Job Description

Job Title:	Band 8a – Integrated Neighbourhood Team (INT) Service Manager
Reports to (job title):	Band 8b – Deputy Operational Lead - Integrated Neighbourhood Teams
Line Manager to:	Integrated Neighbourhood Teams

Job purpose

We are seeking a dynamic and experienced leader to oversee the delivery of high-quality, person-centred INT services across multiple sites and localities. This role involves strategic operational management, financial oversight, workforce development, and stakeholder engagement.

You will play a key part in supporting transformation, maintaining quality standards, and ensuring performance targets are met, while championing an inclusive and collaborative culture to improve outcomes for patients, communities and service users.

Key Responsibilities

Leadership & Operational Delivery

- Provide visible, compassionate, and effective leadership to a range of multidisciplinary teams.
- Oversee day-to-day operations and forward planning to ensure services are delivered efficiently, safely, and in line with strategic priorities.
- Drive continuous service improvement and innovation based on data, feedback, and evolving needs.
- Develop and lead the implementation of change initiatives, ensuring services remain responsive and sustainable.
- Act as a key point of contact for escalation and decision-making in complex operational matters.
- Review incidents to affect learning and change

Stakeholder Engagement & Collaboration

- Build and maintain productive relationships with internal and external stakeholders.
- Represent the organisation at cross-sector meetings and within relevant partnerships or networks.
- Promote a culture of openness, inclusion, and collaboration both within teams and with partner organisations.

Quality & Governance

HCRG Care Ltd, company number 5466033 registered in England and Wales at The Heath Business and Technical Park, Runcorn, Cheshire WA7 4QX

- Support the delivery and monitoring of quality assurance frameworks, compliance, and risk management.
- Lead, develop or support investigations, audits, and thematic reviews to inform learning and best practice in line with NHS Patient safety frameworks and organisational policies.
- Ensure robust systems are in place to gather and act upon feedback from service users and stakeholders.
- Uphold regulatory and organisational standards for safe, responsive, and effective service delivery.

People Management

- Line management responsibilities, including leading the recruitment, development, and performance management of team members, delegating effectively to colleagues.
- Support professional development, succession planning, and effective workforce planning.
- Ensure effective regular supervision, appraisals, and team engagement activities are carried out.
- Promote a culture of accountability, wellbeing, and high performance across all levels of staff.
- Produce action plans based on staff survey to improve well-being across teams and services.
- Work with service leads to develop new roles and skill mix services to ensure financial and resource efficiency.

Finance & Performance

- Manage service budgets, ensuring cost-effectiveness, accurate reporting, and compliance with financial policies.
- Support the delivery of performance targets and contribute to strategic reporting requirements.
- Monitor data and analytics to identify areas of improvement and support decision-making.
- Develop and implement recovery plans where performance or finances fall below expectations.

HCRG Care Ltd, company number 5466033 registered in England and Wales at The Heath Business and Technical Park, Runcorn, Cheshire WA7 4QX

Job Description

Person Specification

Essential:

- Proven experience in operational leadership within a complex, multi-disciplinary environment.
- Strong financial and performance management skills.
- Excellent interpersonal, communication, and stakeholder management capabilities.
- Experience of managing change and service improvement programmes.
- Ability to work across boundaries and develop integrated service models.
- UK Driving License and access to a roadworthy vehicle.
- Educated to a minimum of degree level, or equivalent in experience/knowledge.
- Recent managerial experience within the field of Community services
- Recent experience in the health or social care management /leadership setting
- Self-motivated with ability to work autonomously with minimal supervision.
- Evidence of ongoing development and education
- Evidence of excellent leadership qualities and leading teams of professional, clinical, and non-clinical staff
- Experience of implementing change across teams (policy, procedure, strategy) to clinical and non-clinical environments
- Experience of writing complex reports and analysing data for a range of audiences
- Ability to regularly analyse and work with complex information and situations requiring analysis, and interpretation of such information to support decision making and strategy such as managing resourcing
- Able to use IT software as part of day-to-day job
- Experience of performance management
- Experience of Customer Engagement and managing complaints
- Self-motivated with a genuine enthusiasm for area of work.
- Ability to motivate own team and teams outside of area of responsibility, influence their thinking and to be a team player
- Ability to identify gaps in process and support teams in delivering solutions
- Proven track record of delivering governance structures to deliver safe and effective patient care
- Ability to engage and network with internal and external stakeholders
- Able to participate in a 24-hour rota for on call tactical manager demonstrating flexibility to adapt to change at short notice and meet the demands of the service

Desirable:

- Experience in providing evidence and assurance for CQC.
- Familiarity with systems thinking, service design, or quality improvement methodologies.
- Evidence of inspiring a shared purpose and delivering a vision to a successful conclusion
- Experience of undertaking clinical and colleague investigations
- Business development experience

HCRG Care Ltd, company number 5466033 registered in England and Wales at The Heath Business and Technical Park, Runcorn, Cheshire WA7 4QX

- Demonstrable knowledge of community health social care processes as well as ambulatory care and case management
- Evidence of leadership/management training.
- Masters level qualification or equivalent, or working towards
- Evidence of continuing professional development.
- V300 prescriber
- Advanced Clinical Assessment Skills

General Requirements

- The role is required to flexibility across 7 days and potentially outside of core hours to meet the needs of the service.
- As appropriate, perform weekly clinical practice/shadow sessions to maintain professional skills and to contribute to the development and training of staff within the services
- There will be a requirement to travel across the region and at times to go to meetings and training elsewhere in the UK
- To represent HCRG Care Group as delegated to and attend meetings with commissioners or other required agencies
- Commitment to promoting diversity, equity, and inclusion within services and teams.

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	Think	Do
• Inspire	• Challenge	• Accountability
• Understand	• Improve	• Involve
• Communicate	• Learn	• Resilience

HCRG Care Ltd, company number 5466033 registered in England and Wales at The Heath Business and Technical Park, Runcorn, Cheshire WA7 4QX

Job Description

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 DATIX 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

HCRG Care Ltd, company number 5466033 registered in England and Wales at The Heath Business and Technical Park, Runcorn, Cheshire WA7 4QX

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 always observe strict fire and security precautions.

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 with 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.

HCRG Care Ltd, company number 5466033 registered in England and Wales at The Heath Business and Technical Park, Runcorn, Cheshire WA7 4QX

Job Description

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.

HCRG Care Ltd, company number 5466033 registered in England and Wales at The Heath Business and Technical Park, Runcorn, Cheshire WA7 4QX