

Job Description

Post:	Deputy Head of Clinical Assessment Services
Responsible to:	Head of Clinical Assessment Services
Location/Base:	Flexible, but expectation to have some presence in all HUC sites (Hertfordshire / Bedfordshire / Cambridgeshire)
Hours per Week:	37.5 hours plus on call
Salary:	Band 8a equivalent
Key Relationships:	Heads of Service, Clinical Directors, Finance, Quality and Improvement team, Healthwatch, Regulators, Commissioners, NHSE

Overall Purpose of the Role:

HUC's mission is to work with colleagues and service users to deliver exceptional services and to shape the future of health and care.

Following a restructure within the operational and service delivery teams, the newly formed Clinical Assessment Service will be responsible for the performance and delivery of all clinical telephony services including 111 Clinical Advisors, Out of Hours Triage, Emergency Department and 999 validations, Minor Injuries, Virtual ED Waiting Room, Dental and Pharmacy calls. This is an opportunity to manage an award winning remote clinical assessment service across multiple counties serving a population of several million.

As a member of the Senior Leadership Team in HUC, you will be expected to demonstrate our values and behaviours. You will be highly motivated and driven to achieve positive improvements for both HUC and the local population, understanding the provider landscape for Urgent and Unplanned Health & Social Care and be committed to partnership working and innovation.

Principle Responsibilities will Include:

- Working with the Head of CAS to support the day-to-day management of clinical advisory provided services across HUC
- Responsible for ensuring that clinical quality standards, targets and safety expectations are met
- Has oversight / monitoring of CAS budget and is an authorising signature
- Line management of Clinical Managers and staff reporting to them.
- To maximise performance through ensuring effective management, recruitment and training of high-quality staff, ensuring rostering meets business needs including seasonal variations
- To support the resource planning team to ensure resources are available and deployed at the right time
- To put into place plans to actively retain staff, promoting career progression and succession planning within HUC
- Leads the implementation of HUC's strategy within own area
- Setting the operational strategic plan for the services over which the job holder is responsible and to implement plans to ensure compliance
- Assist the Head of CAS with managing CAS performance, supporting the local operations teams to ensure that HUC provides a high quality, patient focused service. Actively managing performance to meet the Key Performance Indicators and Service Level Agreements, taking proactive measures where needed to address
- To assist the mobilisation of new services and changes to service and promote full integration
- To explore and identify opportunities for performance improvement including performance improvement plans.
- Lead the continuous development, mobilisation and implementation of service improvements
- Create and maintain relationships with key Commissioners, Stakeholders and relevant organisations

Job Title: Deputy Head of Clinical Assessment Services

Principle Responsibilities Continued:

- Where needed, stand in for the Head of CAS at internal and external meetings
- To ensure contingency, resilience and escalation plans are in place and regularly tested for all services
- Ensure that colleagues understand and use the incident / risk reporting system and respond to any issues raised within own area
- Responsible for timely and informative communications
- To support the Head of CAS in the Quality and Governance of the service and ensuring that HUC comply with all statutory and commissioner requirements.
- Support the growth of the organisation with contributions to the business development team.
- Part of the HUC silver on-call rota which may at times be attending sites out of hours

Training and Development:

Full training will be given to support the development of this role this will include an apprenticeship
Participation in HUC's performance review and appraisal process
Compliance with mandatory and statutory training requirements

The above duties and responsibilities are intended to represent current priorities and are not meant to be an exhaustive list. The post holder may from time to time be asked to undertake other duties and responsibilities commensurate. Any changes to this job description to take account of changing service needs will be made in discussion with the post holder.



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Supplementary Information:

Our Culture

Every patient deserves our highest standard of care and commitment. In working together innovatively, transparently and constructively with the local community and stakeholders, we can deliver services which meet their specific needs. We learn by listening to patients' views and experiences. We are passionate about sharing our knowledge and expertise by encouraging dialogue both internally and externally to meet our high expectations for patients.

Communications

Maintaining high standards in communication across a scattered and diverse workforce, ensuring compliance in policy and procedure with all staff.

Contributing to creating a culture of open, honest communication and feedback so that all team members benefit and learn from each other.

Equality and Diversity

HUC has adopted an Equality and Diversity Policy to ensure that all job applicants and employees are treated fairly and without favour or prejudice. We are committed to applying this policy throughout all areas of employment: recruitment and selection, training, development and promotion. In all situations, people will be judged solely on merit or ability. It is required of all employees to uphold this policy in the course of their employment with and whilst undertaking their duties.

Mobility / Flexibility

The normal place of work for the post is as stated above, but as a term of employment, post holders may be required to work from any of our establishments.

Health and Safety at Work

In accordance with the Management of Health and Safety at Work Regulations 1992 (as amended) and other relevant Health and Safety legislation, employees have a duty to take responsible care to avoid injury to themselves and others by their work activities and to co-operate in meeting statutory requirements.

Infection Control

Employees must be aware that preventing healthcare acquired infections and infection control is the responsibility of all staff. Clinical procedures should be carried out in a safe manner by following best practice and infection control policies.

Data Protection and Confidentiality

Employees must maintain confidentiality when dealing with sensitive material and information and are required to read, understand, and accept the terms of the Confidentiality, Data Protection and Electronic Communications Policy. The protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, the organisation and individual may be prosecuted. Disciplinary action will be taken for any breach.

No Smoking Policy

HUC recognises the health hazards of smoking for smokers and non-smokers and acknowledges the rights of staff to work in a smoke free environment. Consequently, the organisation has adopted a 'Smoking Policy' which specifies that smoking is not allowed anywhere on HUC premises or near company vehicles.

Safeguarding

Post holders have a general responsibility for safeguarding children and adults at risk in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role. The expectation is that the post holder is familiar with the relevant procedures and guidelines and undertakes training at the appropriate level for their role.

Our Values



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Person Specification

Knowledge and Experience

Essential

- Current professional registration in a clinical field (preferably nurse or paramedic)
- Professional knowledge acquired through training and experience
- Substantial management experience within the NHS or private healthcare delivery
- Experience of NHS commissioning as well as change management and service development
- Strong track record of working collaboratively in cross functional teams
- Strong track record of delivering results
- Highly developed communication and influencing skills
- Proficient in Microsoft packages
- Effective time management skills
- Good presentation skills
- A flexible working approach to the hours required to perform the job and including out of hours, evening and weekend working is an essential element of the role
- Hold a current UK driving license. Flexibly re travel as required by the role

Desirable skills

- Commercial/contract management
- Experience of NHS procurement processes and preparation of high-quality responses

Skills and abilities

Desirable skills

- Budgetary control
- Project management



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General

All employees of HUC must understand and actively participate in Safeguarding, Health and Safety and Equality and Diversity Policies and Procedures to ensure that people who use our services, other employees and stakeholders are safe and respected whilst in HUC's care. Each employee must take joint responsibility with their line manager for their own personal and professional development at work.

Any offers of employment are subject to pre-employment checks, these include DBS Disclosure, References and Social Media checks

Terms of Employment

Appointment attracts a Band 8a comparative salary.
25 Holiday days + bank holidays
NHS Pension Scheme

Process and timescales

Closing Date:

29th June 2022

How to Apply

To apply for this post, please submit:

- A comprehensive CV
- A supporting letter that addresses the criteria set out in the person specification that tells us why you are particularly interested in this role.

Please send your completed application to luisa.gaiteri@huc.nhs.uk