving
- Comfortable with travelling and spending time away from home on occasion to attend events and meet services, as required.

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Employee signature

Manager signature
