**Job Description & Person Specification**

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| Position: | NHS 111 Clinical Site Performance Manager | Division: | DHU 111 |
| Location: | Orbis | Reporting to: | NHS 111 Head of Clinical Performance and Quality |

Purpose of the Role

The NHS 111 Clinical Site Manager will provide compassionate and inclusive leadership, leading and influencing all staff to provide high quality care. The clinical site manager will lead clinical teams for a specific DHU111 contact centre site, based at Derby.

They will provide clinical management and support to, the NHS 111 Services across all contracted areas helping with the delivery of high quality services within the company’s strategic vision. The post holder will be responsible for team leadership, engaging with and supporting staff to deliver an efficient and caring service that puts patients first. They will also be required to contribute to service improvement, innovation performance management and service delivery strategies.

The post holder will also help to develop and maintain good working relationships with local commissioners and stakeholders.

Key Areas of Responsibility & Accountability

* To lead on the delivery of clinical quality, patient safety and service effectiveness at DHU 111 enabling excellence in clinical delivery to be maintained
* To support the identification of appropriate clinical key performance indicators and the models required to ensure these are understood and embedded with teams
* To support, and lead where relevant, continual quality improvement and innovation in clinical care delivery processes.
* To review, interpret and instigate learning from qualitative and quantitative data that supports clinical developments and improvements
* Responsible for the day to day clinical management and clinical leadership ensuring effective use of resources and ensuring patient safety is maintained.
* The Clinical site Manager will b responsible for managing the clinical shift lead team, ensuring they are motivated and well-trained.
* The Clinical site Manager will be responsible for ensuring a motivated, well trained and skilled team of Clinical Performance Managers that are supported to ensure front line clinicians are well managed and enabled to deliver outstanding patient care
* To provide clinical leadership support to operational teams as needed
* To support recruitment and retention initiatives for all clinical staff types within DHU 111
* To support the recruitment and monitoring of any agency clinicians within the 111 service
* To ensure all staff within sphere of leadership have regular dedicated management support; that one to one meetings are conducted effectively and that appraisals are completed to a high standard with required personal development plans in place
* To ensure patient interactions are audited as required and that feedback delivered is conducive to positive learning
* To ensure the actions and timelines of the governance framework for complaints and incidents are adhered to by self and teams
* To undertake and action appropriate risk assessments to patient care and service delivery when needed
* To develop and maintain excellent NHS 111, NHS Pathways and DHU process and systems knowledge
* To maintain clinical ability to take a full and active role within the frontline clinical workforce
* To support and provide leadership to others in the delivery of change often within a short timescale
* To support professional development and engagement of clinicians within DHU 111; hosting meetings, sharing learning and creating a team spirit amongst our staff
* To support the provision of Reflective/Clinical supervision to all call-taking staff within DHU 111
* To attend internal meetings and proactively contribute to the 111 clinical remit demonstrating in-depth knowledge of processes, service delivery and patient care outcomes.
* To attend external stakeholder meetings and represent DHU 111 in a professional and knowledgeable manner
* To assist with the project management, successful design, development and implementation of any new NHS 111 Service.
* Demonstrate and contribute to embedding the DHU Vision and Values across the organisation.
* Any other reasonable duties as required from time to time.
* Responsible for policy implementation, service development and the ongoing review and evaluation.

Professional

* Work within the regulatory requirements, codes and guidance as defined by the appropriate regulatory body I.E. NMC/HCPC/GPhC
* Maintain own competence through continuing development. Undertake appropriate personal and professional development to meet the requirements of re-validation /NMC/HCPC/GPhC Registration.
* Maintain personal responsibility and accountability for own active professional registration and fitness to practice.
* Seek feedback on own performance from direct reports and line managers
* Participate in regular performance review with clinical line manager using the agreed competency framework appropriate to individual scope of practice

Education Practice Development

* Participate in the provision of coaching, mentorship, training and the continuing development of staff
* 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.
* Participate in the ongoing individual and own personal development within the organisation ensuring maintenance and review of own personal development plan.
* Mentor and role model the development of excellence in clinical practice

General

* Adhere to all procedures, protocols as appropriate
* Attend training and meetings as and when required to do so by senior management
* 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 FOI, Information Governance and GDPR.
* Adhere to Health and Safety Policy
* Communicate any outstanding issues to your immediate reports before going off duty.
* In relation to serious issues, these must be reported immediately to the NHS 111 Directors.
* Notify the appropriate NHS 111 Directors immediately of any circumstances which may affect the provision of a high quality service.
* Maintain and ensure maintenance of tidy work environments at all times
* Organise and prioritise effectively own work schedule and work schedule of immediate reports, to ensure operational excellence with minimum management.
* Deal with matters raised under the complaints procedure/protocol and using the procedure/protocol when answering queries and complying with requests from Clinical Governance for statements and information requests within the specified timeframe
* As you will expect the organisation may change from time to time and you will be expected to meet the operational and clinical requirements.
* Any other reasonable duties as required from time to time.

Relationship building will be an element of the role, and it is expected that the post holder will build relationships with the following groups where needed: -

* Directors
* Senior Management Team
* Staff within DHU Healthcare CIC and related organisations
* Local CCG Commissioners
* Clinical, Non Clinical and managerial staff within participating Clinical Commissioning Groups
* Staff in local primary and secondary care services
* Staff within local authority Social Services
* Out of Hours and other related services within the East Midlands health economy

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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| **Factors** | **Essential** | **Desirable** |
| **Qualifications** | * Sub-part 1 level registration with the NMC or Registered Paramedic or Registered Pharmacist * Educated to degree level (or equivalent) * Evidence of a commitment to continuing professional development. | * Mentor/coaching qualification |
| **Experience** | * Previous experience of effective clinical leadership * Previous management experience including engagement, management and motivation of staff * Evidence of working to a high standard and delivery of high quality and performance outcomes. * Evidence of contribution to development and delivery of a clinical service * Familiarity with HR Best Practice * Previous experience of working within a healthcare environment providing telephone triage/assessment * IT experience (e.g. Word/Excel and other packages) as well as email systems and other electronic media | NHS Pathways experience  Experience of working with Adastra |
| **Skills and Knowledge** | * Sound understanding of how to deliver development and improvements in clinical care * Excellent skills in people management with proven ability to get the best out of others * Ability to drive and professionally manage challenge, using assertive skills if required * Excellent interpersonal and communication skills with a variety of media and all levels of staff within the company as well as with external agencies * Ability to support, manage and influence change * Ability to effectively prioritise and delegate with strong time management skills * Ability to review and apply data from a variety of sources to support performance management * Ability to use initiative * Problem identification and solving skills * Ability to make decisions and deliver messaging in clear and focussed manner * Able to demonstrate accountability and responsibility for fulfilling role * Demonstrate a positive approach to working under pressure * Ability to maintain strict levels of confidentiality |  |
| **Job Circumstances** | * Commitment to role * Able to work unsocial hours * Flexibility to meet service/rota needs * Ability to travel as required * Weekend working required |  |
| **Personal Qualities** | * Commitment to high quality patient care and services in the health sector. * Personable and capable of making a positive connection with other managers/teams/stakeholders both internal and external. * Tenacious completer finisher with a strong desire for the delivery of sustainable improvements. * Enthusiasm with energy and drive. * Conscientious, reliable, resourceful and pro-active. * Proven team player * Professional attitude to employment * Ability to work in a caring, supportive and positive manner even when under pressure |  |

Behavioral Skills

* Caring & Compassion – Putting patients interests at the heart of everything we do
* Always Professional – Demonstrate excellence in everything we do
* Respect and Dignity – Everyone has the right to respect and dignity
* Everyone Matters – 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: |  | | |