**Job Description & Person Specification**

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| Position: | NHS 111 Clinical Performance Manager | Division: | NHS 111 |
| Location: | Ashgate Manor, Chesterfield | Reporting to: | NHS 111 Clinical Site Manager |

Purpose of the Role

The role will involve providing proactive and professional clinical management and leadership to 111 Clinical advisors and Triage Clinicians. The post holder will be a registered clinician with experience of assessing patients of all ages and a variety of health conditions, who thrives on developing and coaching others to provide a safe and high-quality patient focused service. The successful candidate will be responsible for the line management of a team of advisors who are based at Chesterfield or are remote based.

Key Success Measures

1. Compassionate – We show kindness, consideration and understanding in everything we do – and demonstrate our caring nature to our patients, people and communities.
2. Accomplished – We are available day and night – a responsive, adaptable, professional NHS partner, providing the best advice, care and treatment for every individual.
3. Respectful – We recognize the value that individual and team differences bring – welcoming views, listening, being honest, and learning from others’ experiences.
4. Encouraging – We believe everyone matters, so we inspire confidence in others – promoting ‘speaking up’, fostering career-long learning and development, and supporting improvement ideas.

Key Areas of Responsibility & Accountability

1. In liaison with the Operational Shift Lead and Clinical shift lead, support real-time management of Health Advisors, Clinical Advisors, Pharmacists, Triage Clinicians, Clinical Practitioners and Dental Nurse Advisors on shift ensuring clinically safe, effective and efficient working.
2. Provide support through real-time coaching and direction to call clinicians.
3. Assist call taking staff with NHS Pathways queries when requested or through proactively identifying staff on shift who may need support.
4. Act as a Clinical Shift lead when required and to maintain competency in the role.
5. Be proficient in interpreting and applying performance data to gain a reliable picture of individual and organisational performance and take timely action to address any performance concerns identified.
6. Ensure adherence to the National Quality Requirements and Key Performance Indicators relative to the service through team management.
7. Demonstrate and contribute to embedding the DHU Vision and Values across the organisation.
8. Maintain own call taking proficiency demonstrating in-depth knowledge of Adastra, NHS Pathways and PaCCS.
9. Contribute proactively to continuous quality improvement through own practice and through support to others.
10. Effectively manage own team of call taking staff to deliver a clinically safe and efficient service to patients.
11. Review daily/weekly/monthly performance data statistics against the contract standards and take corrective action with the team to improve performance.
12. Be able to expertly use data analysis to discuss performance achievements or concerns with staff.
13. Be able to complete performance development plans with staff that contain SMART objectives.
14. Provide coaching to staff that supports achievement of objectives and review objectives with team members in a timely manner.
15. Maintain knowledge of the DHU approach to performance management, and to be able to apply the principles of performance management when supporting staff.
16. Demonstrate ability to support staff with persistent performance concerns applying organisational HR processes and procedures when required.
17. Liaise with CQI Training Team to escalate or discuss performance concerns that have not been resolved through initial coaching.
18. Ensure team members audit requirements have been completed as per the NHS Pathways licence agreement.
19. Facilitate feedback to team members following audit; acknowledging achievements and supporting any areas of development identified.
20. Hold a monthly one to one meeting with all team members to discuss areas such as performance, employee engagement and ideas for service improvement. Increase the frequency of one to one meetings if/when required.
21. Meet with team members returning to work from long-term absence in a timely manner. In conjunction with the CQI Training Team identify learning/training needs and, with the team member, produce a plan to support them with any needs identified.
22. Manage and support individual performance further by application of the DHU annual appraisal cycle ensuring review of objectives is undertaken in an ongoing manner.
23. Be able to appropriately apply DHU HR policies such as attendance management, disciplinary, capability or grievance in a supportive, timely and consistent manner when required.
24. Assist in the investigation of complaints and incidents, as and when required.
25. Assist with DHU to support recruitment of high-quality new employees.
26. Ensure contact with new employee team members at earliest opportunity to assist them with queries and to welcome them to DHU.
27. Liaise with CQI Training Team to ensure awareness of new employee team member’s progress through training period.
28. Complete new team members’ probationary review in a timely manner ensuring all objectives are met prior to sign off of probationary period.
29. Contribute to the real time and contingency management of shifts as required, providing clinical support and leadership to all staff when required.
30. Instigate and facilitate reflection and/or debriefing of challenging calls when necessary.
31. To be aware of organisational requirement to maintain good budgetary control and escalate any areas for cost savings identified.
32. Escalate any identified risks to the service via organisational policy and appropriate channels.
33. Work within and promote the regulatory requirements, codes and guidance as defined by the appropriate regulatory body I.E. NMC/HCPC.
34. Undertake appropriate personal and professional development to meet the requirements of re-validation /NMC/HCPC Registration.
35. Maintain personal responsibility and accountability for own ongoing active professional registration and fitness to practice.
36. Demonstrate professionalism and service knowledge when participating in stakeholder engagement and liaison.
37. Work within and promote the DHU Vision and Values.
38. Maintain own competence through continuing development .
39. Seek feedback on own performance from direct reports and line managers.
40. Participate in regular performance review with the NHS 111 Clinical Site Manager using the agreed competency framework appropriate to individual scope of practice.
41. Participate in the provision of coaching, mentorship, training and the continuing development of call taking staff.
42. Offer appropriate clinical advice on care practices, delivery and service development within the parameters of own role ensuring this advice is evidence based where appropriate.
43. Participate in the ongoing individual and own personal development within the organisation ensuring maintenance and review of own personal development plan.
44. Mentor and role model the development of excellence in clinical practice.
45. Adhere to all DHU procedures, protocols and other relevant memoranda as appropriate.
46. Attend training and meetings as and when required to do so by senior management.
47. Maintain strict confidentiality in relation to all issues concerned within the service and adhere to DHU policy ensuring staff are aware of their obligations under the Freedom of Information Act, Information Governance and the Data Protection Act.
48. Communicate outstanding issues to your immediate reports, peers or the Operational Performance Manager before going off duty. In relation to serious issues, these must be reported to the NHS 111 Senior Operational Performance Manager, NHS 111 Directors or, in their absence, the executive director on call.
49. Notify the appropriate senior manager immediately of any circumstances which may affect the provision of a high quality service.
50. Maintain and ensure maintenance of a tidy work environment at all times.
51. Organise and prioritise your own work schedule effectively as well as the work schedule of immediate reports, to ensure operational excellence with minimum supervision.
52. Deal with matters raised under the Incidents and Complaints procedure/protocol and use the procedure/protocol when answering queries and complying with requests from the Integrated Governance Team for investigations and information requests within the specified timeframe, E.G. 5 days for statements.
53. The post holder is required to take responsible care for the health and safety of him/herself and other persons who may be affected by his/her acts or omissions at work. The post holder is also required to co-operate with DHU to ensure that statutory and departmental safety regulations are adhered to.
54. DHU is an equal opportunities employer and the post holder is expected to comply with all relevant policies and procedures in this area together with all other policies and procedures as initiated by DHU.
55. DHU is a non-smoking organisation and you are therefore required not to smoke in any of the buildings where DHU’s business is carried out.
56. Communicate with staff within DHU Health Care CIC and related organisations.
57. Communicate with Clinical, Non Clinical and managerial staff within participating Clinical Commissioning Groups.
58. Communicate with staff in primary and secondary care services.
59. Communicate with staff within local authority Social Services.
60. Communicate with Out of Hours and other related services within the health economy.
61. As you will expect the organisation may change from time to time and you will be expected to meet the operational requirements.
62. Any other reasonable duties as required from time to time.

Person Specification

The job holder will have the relevant qualifications, experience and skills to excel in this job role, as further explained in the table below.

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| Qualifications | 1. Registered Nurse / Paramedic or Pharmacist registered with the Nursing & Midwifery Council (NMC) or Health Care Professions Council (HCPC) 2. Educated to degree level or equivalent 3. Evidence of post registration clinical development 4. IT qualifications preferred 5. Accredited NHS Pathways user preferred 6. Accredited PaCCS user prefered 7. Accredited NHS Pathways Coach preferred |
| Experience | 1. Previous leadership experience preferably at a management level 2. Previous experience of management including engagement and motivation of staff 3. Previous experience of working within a healthcare environment providing telephone triage/assessment 4. Previous experience of assessing patients of all age ranges and a variety of health conditions. 5. Expert user of NHS Pathways, PaCCS and Adastra host system preferred 6. Experience of working within a multi-professional / multi-agency environment 7. Able to assertively and professionally manage challenge 8. Previous experience of performance coaching 9. Experience of communication with a variety of people 10. IT experience (e.g. Word/Excel and other packages) as well as email systems and other electronic media 11. Management of staff rostering and rota systems 12. Knowledge of telephony systems |
| Skills and Knowledge | 1. Ability to create and manage SMART personal development plans 2. Demonstrable knowledge of how to engage with people and support them to work to high standards 3. Excellent interpersonal/ communication skills with a variety of media and all levels of staff with the company as well as external agencies 4. Ability to contribute to and manage change 5. Understanding of appropriate delegation 6. Knowledge of the skills required in order to effectively manage people 7. Ability to interrogate and apply data from a variety of sources to support performance management 8. Ability to use initiative 9. Able to demonstrate responsibility for managing individual team members according to policies and procedures 10. Accurate record keeping 11. Excellent telephone manner 12. Problem solving skills 13. Decision maker 14. Effective time management – strong organisational skills 15. Ability to maintain strict levels of confidentiality |
| Job Circumstances | 1. Commitment to role 2. Able to work unsocial hours 3. Flexibility to meet service/rota needs 4. Ability to travel to all sites on request and external meeting locations across the country on request 5. Full driving licence |
| Personal Qualities | 1. Proven team player 2. Diplomatic 3. Sense of humour 4. Ability to work under pressure 5. Conscientious, reliable and resourceful 6. Professional attitude to employment 7. Pro-active 8. Self starter |

Behavioral Skills

1. Compassionate – Putting patients interests at the heart of everything we do
2. Accomplished – Demonstrate excellence in everything we do
3. Respectful – Everyone has the right to respect and dignity
4. Encouraging – Placing our colleagues and patients at the heart of the organisation

Diversity

DHU believe our workforce should be as diverse as the range of services we offer, and the communities we serve. We are committed to valuing and encouraging diversity throughout our workforce, regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. As part of our mission we are dedicated to eliminating discrimination

Acknowledgment

I acknowledge receipt and confirm my understanding and acceptance of the responsibilities specified in my Job Description.

***Please Note:*** *If you are unclear of any requirement in this document obtain clarification from your line manager.*

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| Signature of Post Holder: |  | Date: |  |
| Name: |  | | |