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| Job Title: | Podiatry Team Lead |
| Reports to (job title): | Band 7 |
| Line Manager to: | Podiatry Service |

## Job purpose

To provide day-to-day operational leadership to the Podiatry team. Managing operational tasks including workload allocation, performance, absence, annual leave, appraisals, and any other colleague-related issues which may arise.

The post holder will have responsibility for day-to-day service management activities as well as holding a caseload of complex Podiatry patients. The post holder will provide strong leadership to lower band podiatrists, foot care assistants, and administrative support.

Base

Clayton House, Burscough. Although the post is a community position requiring travel within the West Lancashire region. Some working from home may also be required.

Key responsibilities

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| |  | | --- | | **Key Responsibilities**  This list is intended to summarise the key responsibilities and is not intended to cover every task that may be required of the role: -  General   * Provide strong leadership, training, and support to direct reports. * Support the triage, prioritisation, and allocation of patients to suitably qualified clinicians. * Action and administer appropriate communications, either verbal or written clearly and concisely to all relevant staff. * Advise colleagues at all levels within the service area on queries and issues relating to systems, processes, and procedures. * Attend and actively contribute to a range of meetings to represent the service as required. * Work closely with the Head of Therapies, to develop the Podiatry service, monitor and manage performance and quality, ensuring open and honest communication for the benefit of the service. * Ensure that high standards of customer service are provided by communicating effectively and appropriately with service users and internal and external stakeholders. * Identify and investigate incidents within the service, escalating appropriately in line with company policy and in a timely manner. * Carry out Duty of Candour when required and in a timely manner in line with company policy. * To maintain and continually review effective administrative systems with a view to increasing effectiveness/productivity. * To carry out a range of tasks both clinical and non-clinical in accordance with service requirements providing cover for team members as and when required. * Use your own initiative and problem-solving skills to manage non-routine tasks and situations in a timely and effective way. * Prioritise own workload on a day-to-day basis ensuring maximin capacity clinical is utilised throughout the service. * Ensure maximum, efficient use of staff resources. * Act in a way which supports and promotes equality, and diversity in the workplace. * Organise meetings/training/events as required. * Co-ordinate the completion of quality assurance measures within the service. * Work with the Head of Therapy to raise payments, authorise expenses, and complete rostering for staff as appropriate and within agreed limits and timelines. * Monitor the use of the Podiatry budget alongside the Head of Therapy. * Be proactive in ensuring data quality across the service. * Operate and maintain a range of statutory, regulatory, and corporate business processes and systems as required. * Operate and maintain effective administration systems to support managers and practitioners. * Participate in IT-related projects and initiatives as required.   **People Support -**   * Acts as a lead clinician demonstrating a high level of knowledge, competence and the highest professional and personal standards. * Provide first line management of colleagues in line with the organisation’s policies, including regular one-to-one meetings, supervision sessions, peer reviews, appraisals, allocation of work, induction and training and development. * Manage sickness absence, conduct return to work interviews and absence monitoring meetings following organisational policies. * Monitor annual leave requests for all colleague’s, ensuring approval is in line the continuous smooth running of the service. * Resolve any identified gaps in service provision and escalate outstanding issues to Head of Therapies. * Take ownership of any recruitment needs within the service with support from Head of Therapy, in accordance with the budget and authority to recruit procedures, including shortlisting,   participation at interviews and assisting in the appointment process, involving other stakeholders as required.   * Support the service with all aspects of performance management, both positive and negative, ensuring that all colleagues are aware of their objectives and have the necessary support in place to achieve them. * Ensure both yourself and the team are compliant with all statutory and mandatory training requirements. * Maintain a high standard of personal development at all times. * Ensure that colleagues have appropriate workload levels and that tasks are prioritised appropriately. * Liaise with other Team Leaders to ensure that all service areas are adequately covered. * Act as part of a Therapy leadership team, taking an active role in regular meetings. * Ensure local induction plans are in place and executed for all new starters * Ensure appropriate training is in place for colleagues, e.g. training to new colleagues on a range of systems and databases and support colleagues with queries.   Health, Safety & Security   * Adhere to the organisation’s policies and procedures in relation to health and safety. * Assist in maintaining the health and safety of self and others. * Be proactive in identifying risks to health and safety and take appropriate action to resolve them, reporting to Business Support Manager or other manager as appropriate.     Policy and Service Improvement   * Contribute to service development by making suggestions and expressing views about how systems and processes can be improved, and with the agreement of the Head of Service, put these into effect. * Encourage participation from others in all improvements and reviews. * Participate in service development projects/initiatives as required. * Ensure quality of own work and that of others is of a high standard at all times. * Contribute to the improvement of quality in own service area by reporting and resolving issues and making suggestions for improvement to the Head of Service. * Actively participate in the Harm review process. * Carry out duty of candour when required.     Audit/Research & Development   * Take responsibility for the collection of data required for audit purposes by the relevant manager. * Participate in audits relating to service area or own work as directed by line manager. * Supports feedback from service users by complying with the organisation’s requirements (eg Friends & Family Test). * Encourage participation from all colleagues in feedback opportunities, such as the organisations colleague engagement survey and other initiatives.   *This job description is not intended to be exhaustive but to indicate the main responsibilities of the post and may be amended from time to time after consultation with the post holder.* | |

# Person Specification

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| Person specification | |
| Essential | **Desirable** |
| BSc (Or equivalent) in Podiatry  HCPC registration  Experience of NHS working  Experience in managing chronic and complex wounds.  Good working knowledge of Microsoft Office packages including Outlook, Word, Excel.  Accurate and efficient IT skills.  Proven leadership skills.  Ability to communicate clearly with a wide variety of colleagues and service users, both verbally and in writing.  Ability to use initiative and take appropriate action, seeking guidance where appropriate  Excellent organisational skills and the ability to support others to develop their organisational skills  Ability to use his or her own judgement to make decisions about the most appropriate course of action in situations where there are a range of options available.  Ability to delegate tasks as appropriate  Engaged in the organisations values and an ability to instil this within others  Ability to work with discretion, sensitivity and maintain confidentiality  Ability to prioritise and manage workload within a busy environment.  Ability to work as part of a team.  Enthusiastic about patient care and a desire to understand and drive the local vision as per our contract with the local ICB.  Positive, solution focussed approach to service leadership.  Experience in conflict management  Have access to a car (business insurance will be required) and a valid UK driving license | Member of Royal College of Podiatry  Non-medical Prescriber or willingness to undertake NMP qualification.  Clinical Educator  Experience of working in Community setting.  Experience or exposure to HR processes and procedures  Management experience / qualification  Strong knowledge of operational procedures  Experience in budget management  Experience of incident investigation / RCA. |

## 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.

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| **Care** | **Think** | **Do** |
| * Inspire * Understand * Communicate | * Challenge * Improve * Learn | * 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 1998 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](file://am-dar-fs01.assuramedical.local/Group/Medical_Services_HR/RECRUITMENT%20-%20NEW/Vacancies%20&%20Advertising/834-862-T3%20-%20Admin%20Receptionist/records%20management%20nhs%20code%20of%20practice) , [NHS Constitution](http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Overview.aspx) and [HSCIC Code of Practice on Confidential Information](http://systems.hscic.gov.uk/infogov/codes/cop/code.pdf) 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.

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| Employee signature |
| Manager signature |