

General Manager

Department: Health and Community Services

Division: Group Managing Director

Reports to: Head of Care Group

JE Ref: HCS595

Grade: CS14

JE Date: 20/04/2020

Job purpose

The General Manger is responsible for the effective strategic and operational management of the Care Group, ensuring the delivery of high quality patient services within the resources available.

The General Manager will provide leadership and direction to the services in the Group taking the lead for developing strategies in line with the overall strategy and transformation programme.

Job specific outcomes

1. Lead the development of the strategic direction for the care group in line with the overall HSC strategy and transformation programme, ensuring that all key objectives are incorporated into service plans and objectives for all staff.
2. Analyse performance data and trends to identify opportunities to improve the services of the group and department, and recommend policy and legislative changes with relevant stakeholders, thereby ensuring that services meet the needs of the people of Jersey and the organisation's One Government vision.
3. Develop, plan and lead the implementation of new service initiatives or amendments that may be based around new technologies or new ways of delivering existing services in order to support the best outcome for patients and the department.
4. Lead and deliver change and continuous improvement projects through appropriate project management methodologies. Ensure governance and effective reporting arrangements are in place and followed for their care group in order to achieve service delivery objectives and realise target benefits.
5. Implement, embed and maintain an effective clinical governance and risk management framework to drive improvement through measurement, analysis, research and implementation of strategic solutions, ensuring effective controls and in line with the overall HCS Governance Framework.
6. Design and implement change within the care group acting as a change agent and role model to gain commitment from colleagues and motivating the workforce to overcome barriers and improve effectiveness.

7. Drive the successful financial & business planning of the group, ensuring compliance with Financial Directions, whilst continually balancing budgets to ensure quality/safety/efficiency for service users.
8. Implement, maintain and develop effective multi-agency links, joint working and processes which enable the department to meet its statutory and common law duties of care towards patients/clients and staff.
9. Responsible for ensuring effective safeguarding measures and processes are in place to protect vulnerable adults and children including escalating to the appropriate bodies/agencies in order for them to provide support.
10. Ensure the Care Group is compliant with policies and procedures relating to care delivery and recognised standards as well as corporate policies.

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.

Organisational structure



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications <i>Please state the level of education and professional</i>	Educated to Degree level in a nursing, or health, or care subject, or equivalent.	Project Management qualification

<p><i>qualifications and / or specific occupational training required.</i></p>	<p>Master's degree in health or care related subject, demonstrating the ability to critically analyse.</p>	
<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>	<p>Knowledge of business planning and policy development within a health or care setting</p> <p>Working knowledge of health and care service delivery issues.</p> <p>Knowledge of risk management in a health and care setting</p> <p>Knowledge of how to drive and embed organisational change and to embed new ways of thinking</p>	
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Competency and understanding in the use of medical terminology.</p> <p>Ability to interpret the relevant clinical and professional standards legislation/requirements within the Care Group.</p> <p>Ability to analyse data to inform service delivery</p> <p>Knowledge of changes and developments within health and care services, particularly the UK National Health Service.</p>	
<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>	<p>Ability to analyse highly complex, sensitive and contentious information and develop a range of options.</p> <p>Ability to negotiate with senior stakeholders on difficult and controversial issues</p> <p>Ability to deliver complex information to external stakeholders and large and influential individuals/groups.</p> <p>Persuade and influence senior stakeholders of the respective merits of different options, innovation and new opportunities.</p>	

	<p>Problem solving skills and ability to respond to sudden unexpected demands and resolve problems before they arise.</p> <p>Able to provide effective management of people and resources, and/or project team management to achieve complex or high priority objectives, and develop others personally and professionally.</p> <p>Demonstrates knowledge and understanding of equality of opportunity and diversity policy and practice.</p>	
<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>	<p>Experience of working at a senior operational management level within a Health or Care setting.</p> <p>Experience of patient activity demand and capacity planning.</p> <p>Experience of writing business plans and policy development.</p> <p>Experience of Care Quality Commission audit reporting and standard requirements.</p>	

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.