

Job Title: INT Operational Manager (Band 7)

Reports to (job title): Band 8A – INT Locality Lead

Line Manager to: Clinical and AHP Band 7 staff plus allocated Band 6 staff within the team

Job purpose

To work closely with the Locality Lead to deliver on all aspects of Integrated Neighbourhood team business, to include providing operation leadership to the team.

Key responsibilities

- To work in partnership with the local Commissioners, GPs and Social Care colleagues to ensure the teams deliver and support the effective flow of patients between primary community intermediate and secondary care.
- Work closely with colleagues and lead transformational change whilst at the same time maintaining services and meeting all key deliveries.
- To effectively operate and manage an integrated neighbourhood team (INT).
- Develop and maintain positive relationships with key stakeholders, including patients and the public all members of staff, local GPs and practice staff, Heads of Operations, colleagues from across the 3rd sector, commissioners, local hospital sites and social care staff.
- To provide excellent leadership for an INT, including all staff within the team.
- To provide effective operational management of the team ensuring that resources available are utilised effectively and meet patient needs.
- Ensure the flow of patients is timely and delays are minimal.
- Use data and soft intelligence to deliver and enhance performance meeting all key performance indicators.
- Contribute to the strategic planning including delivery of agreed business objectives.
- To be an ambassador for community services.
- To work collaboratively with INT locality leads to contribute to written reports (financial, activity, workforce, business, intelligence and transformation) including all identification of exceptions and solutions/actions.
- Identify with colleagues' opportunities for service developments and contribute to the delivery of business cases.
- To propose policy changes and support implementation of policies within the Community setting.
- Lead locally agreed service changes.
- Support the patient safety and quality lead to embed a culture of excellent governance and develop processes for sharing learning from complaints and incidents.
- Work with other community team leaders across BaNES, Swindon and Wiltshire (BSW) to ensure a consistent approach to the delivery of service across the business unit.

- To effectively manage the team within agreed resources.
- To meet all financial, workforce and Quality targets.
- Monitor the patient experience and constantly strive for improvement and positive experiences for all patients and their families.
- Deliver the agreed agenda set out within the business plan.

Patient Care

- To have clinical credibility with staff, expected to provide clinical advice and guidance to staff and to ensure the safeguarding of vulnerable adults.
- Using advanced clinical practice skills assess the physical and psychosocial needs of a defined client group.
- To manage, or support other team members, in the case management of patients with complex needs.
- Manage and prioritise the ongoing care of patients involved in case management in a way that ensures the efficient and optimal use of resources so contributing to efficient budget and other resource management.
- Using advanced clinical skills to evaluate the delivery of care, identifying subtle changing health care needs. Be able to competently discuss therapy treatment options with other generalists and specialists.
- Regularly review patient information and documentation that takes into account cultural diversity, and the varying communication needs of patients and users.
- Demonstrate responsibility and accountability for the clinical caseload and co-ordinate care across the whole patient pathway. This includes ensuring a robust relationship and constant interface with secondary care.
- Provide individualised care plan for all patients, so that their condition remains as stable as possible and, where appropriate, hospital admission is prevented, and patient remains within their own home as to their wishes.
- Work in partnership with the patients to empower them to make informed choices about their healthcare and support choices about end of life care.
- Ensure a safe environment for the treatment of clients and protection of staff through risk assessment and by ensuring the effective use of equipment and materials in compliance with health and safety and other relevant policies.
- Work with the Hospital @ Home Team to develop pathways for supporting the individual needs of the patient
- Discuss all treatment options with sensitivity, knowledge and expertise and to act as patient advocate when appropriate and respecting patient confidentiality whilst privacy with respect for diverse cultural backgrounds and requirements.

Budget Responsibilities

- As a Budget Holder/Manager you are responsible for the co-ordination, monitoring and review of the use of financial resources within your budget.

Responsibilities for People or Training

- Create an open and transparent culture within the team, which supports improvement and innovation.
- Conduct appraisals in line with policy and identify and support individual learning needs of team members.
- Contribute to the workforce plan, including the development of resources and ways of working.
- Manage change effectively with staff of all grades.
- Work with colleagues from across BSW to ensure consistency of workforce development competencies and delivery.
- Manage absence, effectiveness and performance, ensuring all case management is identified and address within the policies and within agreed timescales.
- Support the development of teams to deliver a clinically safe and effective service.
- Role model clinical competency by maintaining own professional development.

Other Factors

- Flexible working across 24/7 to meet service demands – occasional weekend and out of hours shifts may be required
- Ability to drive and travel throughout BSW and beyond.
- Deal with distressed patients and family members.
- Providing professional support and guidance to staff with particular focus on line management and clinical governance.
- Regular VDU use and ability to concentrate on complex and demanding tasks, whilst taking the lead on governance in key critical areas.

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 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 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.

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.

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.

Personal specification

Essential criteria

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- Relevant professional registration.
- Educated to post graduate level or to have equivalent knowledge and experience
- Management Qualification or working towards one.
- Highly motivated and committed individual, with a solution focused approach.
- Comfortable with ambiguity and supporting others through this.
- Experience of using strong leadership skills to support service development and transformation.
- Able to evidence ability to plan and complete workplan in challenging situations.
- Proven ability to work with colleagues from across the multidisciplinary and multi-agency team.
- Aware of recent national and professional guidance and evidence related to multi professional field of practice.
- Able to confidently assess and prioritise using guidelines and protocols, and support colleagues in this
- Confident in professionally challenging colleagues
- Able to evidence recent CPD to validate professional practice.

- Able to demonstrate a wide range of adaptable communication skills.
 - Ability to develop sustainable professional relationships both internally and externally.
 - Experience of resource management
 - Experience in resource management.
 - Experience in HR management.
 - Experience in delivering agreed change agendas
 - Experience in delivering clinical governance, risk and safety management.
 - Experience in undertaking investigations into complaints and clinical incidence.
 - Good understanding of workforce and performance management
 - Understanding of national agenda and opportunity for community services
 - Excellent understanding of community services
 - Good working knowledge of BSWTrust business practices
 - Good communication, influencing and negotiation skills
 - Ability to motivate and lead a team
 - Ability to work in a pressurised environment, balancing competing agendas
 - Always puts patients first and is committed to improving patient care
 - A confident, credible and resilient leader.
 - A highly motivated individual who is good at motivating others.
 - Good interpersonal skills
 - Credible leader and team worker.
- Willing to work in other areas of the Trust or Trust-wide as and when required to do so.
- Car driver and able to access a vehicle for work purposes.
 - IT Literate

Desirable

- Experience of leading a project.
- Leadership qualification
- High level of emotional intelligence.
- Confident and effective networking skills.
- Ability to prepare and deliver presentations to a group of people.
- Good understanding of finance and budgetary management.