

**A4C Banding No: P3273**

## Job Description

<b>TITLE:</b>	Service Clinical Manager (Production Laboratory)
<b>DEPARTMENT:</b>	Group 3 - Production Laboratory
<b>LOCATION:</b>	Birmingham Dental Hospital & School of Dentistry
<b>MANAGERIALLY ACCOUNTABLE TO:</b>	Group Clinical Manager/Lead Dental Matron
<b>PROFESSIONALLY ACCOUNTABLE TO:</b>	Divisional Director of Nursing and Therapies (DDN&T)
<b>BAND:</b>	8a
<b>HOURS:</b>	37.5 hours

### Job Purpose

The post holder will; in support to the Group Clinical Manager/Lead Matron and heads of services be responsible for the clinical operational management and clinical improvement of services listed in Appendix 1 adjoined to this job description.

The post holder will oversee the clinical effectiveness of the service(s) overseeing the Service(s) response to Complaints, Patient Experience and Staff Survey feedback. This information will be used by the post holder, in parallel with Incident, Safety, Safeguarding, ECI, clinical harms, outcomes from clinical forum, and in liaison with clinical colleagues to ensure the service delivers high quality and effective care.

The post holder will work in liaison with the Service Manager in rota management (including safe staffing), the delivery of activity against agreed activity plans, managing overall caseload and waiting time performance for service(s) listed in Appendix 1.

The postholder will support on Cost Improvement Schemes for their respective areas, as well as ensuring service delivery is maintained within the set budget for respective Service(s) providing clinical expertise, as determined by the leadership team when delivering these. Where required the post holder will support to the development of business cases and continued transformation/improvement of service(s). The post holder will lead on the recruitment and retention of the clinical workforce across the respective services.

In addition, the post holder will act as a point of escalation for staff within the service to ensure smooth delivery patient care and of service(s) as well as addressing any operational issues impacting on service deliverability.

## Responsible for

Direct line management for clinical roles as per Appendix 1 and responsible for clinical operational delivery.

The post holder will be a budget holder for the Service(s) along with the Service Manager as per Appendix 1

## Main Duties

- Assist the heads of services and group / service managers in providing clinical operational leadership and responsibility for the Service(s) listed in Appendix 1, this will include clinical advice and expertise where required.
- To maintain Complex Clinical Caseload in respective clinical field where necessary, this will require the post holder to maintain own professional knowledge and personal development.
- Work with heads of services to provide Clinical leadership in the development of clinical/standard operational processes. To ensure clinical policies and practices are in place and adhered to for all services.
- To maintain visibility within clinical areas and support staff regarding clinical matters/patient care, to ensure patients receive best possible outcomes and experience.
- Where required to provide Service clinical operational leadership/support for all student and educational placements in the group of services.
- The post holder will support the Divisional on call rota where requested.
- To provide support in the overall management of budget(s) for the Service(s) listed in Appendix 1.
- In partnership with Divisional colleagues, to constantly review and improve the service(s), taking into account local and national guidelines and guidance from Professional Leads.
- Support the facilitation of robust CIP identification, reporting and monitoring approach for Services listed in Appendix 1, working with with heads of service in providing clinical expertise to ensure that clinical outcomes continue to be delivered.
- Work with the DDNT & Professional Lead to develop the strategic overview for continuing quality improvement within service(s), providing leadership and clinical support to clinical staff to enable change. This includes setting the direction, facilitating strategic discussion, establishing the agendas for action, motivating people and anticipating issues.
- Work with the Divisional management team to develop as required new clinical initiatives and service developments to improve service outcomes for patients whilst ensuring that plans are in place to monitor on Quality impact assessments.

- In collaboration with the Professional Lead promote development of audit activity to enable benchmarking of services and clinical governance processes.
- Ensure robust communication systems exist for the dissemination of information to Teams.
- To work in conjunction with patient experience to, where able, resolve concerns and complaints both locally & formally. This may require support from wider MDT.
- To maintain and improve clinical performance standards, in conjunction with wider clinical team by monitoring compliance through relevant clinical audits such as monthly Essential Care Indicator and Safety Thermometer audit etc.
- In conjunction with the Professional lead to ensure that clinical audits are undertaken as per divisional clinical audit plan and to support services in overseeing improvements required where identified
- Work with the Professional Lead in developing a clinical Strategy for the service(s) listed in Appendix 1.
- To ensure service users are involved in the evaluation and development of service(s) listed in Appendix 1.
- Ensure in partnership with the DDNT & Professional Leads that adequate practice support is available for all relevant start groups
- To support Service Manager in the delivery of activity and performance of services, this will include clinical oversight of demand & capacity planning.
- To lead on the recruitment and retention of staff within service(s) listed in Appendix 1.
- To proactively identify and manage risks within the service portfolio.
- Ensure integration of governance and quality improvement processes at service level ensuring service is properly represented at Divisional Governance Committees and agreed actions are implemented.
- To lead on the training and development of identified staff, whilst overseeing training programme for the service portfolio.
- In collaboration with heads of service be responsible and accountable for the clinical operational delivery and performance within the Group and services listed in Appendix 1.

## **Other Duties and Responsibilities**

## **Finance and Resource Management**

- To support the Service Manager in delivering financial budgets and clinical components of Cost Improvement Plans.

- To provide clinical leadership to the efficiency and productivity of Service clinical resources and to demonstrate this on an ongoing basis through the use of KPIs defined by the Divisional Senior Leadership Team

## **Service Delivery and Development**

- Develop operational and business plans for all Services in liaison with the Group Manager and head of service which support the delivery of activity and service development in line with the the Divisional and Trust Strategy and maintain and monitor these plans in conjunction with the Divisional Senior Leadership Team.
- Ensure Equality, Diversity and Inclusion are embedded into the core business of the Service in line with the corporate framework; including governance arrangements, planning processes and ensuring this is embedded within the ongoing policy and service development processes.
- Ensure that Equality Impact Assessments are actively undertaken and considered when redesigning services or reviewing/developing policies.
- To provide clinical insight into the development on business cases, bids and information papers on behalf of the appropriate stakeholder, both internal and external to the Service, as required.

## **Governance and Performance**

- Responsible for the clinical performance of the services within the Service as directed by the GCM in their liason with the Heads of Services, and contribute towards Division-wide performance management, demonstrating achievement of objectives on a consistent basis within agreed timescales.
- Work with the Service Manager to ensure that effective governance arrangements are in place for identifying and mitigating risk and that a culture exists of continuous service review, transformation and evaluation and where staff can raise concerns safely and expediently with service delivery.
- Undertake and/or supervise investigations following incidents, accidents or complaints and where appropriate seek guidance and support from the Service Manager, head of service and Divisional Governance colleagues as required to identify and undertake any remedial action if relating to clinical services directly and to take disciplinary action as required, ensuring that there is wide spread dissemination of the lessons learned.
- Promote and raise awareness of individual responsibilities with regard to Governance including health and safety legislation.
- Facilitate the collection and collation of appropriate data and information, including benchmarking data to enable the interpretation and analysis of service performance.
- Establish information flows, analysis, and reporting that supports a culture of evidence based management decisions.

- In liaison with the heads of service and Service Manager, ensure staff at all levels are fully engaged in understanding the service specifications and performance targets for their service(s) by creating a robust communication plan, staff engagement strategy, individual or team work plans and objectives, and training as required.
- Responsible for the development and management of a Service Risk Register

## **Management & Leadership**

- To provide strong visible, inclusive and compassionate leadership across the Service, ensuring delivery of high quality, safe and effective services, against agreed outcome measures, service level agreements, activity and finance targets.
- Have an understanding of the national perspective and future strategy for the NHS and related areas of health to ensure the Service Managers are fully aware of the implications and can contribute effectively through their work and liaison with service colleagues to service improvement.
- Provide a clear, effective and appropriate leadership style that engages and empowers all members of your Team to perform to high standards and innovate.
- Ensure supportive staff management arrangements are in place and carry out personal development reviews (PDR's) for direct reports. Ensure all staff in your sphere of responsibility have annual PDR's resulting in specific objectives and effective personal development plans including identifying the learning and development needs of individuals.
- Develop staff knowledge and skills to promote equality and diversity and address inequalities both in employment and service delivery. Ensure specific equality, diversity and inclusion objectives are included in PDR's.
- Develop a working culture that ensures Health and Wellbeing and promotes a 'Great Place to Work' and Learning for staff.
- Establish effective structures and processes that support effective communication and promote the culture of compassionate, inclusive leadership across all teams.
- Ensure that individual staff members work in a climate where their contribution is valued, developing roles across boundaries and working collaboratively in teams.
- Undertake disciplinary/grievance investigations and sit on panels as required.

To minimise the Trust's environmental impact wherever possible, including recycling, switching off lights, computers, monitors and equipment when not in use. Helping to reduce paper waste by minimising printing/copying and reducing water usage, reporting faults and heating/cooling concerns promptly and minimising travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

To undertake other duties commensurate with this grade of post in agreement with the relevant line manager.

Responsible for ensuring identified training and development is undertaken appropriate to the postholder's role.

## **Key Relationships**

To establish effective working relations with the following:

- Divisional Director
- Divisional Medical Director
- Deputy Divisional Director
- Divisional Director of Nursing and Therapies
- Group Clinical Manager
- Heads of Service
- Service Manager
- Divisional Finance Managers
- HR/ Estates/ Information/ Service Transformation Leads
- External Commissioners
- Clinical and Non Clinical Staff & Students within Services

## **Performance Management**

All employees have a responsibility to participate in regular appraisal with their manager and to identify performance standards of the post. As part of the appraisal process every employee is responsible for participating in identifying their own training and development need

## **Health & Safety at Work**

Attention is drawn to the responsibility of all employees to take reasonable care for the health & safety of themselves and other people who may be affected by their actions at work.

## **Equal Opportunities**

Birmingham Community Healthcare NHS Foundation Trust is committed to being an equal opportunities employer and welcomes applicants from people irrespective of age, gender, race and disability.

## **Safeguarding**

It is the responsibility of all staff to safeguard and protect children and adults at risk at all times and staff must report any concerns as per Safeguarding Children and Safeguarding Adults policies, which are available on the Trust's intranet. Every member of staff must undertake regular mandatory safeguarding training at a level relevant to the role.

## **Smoking**

The Trust operates a No Smoking policy.

## **Mobility**

Whilst the postholder will be based at the Birmingham Dental Hospital & School of Dentistry this is a Trust wide appointment and travel around the Trust may be required.

## Confidentiality

Your attention is drawn to the confidential nature of information collected within the National Health Service. The unauthorised use or disclosures of patient or other personal information is regarded as gross misconduct and will be subject to the Trust's Disciplinary Procedure and, in the case of both computerised and paper-based information, could result in a prosecution for an offence or action for civil damages under the Data Protection Act 1998.

## Sustainability

The Trust attaches great importance to sustainability and Corporate Social Responsibility. It is therefore the responsibility of all members of staff to ensure that the Trust's resources are used efficiently with minimum wastage throughout their daily activities

## Dignity in Care

Birmingham Community Healthcare NHS Foundation Trust (BCHC) is committed to providing dignity in care for all our patients and service users across the Trust.

All staff, workers, volunteers, students and individuals undertaking work experience/shadowing, irrespective of the role they specifically undertake, are required to adhere to BCHC's vision, values and professional standards. This also involves working with and alongside colleagues and partners, demonstrating a duty of candour (i.e. honesty and straightforwardness), openness and accountability in order to achieve high quality and the best possible care outcomes for our patients, service users and the local community.

## Infection Prevention and Control

The Trust is committed to minimising any risks of healthcare associated infection to patients, visitors and staff. All employees must attend Infection Prevention and Control training as required for their post. Employees must be familiar with and comply with Infection Prevention and Control policies available on the Intranet.

## Job Description

This job description will be subject to discussion and reviewed on an annual basis within the appraisal process.

**POST HOLDER'S SIGNATURE:**

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**DATE:**

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**A4C Banding No: P3273**

**PERSON SPECIFICATION**

<b>Title</b>	Service Clinical Manager (Production Laboratory)	<b>Band</b>	8a
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<b>Example key areas</b>	<b>Job requirements</b>	<b>W</b>	<b>How identified</b>	<b>Candidate score</b>	<b>Comments</b>
<b>Qualifications training</b> <b>Qualifications / training</b> Level of education; Professional qualifications; Vocational training; Post basic qualifications; Training and learning programmes/courses	Degree level education or equivalent experience	E			
	Membership/Registration of relevant professional body	E			
	Evidence of / continuous professional development	E			



Example key areas	Job requirements	W	How identified	Candidate score	Comments
<b>Experience</b> Length and type of experience  Level at which experience gained	Significant clinical experience in relevant professional area	E	A/I		
	Significant relevant experience working at senior management level	E	A/I		
	Significant relevant experience of and exposure to performance setting and monitoring	E	A/I		
	Significant experience of managing budgets within financial constraints/targets	E	A/I		
	Significant experience of line managing staff/teams	E	A/I		
	Experience in preparing reports to be presented to senior level stakeholders and committees	E	A/I		
	Significant experience of utilising PC tools/programmes to manipulate, analyse and present information to be	E	A/I		

Example key areas	Job requirements	W	How identified	Candidate score	Comments
	distributed to senior level colleagues	E	A/I		
	Experience in identifying education and training needs of staff, supporting them in their professional development	E	A/I		
	Experience of managing budgets	E	A/I		

Example key areas	Job requirements	W	How identified	Candidate score	Comments
<b>Skills/knowledge</b> Range and level of skills Depth and extent of knowledge	Knowledge of local health economy	E	A/I		
	Knowledge of current NHS Framework	E	A/I		
	Comprehensive understanding of quality agenda for NHS	E	A/I		
	Excellent organisational skills,	E	A/I		
	Ability to work on own initiative without frequent supervision	E	A/I		
	Excellent interpersonal skills and ability to build rapport and credibility with clinical and managerial Teams	E	A/I		
	Process mapping skills	E	A/I		
	Knowledge of workforce planning, recruitment and retention	E	A/I		

Example key areas	Job requirements	W	How identified	Candidate score	Comments
<b>Personal qualities</b>	Self motivated	E	A/I		
	Ability to prioritise and meet tight deadlines	E	A/I		
	Willingness to learn and share knowledge	E	A/I		
	Proven leadership skills; strong, inclusive leadership style	E	A/I		
<b>Other job requirements</b>	Ability to be independently mobile to travel across the Trust area	E	A/I		
Overall Candidate score					

**W (Weighting)** - **E** = Essential **D**= Desirable

**How identified** = **A**pplication = AF; **I**nterview = I; **T**est = T; **P**resentation = P.