

Service Manager

Department: Health and Community Services

Division: HCS 24

Reports to: Clinical and Quality Lead

JE Reference: HCS1006.2

Grade: 13

JE Date: 27/4/2021

Job purpose

The post holder will manage, coordinate and lead multi professional teams across Health and Community (HCS) intermediate care services. They will have dedicated teams within their portfolio that they will manage directly. They will be required to work with statutory, voluntary and third sector providers to deliver intermediate care services for the population of Jersey.

HCS 24 will provide a centralised point of contact for care navigation between statutory and voluntary organisations. Multi professional teams will be co-located within a hub model, working together to provide a health and social care services.

The post holder will be the operational lead for HCS led services and will work closely with stakeholders and voluntary/3rd party service providers to provide innovative care services that will be embedded over the next 4 years.

Job specific outcomes

- Provide expert strategic and operational advice to the Clinical and Quality Director on matters relating to the workforce to ensure best practice is embedded in provision.
- Responsibility for the delivery of the workforce strategy across HCS 24 ensuring that all key objectives are incorporated into service plans and objectives for all staff.
- Provide advice to stakeholders on operational and professional issues relating to workforce within the care group to ensure that appropriate governance controls are in place in relation to professional regulation, supervision, revalidation and training ensuring a workforce that is fit to practice.
- Lead the HCS agenda for the multi professionals across HCS 24 ensuring the development of practice in line with care closer to home and local integration of services across Jersey's health system.
- Develop the performance of direct reports to maintain a high quality workforce that underpins the strategic direction of the organisation and ensures effective delivery of high quality care.

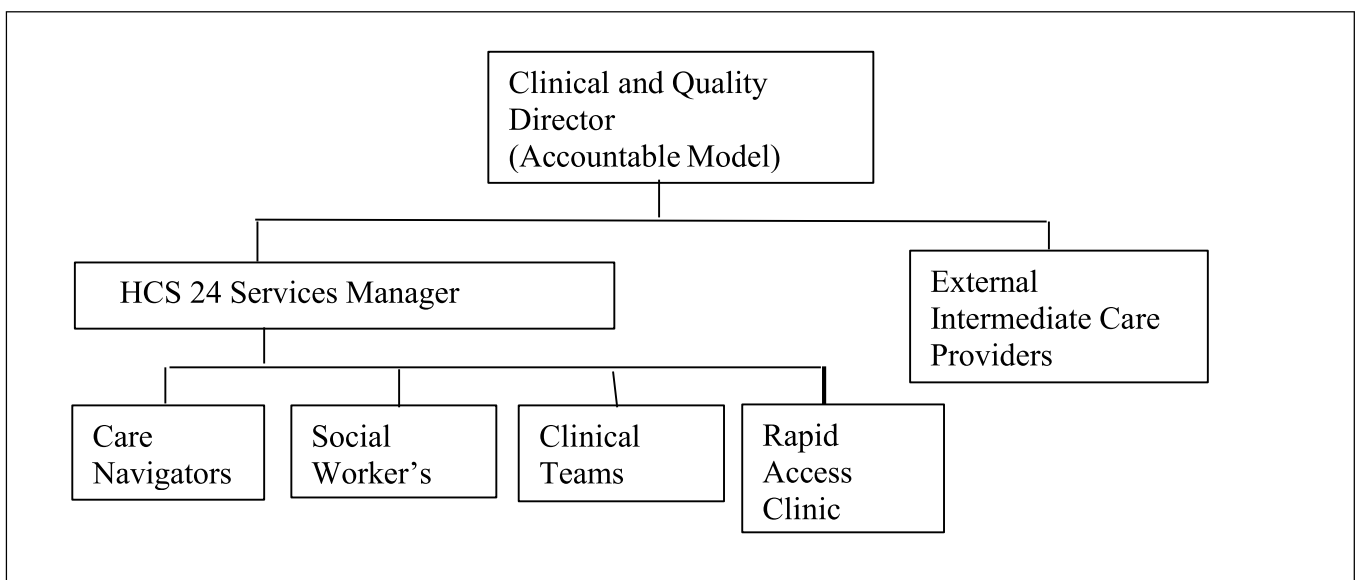
- Analyse standards of patient care and service delivery through the implementation of continuous quality improvement initiatives, regular service evaluation including data collection and writing reports, and developments that involve patients/users of the service.
- Provide clinical and operational/managerial advice and expertise to ensure that best practice is promoted and delivered in order to reduce the risk to patients and that the safety of the patient journey is maximised.
- Communicate national and local policies and initiatives that impact on patient care to ensure practice remains contemporary and within guidelines.
- Embed governance assurance processes in relation to safety and quality to ensure high standards of care delivery are in place.
- Ensure effective budgetary management amongst the delegated budget holders to ensure that service provision is financially sustainable.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Organisation chart



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<ul style="list-style-type: none"> • MSc in appropriate subject (clinical or managerial) • Recognised Teaching/Mentoring qualification • Evidence of continuing professional development 	<ul style="list-style-type: none"> • RN or Allied Health • ECDL • Rehabilitation Course/Older People Care Course
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<ul style="list-style-type: none"> • Extensive knowledge of intermediate care services in a variety of settings • Sound governance knowledge • Understanding of the local health and social care structures and partnerships • Understanding of how charitable/voluntary organisations can contribute to support local people • Knowledge of professional codes of conduct 	<ul style="list-style-type: none"> • Knowledge of telecare and/or guidance
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle licence etc.</i></p>	<ul style="list-style-type: none"> • Good command of English language • Excellent communication skills both written and verbally to people of different backgrounds and anxiety levels with the ability to build a rapport and Trust over the telephone • Data Protection knowledge • Clean driving licence and access to transport 	<ul style="list-style-type: none"> • Portuguese, Polish or Romanian language verbal skills
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<ul style="list-style-type: none"> • Ability to work shifts 365 days a year • Self-starter • Previous rehabilitation care skills/knowledge • Risk, Governance and quality skills • Budget Management • Ability to lead, inspire and develop new teams • IT literate • Ability to multi task complex and sensitive information • HR management skills • Change management skills • Contributing to Business Case and strategy planning 	

<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<ul style="list-style-type: none"> • Extensive rehabilitation skills and knowledge • Excellent comorbidities knowledge • Broad leadership skills • Previous budget holder • Previous investigative and report writing experience • Staff performance • Previous experience of commissioning and implementing new services • Research/Implementation of evidence based practice • Training, coaching and supporting junior staff 	
<p>Criteria relating to Safeguarding <i>Other requirements needed to confirm suitability to work with vulnerable people e.g. attitudes, skills, experience etc.</i></p>	<ul style="list-style-type: none"> • Ability to work with vulnerable people • Experience of safeguarding in practice 	

Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 4 core accountabilities attributes and behaviour indicators.