

Job Title:	Service Manager for Oldham, Bury and Rochdale Sexual Health
Reports to (job title):	General Manager
Line Manager to:	Clinical Lead, Data Manager, Strategic Lead, Nurse Managers

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 Oldham, Bury and Rochdale Sexual Health Hub which is a comprehensive sexual health service.

The Service Manager will work in partnership with the business unit senior team, General Manager and Clinical Lead to deliver organisational and contractual objectives, bringing to the partnership management experience, commercial expertise to manage budgets, whilst ensuring 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. The 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, engage in 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 a 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 and operational efficiency.
- Provide direction, support, and professional development opportunities for all colleagues across the Oldham, Bury and Rochdale Sexual Health Hub

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- Adhere to all company policies and procedures, ensuring compliance with employment legislation and regulation at all times
- 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 oversee all line management responsibilities including performance management, appraisals, managing sickness and absence, personal development plans, professional development and annual leave.
- To embrace a listening culture to embed colleague engagement and promote the company values through addressing colleague survey feedback and bring about local improvement
- To support the Medical and Nurse Lead's to ensure appropriate clinical supervision and competency framework in place and monitored.
- To provide effective leadership, including being a positive role model and displaying the right behaviors to drive high levels of colleague satisfaction and colleague retention.
- To be the CQC Registered Manager for the service.

Service Delivery:

- Oversee the delivery of a wide range of sexual health services including testing, treatment, counselling, and education for sexually transmitted infections (STIs), contraception, and reproductive health.
- Ensure that 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 and effectiveness of services.
- Use data and feedback to drive continuous improvement initiatives.
- Implement evidence-based practices and stay updated with the latest developments in sexual health.
- Focus on delivering a positive client experience, ensuring respectful, empathetic, and non-judgmental care.
- Advocate for the sexual health needs of clients within the community and healthcare system.
- Engage with clients, community organisations, and partners to promote sexual health awareness and education.
- To closely monitor all areas of customer satisfaction to ensure the highest attainable standards are met at all times and strive to be best in class.
- Ensure services comply with legal, ethical, and professional standards.
- Manage risks related to service provision, including safeguarding patient confidentiality and safety.

Finance Management:

- To ensure that all key performance indicators are achieved and prepare and analyse consolidated reports identifying areas of concern, trends and remedial action plans.

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- Accountable for the overall service budget and actual performance.
- To map, analyse, understand and act on data associated with the delivery of the service including performance and trends.
- To develop and implement recovery plans to improve costs and bring performance back in line with expectations.

Strategic Planning and Development:

- Develop and implement strategic plans to expand and improve Oldham, Bury and Rochdale sexual health service.
- Identify opportunities for service growth, partnerships, and funding.
- Align service goals with organisational objectives and public health priorities.
- To establish and maintain clear effective relationships with all key stakeholders in order to promote the service and to ensure customer satisfaction is maintained.
- To facilitate the implementation of strategies to increase efficiency, maintain quality and ensure continuous improvement to the services being delivered within the care environment.
- To facilitate change within and across organisational and professional boundaries utilising negotiation, facilitation and persuasion skills
- To support the delivery of presentations and events to key stakeholders when required to ensure effective marketing of the Oldham, Bury and Rochdale Sexual Health service.
- To attend senior management meetings as required to discuss service performance.
- To be aware of commissioning requirements and pressures and to ensure good working relations and commissioner satisfaction. Prepare for and attend contractual meetings with commissioners.

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.

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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.

Personal Specification

Essential

- Evidence of excellent leadership qualities and leading teams of professional, clinical and non-clinical staff

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- 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
- 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 the 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.

Job Description

Employee signature

Manager signature