

Private Patient Speciality Manager

Department: Health and Care Jersey

Division: Chief Operating Officer – Acute Services

Reports to: General Manager

JE Ref: HCS648.1

Grade: CS12

JE Date: 31/01/2025

Job purpose

Leads on co-ordinating and implementing the private patients service business initiatives and projects, ranging from strategic direction to operational application.

Undertakes projects to support the delivery of high-quality patient services ensuring positive outcomes are delivered to time, cost and quality.

Supports delivery of private patients' services to achieve and exceed budgetary targets and maximise income to Health and Care Jersey.

Job specific outcomes

1. Implement and develop private patients service objectives, strategies and work programmes (under the direction of the General Manager) to ensure alignment with Health and Care Jersey objectives and good practice in health care.
2. Pro-actively monitor and review the Private Patients Service performance standards against agreed objectives, challenging where performance needs improving as necessary, initiating steps to address issues and improve performance in line with HCJ standards to ensure a high performing culture.
3. Ensure effective co-ordination of private patient improvement projects to maximise quality and efficiency, collaborating with key specialists from across the department to ensure delivery of required outcomes.
4. Provide expert and specialist advice on matters relating to 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.
5. Implement risk and governance strategies, ensuring that risk registers are up to date, mitigation actions are monitored for completion, and that business continuity plans are actively managed, and appropriately tested so that HCJ exposure to risk and unanticipated incidents is managed as effectively as possible.
6. Monitor all work streams to ensure that the vision and direction of the service is facilitated to further the work of the department.

7. Review a range of activity and demand data which facilitates the development and improvement within the service.
8. Support regular updates to service tariffs and self-pay packages (under the direction of the General Manager).
9. Implement marketing and communications activity with both internal and external stakeholders to maintain relationships and the profile of the service.
10. Undertake research into new technologies or new ways of delivering existing services in order to support the best outcome for patients and the department.
11. Carry out regular audits and benchmarking exercises to ensure the service is up to date and compliant with policies and procedures relating to care delivery and income capture.
12. Leads on providing performance management to members of the service providing intervention where appropriate to develop colleagues' capabilities in service delivery. To include line management of relevant team leaders.

Statutory responsibilities

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

Organisational structure





Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	Degree level qualification in Health and Care related subject or equivalent.	Management qualification, or prepared to work towards, in order to evidence business acumen
Knowledge	<p>Working knowledge of project management methodologies, stakeholder engagement and data analysis</p> <p>Working knowledge of health and care service delivery issues</p> <p>Strong evidence of patient activity demand and capacity planning in order to inform service development</p>	

<p>Technical / Work-based Skills</p>	<p>Ability to interpret the relevant clinical and professional standards legislation/requirements within the health care.</p> <p>Strong analytical skills to understand complex data or situations, select the appropriate approach to resolve the problem.</p> <p>Demonstrable skills using such as Microsoft Word, Excel, PowerPoint and Project</p>	
<p>General Skills/Attributes</p>	<p>Strong leadership skills with the ability to motivate employees through change whilst delivering service objectives in line with the overall vision.</p> <p>Ability to professionally challenge any views, responses or decisions.</p> <p>Must have an eye for detail, the ability to problem solve, to process work with accuracy and prioritise tasks</p> <p>Ability to work on own initiative and to make decisions where appropriate.</p> <p>Ability to produce high-quality, easy-to-understand written reports and presentations.</p>	
<p>Experience</p>	<p>Experience of working at an operational level within a Health or Care setting in order to understand service demands.</p> <p>Experience in the planning, management and delivery of change</p>	

	and continuous improvement projects	
Criteria relating to Safeguarding	Adhere to departmental safeguarding policy	

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 5 core accountabilities attributes and behaviour indicators.

The standards relevant to this tier, identified in the States of Jersey core accountabilities attributes and behaviour indicators, are to be attached in a separate document.