Assistant Directorate Manager  
JOB DESCRIPTION

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| Job Title: | Assistant Directorate Manager- Bury Care Organisation |
| AfC Band: | Band 7 |
| Directorate/Service: | Bury Care Organisation |
| Accountable To: | Directorate Manager |
| Responsible To: | Directorate Manager |
| Base Location: | Bury Care Organisation |
| On-Call Requirement: | No |
| AfC Job Code: | N/A |

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| Values |
| Three values are at the heart of our organisation: Care, Appreciate and Inspire.  Our values and behaviours define what’s important to us as we work alongside each other and with our patients and service users. They also shape what it feels like to work at the NCA and will be central to your development and performance conversations. Together, we will create a culture where care, appreciation and inspiration thrive. |
| Structure Chart |
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| Job Summary |
| Advise and support the Directorate Manager in the planning and organisation of the Directorate. To lead and be responsible for the performance management of Services with in Bury Care Organisation  Support the development of business plans for the Directorate in conjunction with the Directorate Manager, Assistant Director of Nursing & Nursing Professional and Clinical Director and will lead one or more relevant projects or developments. |

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| Key Role and Responsibilities |
| The Assistant Directorate Manager will be responsible for the performance management of one or more specific areas within Bury Care Organisation    The Assistant Directorate Manager will lead and facilitate the development of one or more specific areas within Bury Care Organisation.    The Assistant Directorate Manager will ensure the achievement of activity and budgetary targets for Bury Care Organisation.    The Assistant Directorate Manager will provide strategic advice and leadership for the directorate on professional issues, developments, and performance within the Trust.    The Assistant Directorate Manager will plan, support, and make personal and professional contributions to the strategic management within the Division to achieve quality services offering best value for money.    The Assistant Directorate Manager will support the Directorate Manager in ensuring the efficient and effective management of all resources within Bury Care Organisation, ensuring the continuous development and delivery of a high quality, patient focused services.  To collaborate with directorates within and across the CO to provide training, standardised tools, events, knowledge sharing and project tracking for a specified number of programmes of work which will deliver better care at lower cost  Monitor all KPI’s across the divisions including management of RTT and Cancer Performance  Communications and Relationships   * Contribute to effective working relationships within the Division and beyond. * As a member of the Directorate management team, ensure that all members of the Directorate are kept up to date with Trust, Divisional and Directorate developments, and issues. * Provide advice and leadership for the Directorate on professional issues, developments, and performance within the Trust. * Good communication skills are essential in dealing with confidential, sensitive, and complex patient information or where there are challenges to the information being provided.   **Analytical and Judgmental Skills**   * The Assistant Directorate Manager will be responsible for the performance management of one or more specific areas within the Directorates analysing, and interpreting data. * Lead in the collection, production and analysing of relevant financial, activity/case mix service performance and personnel-related data within specified areas. * Review and monitor the performance of specified areas within the directorate to ensure Trust requirements are met * Develop and introduce process changes to ensure recurrent maintenance of activity at target levels within specified areas. This includes liaison with clinicians and the modernisation team to influence working practices to achieve the necessary changes. * Effectively implement service delivery and organisational changes recognising individual and organisational barriers. * Effectively communicate service reconfigurations and organisational changes recognising their potential complicated and contentious nature.   Planning and Organisational Skills  Deputise for the Directorate Manager as appropriate.   * Cover the work of colleagues during periods of absence and peak workload. * As a member of the Directorate Management Team, contribute to innovation and decision making and share collective responsibility for decisions made. * Plan, support and make personal and professional contributions to the strategic management of the Directorate within the Division to achieve quality services offering best value for money. * Implement, monitor, and take responsibility for the achievement of activity, quality, and financial targets of certain areas within the directorate that fall within their area of responsibility including but not limited: - * CQUIN * Official accreditations * Clinic utilisation and productivity * Outpatient KPI’s * Cancelled clinic activity reporting * Clinical Governance (complaints/ incidents etc) * Service, waiting list recovery * RTT Management * Medical Staffing rota management * Management support. This includes:   + Capacity and demand management   + Redeployment of staff and resources as necessary * First line contact for Major Incidents   + Implementation of Trust Escalation plan as necessary   + Dealing with untoward incidents * Monitor all KPI’s across the divisions including management of RTT and Cancer Performance   Physical Skills  Co-operate with and adhere to all statutory regulations, codes of practice, local policies and departmental health and safety rules internally within NCA and with external partner organisations.  Take reasonable care for one’s own health and safety and that of any other person who may be affected by your acts or omissions at work.  Able to monitor and use relevant training and media equipment safely, ensuring accuracy and dexterity  Able to devise and adhere to lesson plans accurately  Able to plan travel according to training rota ensuring adequate time allocated for setting up venue.  Responsibility for Patient Care  As a professional you may come into contact with patients and may be asked to support/advise when necessary  **Responsibility for Policy/Service Development**  Ensure compliance with organisational policies and procedures and national, legal, and professional standards.  Attend strategic/clinical meetings, participating as appropriate with other members of the team.  Contribute to the development of an annual report and participate in service reviews  Support the development and implementation of operational policies, protocols, and guidelines.  Ensure that there is an up-to-date business continuity procedure available for all services within area of responsibility.  Take joint responsibility for risk management, corporate governance and controls assurance within the directorate in conjunction with the Assistant Director of Nursing, Clinical Director and Directorate Manager.  Monitor, review and deliver the standards of certain areas of service delivery, risk management and ensure safe practice in accordance with the Trusts Clinical Governance Strategy. This will include co-ordination of departmental regular health and safety inspections, co-ordination of mandatory training, investigation of incidents, identification of trends and production of recommendations to the  Senior Directorate Manager and the wider Division and investigation of complaints for areas of responsibility.  Develop and implement systems to ensure staff are competent and maintain and develop clinical competencies.  Responsibilities for Financial and Physical Resources  Ensure that resources are used efficiently and effectively and report any causes for concern to the appropriate manager.  Support the identification and delivery of efficiency saving programmes whilst maintaining safe clinical standards and service delivery.  Support the identification and delivery of PAVE programmes whilst maintaining safe clinical standards and service delivery.  Support the prioritisation of equipment requirements for Bury Care Organisation  Responsibilities for Human Resources  Ensure own compliance with regard to mandatory training and revalidation requirements in accordance with PDR and the principle of lifelong learning.  Engage in the Trust’s appraisal process CF2. This will enable the post holder to develop specialist knowledge underpinned by relevant theory and experience.  Be a point of contact and provide educational support for clinical staff.  Provide leadership to all staff in the directorate in conjunction with the Assistant Director of Nursing, Clinical Director, and Directorate Manager.  Undertake effective recruitment.  Ensure that appraisal is cascaded down to all staff working in the Directorate.  Serve as line manager to designated staff within the various Directorate areas. This includes taking action under Trust HR policies (e.g., sickness/absence, grievance, disciplinary, capability) where necessary, with the support of the HR Manager and the appropriate level of liaison with the Divisional Team and Medical Director.  Work closely with the Assistant Director of Nursing, Clinical Director and Directorate Manager in resolving complex and sensitive HR issues within the Directorate.  Ensure that the services adopt flexible working practices that meet the Working Time Regulation and achieve a fair balance between the preferences of individual members of staff and the needs of the Service.  Ensure the Directorate operates in an integrated way through the active co-ordination  of the different professions, effective communication, and promotion of effective multidisciplinary working.  Support the management of additional medical and administrative activity within the Directorate.  Oversee and manage the organisation of medical staff at all levels, within specified areas, to cover the needs of the service as well as the training needs of the doctors concerned.  Responsibility for Information Resources  Ensure that information processed for both patients and staff remains accurate, confidential, and secure in line with the Data Protection Act (1998) and the Security and Confidentiality Policy.  Provide monthly reports of activity and compliance  Responsibilities for Research and Development  The NCA manages all research in accordance with the requirements of the Research Governance Framework. As an employee of the NCA, you must comply with all reporting requirements, systems and duties of action put in place by the NCA to deliver research governance.  **Freedom to Act**  The Assistant Directorate Manager will plan own day to day work and prioritise workload with minimal supervision from the Directorate Manager whilst working within Trust policy and procedures.  Partnership Working  Maintain good relationships and communication channels with all disciplines within the Organisation  **Equality and Diversity**  Promote people’s equality, diversity, and rights.  To recognise the importance of people’s rights and interpret them in a way that is consistent with trust procedures, policies, and legislation.  Making Every Contact Count  *Front* line staff are in an ideal position to offer support and advice on how to improve health and wellbeing  Staff should use their interactions with the public to give them additional advice on health and wellbeing  Staff will be given training and support to help them to signpost people to other services which may improve their health and wellbeing.  Health & Safety  You are accountable for the effective deployment of activities that ensure that your department/clinical team is reducing hospital acquired infection. You will ensure that you and your staff comply with the Trust’s policies on infection, prevention and control. You will ensure that you and your staff receive the training required to maintain competence to execute the Trusts policies on infection, prevention and control. You have a responsibility to bring deficiencies in the deployment of such policies to the attention of your line manager  General Staff (including junior doctors/volunteers/contractors/honorary contract holder/locums/agency bank  You have a personal responsibility to support your department/ward/clinic in reducing hospital acquired infection. You must comply with the Trust’s policies on infection, prevention and control and maintain your competency to effectively discharge your responsibilities. You must bring deficiencies to the attention of your manager.  Safeguarding  The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.  You will be expected to fulfill your mandatory safeguarding training at the  level applicable to this role.   Electronic patient record  To be included in all Clinical job descriptions (Salford Care Organisation only)  Salford Royal uses an Electronic Patient Record (EPR). All Clinicians must use EPR as the primary patient record. It supports delivery of Safe, Clean and Personal patient care. Paper is used only for clinical record components (e.g., fluid charts) that do not at present have an EPR replacement.  The majority of clinical documentation is entered directly on the EPR including health issues, case histories and continuation notes, condition specific structured records and risk assessments. EPR also provides systems for prescribing, requesting most tests and some services, and for viewing results, a local integrated record and correspondence.  Access to this comprehensive EPR is via a unique login and password. All Clinicians working at Salford Royal must receive EPR training.  Code of Conduct  Professional staff that have a national Code of Conduct are expected to adhere to that Code and failure to do so could result in disciplinary action being taken. Staff who do not have a regulatory body are expected to conduct themselves in a professional manner and in line with the Trust values and polices are all time. |

PERSON SPECIFICATION

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|  | Essential | Desirable |
| Qualifications | * First level degree or equivalent level experience | * Certificate in Management studies or willingness to work towards |
| Knowledge, Training & Experience | * Substantial Management experience * Experience of working within complex organisations * Experience of managing change and developing practice * Evidence of partnership working across organisational boundaries. * Experience of developing business cases and leading projects through to completion and evaluation. * Writing policies and guidelines. Setting auditing standards. Problem solving. * Experience of risk management * Experience of staff management. | * Experience of managing budgets and advising budget holders of smaller delegated budgets. |
| Skills & Abilities | * Analytical and judgement skills and ability to think strategically. * Interpersonal skills both written and verbal. * Ability to deal with conflict management and stressful/hostile situations. * Good presentation skills. Innovative and creative in producing future service developments. * Able to demonstrate initiative and judgement in identifying key issues. * Ability to deal with HR issues. Leadership skills- able to cope with diverse teams, located on multiple sites. * Effective decision making * Excellent time management. Strong planning/organisation. * Proven negotiation skills * Strong persuasive and influencing skills. * Computer literacy * RTT knowledge |  |

Living our Values

All colleagues are expected to demonstrate the NCA values and underpinning behaviours as you carry out your role.

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| Values | Behaviours (I will…) |
| CARE  We listen and treat each other with kindness. | Provide the highest standard of care, with compassion and kindness. |
| Communicate clearly, actively listen and be person centred. |
| Seek to understand and empathise. |
| Collaborate to deliver services that are safe and give confidence in our care. |
| APPRECIATE  We value and respect each other’s contribution. | Recognise and openly acknowledge how we all make a difference. |
| Value and respect others and share in celebrating our successes. |
| Treat people fairly, notice, champion and positively appreciate diversity. |
| Provide constructive feedback to support growth and development. |
| INSPIRE  We speak up and find ways to be even better. | Have a voice and act with integrity and honesty. |
| Make time to learn, share and find new ways of working. |
| Be positive, be open to change and empower others. |
| Work with my team and other teams to agree and deliver best outcomes. |

Appendix

The below details all the standard Trust requirements which must be incorporated within the role.

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| Infection Prevention |
| Employees will adhere to all Trust Infection Control policies and procedures which are relevant to the post and undertake any appropriate mandatory training. All colleagues will ensure that advice is sought from the infection control team as required and appropriate action is taken to minimise cross infection. |
| Safeguarding |
| The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees and volunteers to share this commitment. You will be expected to fulfil your mandatory safeguarding training at the level applicable to this role. |
| Health and Safety |
| Employees must act in accordance with the Health & Safety at Work Act 1974, and subsequent legislation, under which they must take reasonable care to avoid injury to themselves and to others who may be affected by their work activities. Employees are required to co-operate with the Trust in meeting statutory requirements. Employees must not intentionally or recklessly interfere with, or misuse anything that is provided in the interest of the health, safety and welfare of colleagues, patients, and the general public. |
| Confidentiality and Data Protection |
| Employees are required to uphold the confidentiality of all records held by the Trust, whether patient records or Trust information. Unauthorised disclosure of any confidential information, or that covered by the Data Protection Act may result in disciplinary action. |
| Equality and Diversity |
| All colleagues are required to understand the equality and diversity commitments and statutory obligations under the Equality Act 2010. You must act in ways that support Equality, Diversity, and Inclusion (EDI) and recognise the importance of people’s rights in accordance with legislation, policies, frameworks, procedures, and good practice.  Colleagues must recognise and report any behaviour that undermines equality under Trust policy and further EDI activity by:   * eliminating discrimination, harassment, and victimisation * advancing equality of opportunity between people who share a protected characteristic and those who don’t * fostering good relations between people who share a relevant protected characteristic and those who don’t * understanding the impact of policies, services, and practice on people with different protected characteristics |
| Code of Conduct |
| Colleagues that have a national Code of Conduct are expected to adhere to that Code and failure to do so could result in disciplinary action being taken. Colleagues who do not have a regulatory body are expected to conduct themselves in a professional manner and in line with the Trust values and policies at all times. |
| Leadership and Development |
| We believe our colleagues play a vital role in delivering excellence, and that everyone has the ability to demonstrate leadership and make a difference. As a member of our team, we expect you to live the NCA values: Care, Appreciate and Inspire through your daily habits, to improve outcomes for patients, customers and service users across the system. In return we provide a range of development opportunities that help you to realise your potential and reach your professional best.  As you join us, you are required to attend our Corporate Induction, complete the Trust’s mandatory training and participate in the NCA Accelerated Leader Development Programme if you are in a leadership or management role. Your annual My Time appraisal conversation helps to continually review your contribution and ongoing priorities through your Personal Development Plan, informed through a wide choice of development available to you. |
| Flexibility |
| This job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time, in discussion with the post holder. This job description is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and on-going discussions with the designated manager. |