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| Job Title: | Deputy Head of Reablement |
| Reports to (job title): | Head of Reablement |
| Line Manager to: | Reablement Service |
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## Job purpose

The post holder will be responsible for overseeing the management, co-ordination and delegation of work within multi-professional teams, planning and monitoring to ensure effective use of resources within allocated budgets and to liaise with other health and social care professionals across organisations to ensure continuous service provision and identify the potential for service developments.

The post holder is in support of the Head of Reablement is accountable for the operational management and leadership of the Community Reablement services within the Banes Business Unit and is responsible for ensuring positive outcomes and quality care for patients, working collaboratively with colleagues to ensure effective operational delivery of the clinical, governance, financial and workforce strategies.

To be a key driver for change and transformation in order to assist integrated care pathways / systems across primary care, mental health, social care and acute trust providers. To be accountable for the overall human resource management of Reablement services, ensuring ongoing and effective clinical supervision and management is in place.

## 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:

- Strategic Management and Planning

• Facilitate the Therapy Teams to participate in the development of integrated pathways and lead locally on their implementation, and work collaboratively with partners in primary and social care in developing and implementing the service model

• Need to have a vision for rehabilitation services and desire to improve services

• Monitor and evaluate performance of the teams against objectives; identify and manage change

• Develop effective lines of communication that ensures that the Reablement Teams are aware of Organisation’s strategic direction and local business plan objectives

• Develop and maintain effective communication with relevant outside agencies including the local provider of adult social care, mental health services, local acute services and General Practitioners.

• To provide a clinical operational link between the Reablement Teams and the Head of Reablement

• Ensure effective systems are in place for adoption and implementation of operational policies, including staff training appropriate to role and monitoring of compliance

• Be responsible for the health and safety of staff and visitors to the service ensuring the service is compliant with Health and Safety regulations

• To deputise in the absence of the Head of Reablement, representing the department/teams at meetings or events where appropriate. Financial Management

• Support the management of the operational budgets for your area of accountability and keep within the set parameters.

• Working with teams and colleagues to identify opportunities for efficiency savings Performance and Quality Monitoring

• Ensure the contractual KPIs are performance monitored and achieve target and reported in a timely fashion and implement recovery plans where necessary.

• Escalate organisational risks performance to the Head of Reablement.

• Lead your teams in delivering internal service improvements

• To keep abreast of strategic developments which will impact of service performance and quality

• To promote a culture of inter-organisational working and develop relationships with other providers. Human Resources

• Monitor skill-mix and ensure recruitment is within the financial envelope of the service.

• Lead on the recruitment and performance management of staff.

• Monitor effective staff appraisal and monitoring systems • Support and mentor staff, both as individuals and as team members

• Create effective systems for the resolution of disputes and grievances following HCRG Care Group HR policies

• Keep abreast of changes in employment legislation

• Monitor continuous staffing levels effectively, ensuring appropriate cover is arranged for sickness, holidays etc

• Ensure effective and timely response to sickness absence, poor staff performance and disciplinary issues

• Monitor the use of agency/temporary staffing and adhere to local workforce controls to reduce unnecessary expenditure and maintain quality standards

• To create a locality environment that is conducive to learning and the development of

HCRG Care Group staff promoting the concept of work-based and inter-professional learning.

Information Management and Technology

• Set targets and monitoring standards for data entry and data collection

• Ensure teams incorporate IM&T developments to transform Complaints and incidents and risk management

• Ensure staff follow the HCRG Care Group complaints procedure detailed in the policy and report on CIRIS

• Ensure that any complaint is promptly dealt with in accordance with relevant procedures

• Undertake, delegate or commission necessary investigations liaising with parties involved, ensuring issues are addressed and that there is evidence of organisational learning from complaints

• Communication with complainant with efficiency and tact • Ensure contemporaneous records are kept securely and escalate in accordance with HCRG Care Group Policies and CQC regulations

• Ensure all staff are adequately trained to report incidents via CIRIS

• Ensure staff report incidents as necessary, to review incident reports to identify themes and trends and put in place action plans as appropriate. Escalating serious untoward as required by regulation and HCRG Care Group polices Quality Assurance and Audit

• Review the quality assurance procedures throughout the service such as significant event monitoring, satisfaction surveys, reflective practice etc monthly via relevant clinical governance meetings • Undertake regular internal CQC inspections.

• Take a lead role during CQC inspections in the absence of and in support of the Registered Manager.

• Develop service protocols and procedures, review and update as required • Ensure all staff are inducted and complete all statutory and mandatory training

• Ensure that the team maintains legible, accurate and up to date records that are dated and signed in accordance with HCRG Care Group Policies and the NMC/HCPC guidance on record keeping

• Identify and implement appropriate quality initiatives which will measure and improve ways of working throughout the service Patient Services

• Adopt a strategic approach to the development and management of patient services

• Ensure service development and delivery is in accordance with local and national guidelines

• Maintain registration policies and monitor patient turnover and capitation

• Oversee safe medicines management systems

• Oversee the system for infection control

• Routinely monitor and assess service performance against patient access and demand management targets

• Ensure effective engagement of patients and service users/carers in the development of services Personal/Professional Development

• Participate in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development

• Participate in any training programme implemented by the line manager • Effectively manage own time, workload and resources.

• Assess own performance and development and take accountability for own actions, either directly or under supervision Other • Participate in an operational on-call rota

• Participate as appropriate in Whole System escalation Calls and Delay Transfer of Care calls

## 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 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](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_CoP_V7.pdf) , [NHS Constitution](http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Overview.aspx) and [HSCIC Code of Practice on Confidential Information](https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/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.

## Personal Specification

Essential

* Degree level professional qualification.
* Evidence of management/leadership training.
* Therapy practitioner qualification and registration with a professional body
* Experience of leading elements of change projects.
* Experience of managing operational teams in a health care environment, including experience of; -Risk Management -Staff Management -Budget Management -Performance Management -Capacity and activity planning
* Knowledge of Health and Social Care legislation, policies, objectives and national operating framework
* UK driving license

Skilled in:

* Leading, influencing and negotiating with a number of teams to deliver organisational objectives.
* Organisational management
* Problem solving
* Prioritising workload of self and others
* Personnel & performance management
* Highly effective communication (both written and verbal) - can explain and influence a range of stakeholders

Ability to:

* Analyse management information and translate into practical service improvements.
* Assess risks across a number of multi-disciplinary teams and put effective
* Experience in using clinical software
* Experience of leading and managing with community services
* Project management training HCRG Care Group mitigation in place.
* Translate policies and guidance into practical improvements in local services.
* Appraise options and make evidence-based decisions about service.
* identify opportunities for efficiency and drive cost savings
* Establish trust and rapport with a wide range of staff and partner organisations in order to deliver personalised quality services.
* Inspire, motivate and engage multi-disciplinary teams in both positive & negative situations.
* Focus on the big picture across a number of teams and bring order to conflicting priorities to achieve effective, speedy solutions Desirable

**Desirable**

* Experience in using clinical software
* Experience of leading and managing with community services
* Project management training

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| Employee signature |
| Manager signature |