


Job Description

Job Title:	Service Manager – Community Dental Service 
Reports to (job title):	Business Unit Head
Line Manager to:	Band 6s

Job purpose

The post holder will be responsible for the management of the Community Dental Service.

Community Dental

Community Dental is a specialist dental service providing specialist dental care to patients with medical conditions, learning disabilities, and other complexities. The role will include operational management, ensuring that all operational sites have the resources to and information to maintain their expected contribution to ensure alignment and sharing of best practice. There will be system, contractual and performance problem solving, working closely with finance, Human Resources, contracting, procurement and Informatics Teams as well as external services.

The post holder will be responsible for the implementation of change to the service to meet the commissioned service specification and the key performance indicators. The post holder will be responsible for the performance of the service to their BU Head and to the service commissioners and will be responsible for engaging in formal performance review and contracting meetings to act as a representative and ambassador for the service.

Key responsibilities

Service Delivery

This list is intended to summarise the key responsibilities and is not intended to cover every task that may be required of the role: -

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1. To ensure that all aspects of service comply with relevant legislation and accreditation requirements and that the required high standards of clinical and corporate governance are achieved. This will include but is not limited to:
 - Health and Safety
 - Fire
 - Data protection
 - Employment legislation
 - Financial Management and Governance
 - Clinical Governance o Corporate Governance
2. To ensure compliance with and implementation of all policies and procedures.
3. To oversee the management of all non-clinical roles
4. To appropriately manage agency usage, fulfilling all quality, legal and assurance requirements to maintain the best quality care for our customers.
5. To ensure the delivery and monitoring of high-quality services
6. To adhere to the care quality commission standards and other regulatory requirements and ensure evidence remains up to date.
7. To ensure complaints, incidents and performance issues are investigated in accordance with policy.
8. To work with the Clinical Lead to ensure the delivery and development of the audit program and ensure that regular audit reports are produced for the clinical service/s provided
9. To monitor and ensure all workforce information is up to date and appropriate action taken.
10. To ensure that all colleagues are compliant and have relevant and up to date legal HR documentation (ie statutory & mandatory training, DBS, Professional Qualifications & Registrations, Right to Work)
11. To ensure services are delivered in line with service specification.
12. To ensure that patient and stakeholder feedback is used to improve services.

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Finance & Reporting

1. To ensure that all key performance indicators are achieved and prepare and analyse consolidated reports identifying areas of concern, trends and remedial action plans
2. Accountable for the overall service budget and actual performance.
3. To map, analyse, understand, and act on data associated with the delivery of the service including performance and trends.
4. To develop and implement recovery plans to improve costs and bring performance back in line with expectations, this could be financial or qualitative
5. To ensure any KPI, training and enhanced service opportunities are maximised.
6. To manage all sub-contractor relationships including monthly performance meetings and resolution of operational issues
7. To produce a monthly business performance review report

Workforce and Leadership:

1. ~~4.~~ Working with the Governance Lead and service leads to develop a skilled, effective and motivated workforce
2. ~~2.~~ Working with the clinical leads, lead the development of all the team roles and structure the teams within the area of roles & responsibility
3. ~~3.~~ To oversee all line management responsibilities including performance management, appraisals, managing sickness and absence, personal development plans, professional development, and annual leave.
4. ~~4.~~ To embrace a listening culture to embed colleague engagement and promote the company values through addressing colleague survey feedback and bring about local improvement

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- ~~5.~~ ~~5.~~ To support the Clinical Lead to ensure appropriate clinical supervision and competency framework in place and monitored.
- ~~6.~~ ~~6.~~ To work collaboratively with the Clinical Lead to challenge and improve clinical performance issues and support on capability procedures.
- ~~7.~~ ~~7.~~ To provide effective leadership, including being a positive role model and displaying the right behaviours to drive high levels of colleague satisfaction and colleague retention
- ~~8.~~ ~~5.~~ Ensure employees feel valued and understand their role in achieving the overarching service aims and HCRG vision and objectives in a supportive and learning environment which protects and enhances their personal wellbeing.
- ~~9.~~ ~~6.~~ Ensure that information is effectively cascaded to all members of the team and that issues are appropriately brought to the attention of the Clinical Lead and BU Head.
- ~~10.~~ ~~7.~~ To take a key role in ensuring that all line managers are aware of the specific delivery standards/targets they are responsible for delivering and provide support to each manager to ensure delivery of them.
- ~~11.~~ ~~8.~~ Oversee the clinical quality and ensure that the service has planned and is prepared for CQC visits.

Growth, transformation and change

1. To be knowledgeable of current and future clinical guidelines and developments to ensure compliance to up to date guidance, standards, best practice and regulations and clearly communicated to all service team members using relevant clinical meetings
2. To establish and maintain clear effective relationships with all key stakeholders in order to promote the service/s and to ensure customer satisfaction is maintained.
3. To facilitate the implementation of strategies to increase efficiency, maintain quality and ensure continuous improvement to the services being delivered within the care environment
4. To facilitate change within and across organisational and professional boundaries utilising negotiation, facilitation and persuasion skills

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5. 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.
6. To support the delivery of presentations and events to key stakeholders when required to ensure effective marketing of the region and its services
7. To work with the Clinical Lead to oversee the development of service specific patient/carer information literature and presentation content
8. To attend senior management meetings as required to discuss service performance
9. To be aware of commissioning requirements and pressures and to identify opportunities for further growth
10. To communicate effectively with all stakeholders (including patients, carers, clinical colleagues, administrative colleagues and external health, education and social care professionals) in line with HCRG Care Group's procedures, to ensure effective patient management

Base

The main base will be Berryfields in Guildford with an expectation to visit all other bases on a regular basis.

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

- 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

care · think · do
WE CHANGE LIVES BY TRANSFORMING HEALTH AND CARE

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- 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

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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.

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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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Personal Specification

Essential

- Experience of working in dental Services either clinical or non-clinical
- Experience of financial and budget management
- Experience of managing KPIs within a contract
- Experience of managing people
- Management qualification of relevant experience
- Negotiation and influencing skills
- Good communication skills
- Confident IT skills

Desirable

- Knowledge of R4 and Compass IT systems

Other requirements:

Car driver with own car insured for business use.



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Employee signature

Manager signature

