POST DETAILS

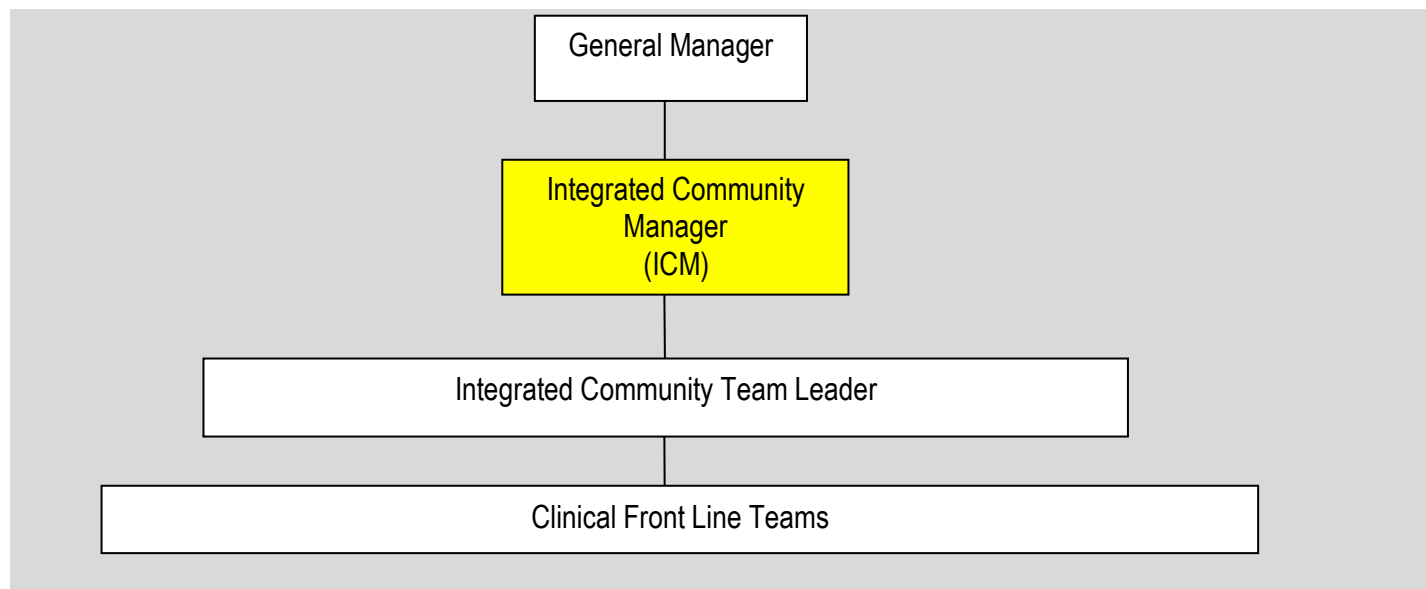|			
Job Title:	Integrated Community Manager	**Band:**	AfC Band 8a
Main Location:	As advertised	**Salary:**	AfC Band 8a pa, pro rata
Reports to:	General Manager	**Accountable to:**	General Manager
Working Pattern:	As advertised	**Job Type:**	As advertised
Date:	June 2018		

KEY PURPOSE/SUMMARY

- To be responsible to the General Manager for the delivery of high quality, patient centred, integrated, cost effective care across the locality by having managerial responsibility across community nursing, community matrons, community therapy, intermediate care and day services where relevant.
- You will be accountable for quality and performance management, contract management, marketing and service improvement of all the community teams within your locality.
- Have lead responsibilities within the community based locality team for the provision, co-ordination and development on an integrated community based team approach, working with the General Manager and other members of the locality team to promote and foster partnership working with key stakeholders.
- In conjunction with the Business Manager, develop business cases and subsequent project plans
- Manage effective and efficient services within an agreed budget
- Contribute to the development and implementation of service strategies and plans within the Division and across DCHS
- Manage and provide clinical leadership to the Integrated Community Team Leaders and across the community teams

ORGANISATIONAL CHART/STRUCTURE

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                    ┌─────────────────────┐
                    │   General Manager   │
                    └──────────┬──────────┘
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                    ┌─────────────────────┐
                    │ Integrated Community│
                    │      Manager        │
                    │       (ICM)         │
                    └──────────┬──────────┘
                               │
          ┌────────────────────────────────────────┐
          │   Integrated Community Team Leader      │
          └────────────────────┬───────────────────┘
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     ┌────────────────────────────────────────────────┐
     │            Clinical Front Line Teams            │
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KEY DUTIES TASKS AND RESPONSIBILITIES

Leadership

- To provide the operational lead and management function to the community based clinical teams within the identified locality to ensure the day to day delivery of services.
- To ensure effective communication systems exist and are maintained across the locality teams utilising a variety of communication methods, (verbal and non-verbal) to appropriately convey highly complex and sensitive information to staff and colleagues of all levels, including external organisations and service delivery partners.
- To work in partnership with DCHS clinical teams, primary care and other key locality stakeholders to ensure services are delivered in the most efficient and responsive manner.
- To review, plan and lead developments of the community based teams to develop and harmonise an integrated team approach to support clinical pathways of care within the localities.
- To provide vision and direction to the integrated community based team in consideration of the locality impact of initiatives both local and national.
- To provide financial steer and support to the clinical team so that there is effective management of locality budgets to ensure provision of effective, efficient services which operate within those budgets.
- To establish and maintain effective communication and clinical governance across the locality team ensuring that staff are clear as to the service/locality objectives that need to be delivered and the targets that need to be met.
- To ensure that systems for the collection and provision of locality activity are maintained and to analyse and interpret such data for reporting purposes.
- Provide and receive complex or sensitive information.
- Communicates business sensitive information/agreement or co-operation from NHS staff at all levels of the organisation.
- A completer finisher, the post holder will be required to work to tight deadlines and deliver projects to agreed quality standards and timescales.
- Motivational skills to encourage collaborative working to improve services/performance where there may be resistance to change
- The post holder will be able to manage complex facts or situations requiring analysis, interpretation, comparison of range of options

- The post holder will review and use qualitative assessment to ensure compliance with a range of targets
- The post holder will make proposals and recommendations to other managers based on performance information provided to them
- Planning and organising complex activities and programmes requiring formulation and adjustment to plans.
- To ensure an integrated approach across the locality and partnership working with key locality stakeholders is promoted.
- Organising broad range of complex activities
- Formulates, adjusts plans or strategies in line with moving towards integrated team working.
- Organise multi-disciplinary meetings.
- Plans new ways of working, facilitates collaborative working for performance and service improvement
- Managing a diverse team of clinical staff across a range of locations.
- To provide effective leadership and management support to the Integrated Community Team Leaders and community based integrated clinical teams
- To assist the general manager in applying change management theory to support staff as the focus moves from departments and facilities to patient pathways and outcomes and the functions provided along these pathways.
- To facilitate a culture of continuous improvement across the services
- To ensure appropriate governance measures and processes e.g. clinical supervision, professional/peer mentoring and support are in place and maintained across locality team
- To ensure that the appraisal process is cascaded through the community team and individual objectives are identified and actioned
- To ensure professional development opportunities exist for locality team and self.
- With the general manager develop a training and development/workforce plan for service areas and review accordingly.
- To ensure that all the Quality People metrics are delivered for the service for which they are responsible including appraisals and development plans
- Act as a role model for excellence in the DCHS way
- Lead on the recruitment and retention of staff within clinical teams.
- To ensure that all relevant policies and procedures are adhered to by all staff.
- To ensure appropriate incident reporting and subsequent action planning and management takes place.
- To steer and support the effective management of the locality based budget to ensure individual service financial targets are met.
- To ensure that all locality clinical staff are clear as to the locality service objectives that need to be delivered and targets that need to be met.
- To develop close working relationships and good lines of communication with locality social services, CCG , primary care and other key locality stakeholders
- To work with the Community Team Leaders, General and Business Manager in developing and maintaining effective information systems across the related services.
- Ensure the collection and provision of clinical activity are maintained, analysed and acted upon.
- To ensure that clinical care, planning and provision is integrated across the community based locality teams and that partnership working with key locality stakeholders is promoted.
- To work closely with the general manager/business manager to ensure service level agreements are developed which support the efficient and effective delivery of locality based services.
- To work with key stakeholders to ensure that locality based pathways of care are delivered as seamlessly as possible and provide truly integrated health and social care services.
- To support the involvement of local people in the development of services by ensuring mechanisms for PPI and patient feedback across community services.
- Along with other leads participate in regional and national networks
- Work with the General Manager and the Business Manager to proactively develop new business relationships with

other agencies and organisations.

- Work with the General Manager to identify new opportunities in the marketplace, to include research, information/market analysis.
- Identify, manage and monitor clinical risks
- Develop clear plans to meet quality requirements of external agencies e.g. CQC and all CQUIN targets.
- Lead on audits and ensure all agreed outcomes are actioned

Patient Care

- May at time be required to deliver direct patient care i.e. escalation.
- Is able to support, empathise and engage with patients and their carers in order to understand their needs and concerns.

Strategy and Service Development

- To support the general manager/ business manager in developing proposals and plans for the service.

Financial Resources/Management

- Authorised signatory, small/large payments; hold delegated budget
- Authorised signatory for travel arrangements, meeting expenses; holds budget for clinical teams

Autonomy/Scope within Role

- The post-holder will be guided by general policies
- Works on own initiative, specialist for own area

KEY RELATIONSHIPS

The post holder will demonstrate professional, well established and effective communication skills, both within and external to the organisation.

Key Working Relationships Internal:

- General Managers,
- Business managers and other Corporate Support functions
- Integrated Community Team Leaders
- Clinical and administrative staff across the service
- Director, Associate director and other assistant directors in provider directorate

Key Working Relationships External:

- Patients and their carers
- Partners in Derbyshire County Council
- Clinicians and Managers in NHS Provider Trusts
- Commissioners/CCGs
- Provider GPs and the practice staff
- Private/voluntary sector partners

KEY VALUES: WORKING THE DCHS WAY

Our Vision

"To be the best provider of local health care and be a great place to work"

Our Values

- To get the basics right
- To act with compassion and respect
- To make a difference
- To value and develop teamwork
- To value everyone's contribution: "everyone matters"

EFFORT REQUIRED WITHIN THE ROLE AND WORKING ENVIRONMENT

The post holder will be expected to perform a degree of effort within the context of the role capturing elements of physical, mental and emotional demands.

Physical
- There is a frequent requirement for sitting in a restricted position (i.e. at a workstation) for some periods of the day. Travel around the locality locations on a regular basis.

Emotional
- Exposure to emotional or distressing circumstances in order to support clinical teams with issues, situations that have arisen.

Mental
- Frequent concentration, work pattern unpredictable. Concentration required for checking documents and for inputting into the computer.
- Interruptions to deal with operational issues

Working Environment
- The post holder's exposure to unpleasant working conditions and hazards may arise when supporting clinical teams in practice. The post holder will be required to travel between Provider sites.

HEALTH & SAFETY

In addition to the responsibilities of the Trust under Health and Safety legislation you are reminded of your responsibilities for health and safety at work under the Health and Safety At Work Act 1974 as amended and associated legislation. These include the duty to take reasonable care for the health and safety of yourself and of others in your work activities or omissions, and to co-operate with your employer in the discharge of its statutory duties.

You must adhere strictly to the policies and procedures on health and safety, and report all accidents, dangerous occurrences, unsafe practices or damage to your manager promptly using the Trust's incident reporting system.

You must make use of appropriate training, safety equipment, protective clothing and footwear and attend training. Failure to comply with these requirements may result in disciplinary action.

JOB DESCRIPTION AGREEMENT:

Job Holder's Name and Signature:	Date:
Line Manager's Name and Signature:	Date:

PERSON SPECIFICATION

Is the criteria essential or desirable and how will it be assessed

Criteria

Education, Qualifications and Training	Essential / Desirable	Assessment
Degree qualification or equivalent level of study/work experience.	E	A / C
Post graduate management qualification or equivalent experience.	E	A / C
Current registration as registered nurse or AHP.	E	A / C
Post graduate management qualification (eg Diploma in Management Studies) or equivalent experience.	D	A / C

Experience and Knowledge Required		
Demonstrable experience at an operational management level, ideally within the healthcare industry	E	A / I
Proven operational management experience	E	A / I / R
Proven clinical leadership experience, ideally within the healthcare industry	E	A / I / R
Proven ability to operationally manage multiple projects at any one time	E	A / I / R
Understanding of NHS, current health agenda (high quality care for all, world class commissioning, choice, co-operation and competition agendas), including primary care strategies	E	A / I / R
Good financial awareness and control	E	A / I / R
Able to demonstrate experience of being patient centric in approach to service development	E	A / I / R
Change Champion' – able to demonstrate	E	A / I / R

evidence of delivering a change programme to achieve targets set - experience of effectively applying change management skills in an environment influenced both by internal and external changes		
Experience of key stakeholder management	D	A / I / R
Management and training/coaching experience	D	A / I / R
Knowledge and experience of delivering work stream solutions which include clinical services, governance and compliance, IM&T etc.	D	A / I / R
Understanding of the financial imperatives within a Trust	D	A / I / R
Knowledge and understanding of the sustainability agenda	D	A / I / R

Skills and Attributes

Strong interpersonal skills	E	I / R
Confident communicator, willing to represent the Trust within the region	E	A / I / R
Influencing and persuasion skills	E	I / R
Data collation and analytical skills	E	A / I / R
Developed report writing skills	E	A / I / R
Ability to communicate across a range of audiences	E	A / I / R
IT skills, able to produce reports, present data etc.	E	A / I / R

Aptitude and Personal Qualities

Self-starter	E	I / R
Clinically credible	E	I / R
Calm	E	I / R
Organised	E	I / R
Customer focused	E	I / R

Values, Drivers and Motivators

Can be faced with complex clinical issues to resolve.	E	I / R
Can be faced with emotional situations.	E	I / R
Requirement to complete complex clinical reports, i.e. coroners statements	E	I / R
Requirement to travel across Derbyshire	E	I / R

E = Essential D = Desirable A = Application I = Interview T = Test C = Certificate R = Reference