

Job Title:	Service Manager for Chester West & Chester Sexual Health Service
Reports to (job title):	General Manager
Line Manager to:	Nurse Manager Business Support Manager Clinical Lead

Job purpose

The post holder will be responsible for leading and managing a multidisciplinary team to deliver comprehensive and high-quality sexual health care. They will oversee the effective delivery of the Cheshire West & Chester Sexual Health Hub, which is an integrated sexual health service.

The Service Manager will work in collaboration with the General Manager and Clinical Lead to deliver organisational and contractual objectives. The Service Manager will bring management experience, commercial expertise, and in-depth management of budgets, whilst ensuring that all safety, contractual and performance requirements are achieved.

The Service Manager will ensure that these services are accessible, confidential, and meet the diverse needs of the community. Key duties involve providing leadership and professional development to staff, managing resources and budgets, and ensuring compliance with legal and professional standards.

Additionally, the Service Manager focuses on quality improvement by monitoring service outcomes and implementing evidence-based practices. They advocate for sexual health needs within the community, support and develop outreach and education initiatives, and foster partnerships with local organisations. The role also involves strategic planning to expand and enhance services and maintaining accurate documentation and reporting.

By prioritising positive patient experience and continuous service improvement, the post holder will play a crucial role in advancing public health objectives.

Key Responsibilities

Leadership and Management:

- Lead a multidisciplinary team of healthcare professionals, ensuring high standards of clinical care, effective operational delivery and compliance with relevant clinical and governance standards.
- Provide clear direction, support, and access to professional development opportunities for all colleagues across Cheshire West & Chester Sexual Health Hub.
- Adhere to all company policies and procedures, ensuring compliance with employment legislation and regulation at all times
- Be accountable for the induction and development of individual colleagues ensuring they are equipped with the necessary skills and knowledge to deliver sustainable business growth and great patient care.
- To provide full line management, including performance management, appraisals, management of sickness and absence, development and review of personal development plans, support for professional development and oversight of annual leave.
- Embrace a listening culture to embed colleague engagement and promote company values, responding to colleague survey feedback to drive local service improvement.
- Support the Medical and Nurse Leads to ensure appropriate clinical supervision arrangements and competency frameworks are in place, implemented and regularly and monitored.
- Provide effective leadership, by acting as a positive role model and demonstrating appropriate behaviours to drive high levels of colleague satisfaction and retention.
- Be the CQC Registered Manager for the service, ensuring compliance with all relevant regulatory requirements and standards.

Service Delivery:

- Oversee the delivery of a comprehensive range of sexual health services ensuring safe, effective and high-quality provision of testing, treatment, counselling, and education for sexually transmitted infections (STIs), contraception, and reproductive health.
- Ensure services are accessible, confidential, and tailored to meet the needs of diverse populations.
- Monitor and evaluate service outcomes, implementing improvements as needed to enhance the quality, effectiveness and patient experience of services.
- Use data and feedback to drive continuous improvement initiatives across the service.
- Implement evidence-based practice and maintain up-to-date knowledge of developments in sexual health to ensure services reflect current practice and guidance.
- Ensure the delivery of a positive client experience, promoting respectful, empathetic, and nonjudgmental care.
- Advocate for the sexual health needs of clients within the wider community and health and care system, supporting equitable access and improved outcomes.

- Engage proactively with service user community organisations, and partner agencies to promote sexual health awareness, education and prevention.
- Monitor and respond to all areas of customer satisfaction, using feedback and intelligence to ensure the highest attainable standards are consistently met and strive to be best in class.
- Ensure services comply with all legal, ethical, and professional standards at all times.
- Manage risks associated with service provision, including safeguarding patient confidentiality, safety and wellbeing.

Finance Management:

- Ensure all key performance indicators are achieved, preparing and analysing consolidated performance and financial reports to identify areas of concern, emerging trends and required remedial action plans.
- Hold accountability for the overall service budget, monitoring actual performance against forecast and agreed financial plans.
- Analyse and act on performance and management data associated with the service delivery, identifying trends, risks and opportunities for improvement.
- Develop, implement and monitor recovery plans to improve cost control and restore financial and operational performance in line with agreed expectations.

Strategic Planning and Development:

- Provide strategic leadership to develop and enhance sexual health services across Cheshire West and Chester in line with commissioning and public health priorities.
- Identify and secure opportunities for service development, partnership working, and funding.
- Establish and maintain effective relationships with stakeholders in order to promote the service and to ensure customer satisfaction is maintained.
- Facilitate the implementation of strategies to improve efficiency, maintain quality and embed continuous improvement across services delivered within the care environment.
- Facilitate change within and across organisational and professional boundaries, using effective negotiation, facilitation and influencing skills.
- Support and contribute to the delivery of presentations and events for key stakeholders to promote the Cheshire West and Chester Sexual Health Service and raise awareness of the service offer.
- Represent the service at senior management meetings as required to discuss service performance and strategic direction.
- Maintain effective working relationships with commissioners, demonstrating awareness of commissioning requirements and pressures, and ensuring positive commissioner engagement and

satisfaction. Prepare for and attend contractual and performance meetings with commissioners as required.

Personal Specification

Essential

- Evidence of excellent leadership qualities and leading teams of professional, clinical and non-clinical staff
- Experience of managing KPIs within a contract including writing complex reports and analysing data for a range of audiences
- Experience of financial and budget management
- Management qualification or relevant experience
- Negotiation and influencing skills
- Good communication skills
- CQC Registered Manager or willing to work towards
- Self-motivated with ability to work autonomously with minimal supervision
- Evidence of ongoing development and education
- Experience of implementing change across teams
- Ability to regularly deal with and synthesise complex information and situations requiring analysis, and interpretation of such information to support senior decision making and strategy
- Able to use IT software as part of day-to-day job
- 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 robust governance structures to deliver safe and effective patient care
- Ability to Engage and network with internal and external stakeholders

Desirable

- Degree or post grad qualification in relevant field or equivalent relevant experience

- Extensive experience in health or social care management /leadership setting
- Experience in leading large-scale change
- Experience of the marketing of services and delivering innovative projects
- Experience of undertaking root cause analysis and investigations
- Demonstrable knowledge of community health social care processes

Other requirements:

Post holder must hold a current UK driving license and have access to a car on a daily basis for transportation to clinic bases, meetings, events both locally and nationally.

Our values

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.

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.

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.

Employee signature

Manager signature
