

## Job description for Service Manager– Recovering Independence Beds

### About us – team NHFT

As a **health and wellbeing organisation** here at **team NHFT** we are dedicated to continually **innovate** and **strive to make a difference** to our community and those working for our Trust, we aim to serve the people of Northamptonshire and surrounding areas with **safe, quality care**. We deliver this from an understanding of our local healthcare needs, economy and the changing demands of our community.

**Our mission, making a difference for you, with you** was chosen by our staff and stakeholders. It means in everything we do and through every service we provide, we want to make a **positive difference in people’s lives** – for **those we care for, those we work with** and **those who work with us**. **Everyone is part of our team.**

Our core strategy is to be an **employer of choice, a great place to work** and be known for a **diverse and inclusive culture** whose staff feel **valued**. We provide a range of NHS services including physical, mental health and specialty services provided in hospital settings and out in the community within schools, GP clinics and patients own homes.

Here at NHFT we pride ourselves on our 54321 roadmap, pictured here which encompasses our **PRIDE values, leadership behaviours, teams, enablers** and **our mission** all of which are driven by **our vision of ‘being a leading provider of outstanding, compassionate care’**. We are extremely proud to say this has also been recognised by the Care Quality Commission (CQC) and our CQC rating of **Outstanding for team NHFT**.



## This role...

To be responsible for operational performance including contractual, financial, quality and safety and people, ensuring that all contractual obligations are met for Recovering Independence Community Inpatient services. You will support the Directorate Leadership Team to devise service plans, ensure smooth delivery of services and advise on the operational impact of service developments.

As well as this, further responsibilities include:

- To take overall management responsibility for service delivery and operational matters for Recovering Independence Beds
- To take a lead role in the development and reorganization of teams when required
- Review and develop the service model, including developing clinical process and workforce planning including recruitment and training.
- To assist with the implementation of creative solutions that support National and Local initiatives, leading on as required.
- To lead a multi-disciplinary team that encompasses staff employed across two organisations (NHFT & WNC), working on creating a supportive and collaborative environment focused on delivering service KPIs and excellent patient outcomes.
- To develop robust interagency relationships with key agencies supporting the development of integrated care pathways
- To develop and implement integrated working between MDT teams, specifically enhancing admission and discharge pathways for patients.
- To ensure Service Users and Carers are included in all the work the Recovering Independence Services do.
- The post holder will be expected to work flexibly and will be part of the “on call” and “out of hours” arrangements for the Trust.
- To provide operational leadership holding responsibility for operational delivery of service outcomes, including delivering a length of stay in the unit that meets or exceeds system targets.
- To manage the talent pool across services.

The post holder will be supporting the operational, performance and business management of Recovery Independence Services. The post holder will work under the direction and line management of an Assistant Directors for Adult Services with a secondary reporting line to the Deputy Director for Adult Services.

The post holder will provide senior leadership and hold direct line management responsibilities for all operational posts. The post holder will be accountable for the Recovery Independence Beds budgets.

As the system bed model is subject to change, there is an expectation that the post holder may be required to cover multiple sites as new Recovering Independence Services are launched.

## About you

Behaviours and Values	Knowledge and Experience
<ul style="list-style-type: none"> <li>• Provide visible and effective leadership within Recovering Independence Community Inpatient service assuming responsibility for effective service delivery.</li> <li>• Role modelling effective leadership behaviours to team leaders and professional leads ensuring full team participation.</li> <li>• As requested and agreed contribute to the management of specific trust-wide functions through membership of regular or ad hoc committees or groups.</li> <li>• Establish and monitor effective systems and processes of communication within the team.</li> <li>• Create a culture that fosters staff involvement, a progressive attitude to work/life issues, is free from harassment and bullying and respects the dignity and diversity of all staff.</li> <li>• To provide effective and inspirational leadership in order to achieve effective integration and operational management of services</li> <li>• Promote and develop cohesive teams working within the Trust</li> </ul> <p>Leadership Behaviours</p>	<ul style="list-style-type: none"> <li>• Educated to Master Level or equivalent experience</li> <li>• Degree and Post-registration qualification in Leadership/ Management or equivalent experience</li> <li>• IT skills in word processing and spreadsheets or equivalent experience</li> <li>• Be able to demonstrate a range of management experiences across a range of Teams</li> <li>• Demonstrate a good level of understanding of performance and budgetary management</li> <li>• Experience of case management</li> <li>• Demonstration of achievement in relation to service objectives</li> <li>• Management and development of staff</li> <li>• Implementation and management of successful change/quality/practice development projects</li> <li>• Be able to demonstrate a range of management experiences across a range of Teams</li> <li>• Demonstrate a good level of understanding of performance and budgetary management</li> <li>• Experience of case management</li> <li>• Ability to communicate in a variety of settings, to achieve cooperation and influence others</li> <li>• Demonstrate leadership and motivational skills</li> <li>• Influencing skills beyond immediate sphere of work</li> <li>• Able to analyse data and provide written reports</li> <li>• Broad knowledge of professional and NHS issues</li> <li>• Knowledge of health service and modernisation programme</li> <li>• Ability to prioritise and work pro-actively</li> <li>• Able to work autonomously, coordinate the work of multiple clinical areas, plan and prioritise</li> <li>• Effective delegation skills</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to develop and promote effective interpersonal relationships with colleagues across health and social care setting</li> <li>• Committed to raising Team standards</li> <li>• Ability to communicate unpleasant and sensitive information and to resolve conflict</li> <li>• Experience of maintaining links with various external organisations</li> </ul>
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**Skills and Abilities**

<ul style="list-style-type: none"> <li>• Deliver on all operational performance indicators within Service including contractual, financial, resources and people.</li> <li>• Work collaboratively at all times with all other Managers in order to achieve high quality services and high performance standards in the Trust’s operational delivery.</li> <li>• Contribute to financial saving plans ensuring that agreed financial activity and other performance targets are delivered, taking remedial action as required</li> <li>• Leadership of key internal and external projects</li> <li>• Develop and implement effective processes for monitoring and managing activity, identifying when performance and clinical variation falls below set standards.</li> <li>• Supporting research and development to improve the pathway; linked to national guidelines and involving stakeholders.</li> <li>• Be responsible for ensuring that standards of service across the units are continuously set, analysed and reviewed to support the delivery of services in line with local contractual requirements, quality, and activity and finance targets.</li> <li>• Work as part of the senior management team to develop and implement service operational planning</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure the provision of high quality services responsive to the needs of patients, families, service users and carers which are aligned to commissioner requirements.</li> <li>• In liaison with the Clinical Teams foster an environment within Community Inpatients Services that makes patient care, safety and experience everyone’s primary concern. There will be an emphasis on learning from the results of patient surveys and risk management systems to drive continuous service improvement and the reduction of risk associated with patient care.</li> <li>• In liaison with the Clinical Teams, ensure that high quality clinical services are delivered in line with the trust’s clinical service strategy and financial plan.</li> <li>• Be responsible for ensuring that Recovering Independence Community Inpatient service complaints process complies with national standards. Communicate sensitive and often contentious information to patients, families and staff, including chairing local resolution meetings as required.</li> <li>• Create, develop and actively foster effective working relationships with other Managers, Services, GPs, commissioners and voluntary sector.</li> <li>• Establish effective communications and working relationships with other services, departments and external agencies.</li> <li>• Ensure service continuity, coherent strategy and operations across the all operational services and corporate services</li> </ul>
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- Be responsible for implementing changes to the Service which impacts both internal and external stakeholders and service provision.
- Include patient and staff survey results, capacity planning, service transformation, diversity and equality, health and safety, security management, workforce strategy and
- Support the performance and values led culture that fosters staff involvement, progressive attitude to work life issues, is free from harassment and bullying and respects the dignity and diversity of all staff.
- Act as a change agent and positive role model to inspire, challenge, motivate and overcome barriers to continually improve the effectiveness of services.
- Be responsible for the effective recruitment, management and development of staff to enable them to deliver high quality services and to fulfil their individual potential.
- Ensure a pro-active approach towards tackling complex HR issues including recruitment and retention of workforce, utilisation and skill mix.
- Develop and maintain the appraisal and supervision system for the staff in accordance with Trust's appraisal policies, procedure and approach.
- Support staff in identifying and addressing training and development needs in conjunction with the Clinical Teams
- Ensure that appropriate action is taken to deal with issues of discipline, grievance, poor performance and sickness
- Conduct investigations of in other service delivery areas as requested by Senior Management.
- Able to deal with conflict and issues of poor performance in an effective and non-confrontational manner
- Sensitive to the needs of others and has an awareness and responsiveness to other peoples' feelings and needs; is able to communicate highly complex, sensitive or contentious information in hostile or confrontational environments
- Ensure service user engagement in designing, delivering or changing services. Services should be co-designed with our service users.
- Be responsible for the performance monitoring of activity, on a daily basis where required, to support the achievement of targets and to monitor subsequent actions required, to include all KPIs performance and governance aspects of Community Inpatients Services.
- Be responsible for the delivery of a balanced budget including budget setting, monitoring and determining corrective action.
- Ensure the adherence to Trust standing orders, standing financial instructions and work within the Trust Policy Framework.
- Operates independently to effectively manage own workload.
- Adhere to the NHS Managers Code of Conduct.
- Maintain and exhibit a professional approach to work acting as a role model for other staff in terms of standards of behaviour and conduct.
- Participate in the Trust's appraisal system, matching organisational aims with individual objectives and undertaking any necessary training and development including maintaining CPD requirements where appropriate.
- Take responsibility for own and others' health and safety in the working environment.
- Comply with the Trust's policies and procedures.
- Ensure high visibility around teams and service areas.
- Frequent indirect exposure to highly distressing and highly emotional circumstances.
- Frequent travel across the locality area and some attendance at countywide venues.
- Requirement to carry laptop computer and/or projection equipment (approx 3kg) to meetings for presentation purposes and carrying of laptop computer to facilitate flexible working.
- Occasional periods of prolonged concentration may be required when analysing performance information, scrutinising delivery plans, writing reports and formulating future strategies in climate with many competing priorities.
- Day to day leadership responsibilities may require the post holder to deal with personal staff issues.

- Values differences; regards people as individuals and appreciates the value of diversity in the workplace
- Able to work as part of a team, cooperating to work together and in conjunction with others and willing to help and assist wherever possible and appropriate
- Is self-aware and reflective, making changes if necessary
- Is sufficiently self-assured to inspire confidence in others
- Positive attitude to dealing with change, is open to new ideas and the implementation of them
- Has a strong degree of personal integrity; able to adhere to standards of conduct based on a sense of right and wrong setting high standards for self and others
- Able to think creatively and laterally
- Ability to demonstrate independence of thought.
- Ability to work effectively in periods of hostility and/or hostile environments
- Ability to switch tasks as a result of managing a number of strands of work as a result of interruptions and /or arising situations requiring urgent attention.
- To be able to manage highly sensitive information
- To communicate a range of complex, sensitive and contentious information in a range of formats including one to one meetings, formal and informal meetings, written reports and electronic communication including small databases.

## About the role – linking with our 4 Leadership Behaviours



### ENGAGING PEOPLE/WORKING TOGETHER

- Lead the team in the safe and effective care delivery to patients.
- Act as a role model for the Trust's Leadership behaviours and make clear what is expected of others.
- Prioritise own work and that of others to ensure that patient care is managed effectively and safely.
- Lead in the development of team members by supporting new post junior colleagues and develop appropriate objectives and review as required for clinical colleagues.
- Provide a conducive learning environment by supporting/educating participating the mentors and supervisors of all learners across different professions.
- Share knowledge and experience within the team and others across the Trust to promote learning opportunities for all.

## TAKING RESPONSIBILITY

- Takes responsibility for their own actions.
- Lead on facilitating the teaching, mentoring and assessment of all learners across different disciplines.
- Adheres to and actively promotes Trust policies and guidelines by all grades of staff.
- Educate colleagues on a range of clinical skills.  
Practice in a confident and competent professional manner.
- Act as a credible clinical role model, providing evidence based clinical expertise to all staff within the ward/department.
- Lead in setting, implementing and reviewing standards of practice, and evaluating outcomes as part of quality improvement initiatives.

## BEING AUTHENTIC

- Be a role model of the leadership behaviours that build engaged staff and teams.
- Be a visual presence and act as a key contact for staff to provide expertise clinical knowledge.
- Ensure effective communication both verbal and written to all members of the multi-disciplinary team.
- Communicates with a range of people on a range of matters, managing barriers to effective communication.
- Keeps accurate and complete records consistent with professional guidelines, policies and procedures.
- To have responsibility for ensuring an effective chain of communication amongst the multi-disciplinary team, actively assisting Therapy Leads in facilitating team meetings initiating change where appropriate.
- Ensure confidentiality is maintained at all times and information relating to patient/users and personnel is used only in connection with authorised duties.
- At all times ensure that one's own actions support and promote equality, diversity and the rights of patients, public and colleagues.

## EMBRACING CHANGE

- Leads in identifying staff training needs and implements development plans
  - Maintain and improve own current level of knowledge of professional issues, ensuring continued professional development is maintained.
  - Supports team leaders in development and implementation of team and service area objectives through regular appraisal, supervision and team meetings.
  - To link practice development initiatives with outcomes of audit on quality standard and other quality initiatives.
  - To initiate and co-ordinate in house training.
  - Initiate service improvements initiatives within the unit, supporting other members of the team.
- . Whilst acting as a role model, lead change positively and empower others to embrace change and to implement new ways of working.

## Benefits

<p><b>Salary</b></p> 	<p><b>Location of work</b></p> 	<p><b>Permanent/fixed term</b></p> 								
<p><b>Band 8a</b></p> <p>You will be paid on the 27<sup>th</sup> of each month. If this date falls at a weekend you will be paid on the Friday before this date.</p>	<p>See advert details</p> <p>Must be able to travel independently to other bases in the Trust across Northamptonshire preferable as a car driver.</p>	<p>Permanent</p>								
<p><b>Hours/pattern of work</b></p> 	<p><b>Annual leave and bank holiday entitlement</b></p> 	<p><b>Pension entitlement</b></p> 								
<p>See Advert Details</p>	<table border="1"> <tr> <td>Length of service</td> <td></td> </tr> <tr> <td>On appointment</td> <td>27 days + 8 days</td> </tr> <tr> <td>After five years' service</td> <td>29 days + 8 days</td> </tr> <tr> <td>After ten years' service</td> <td>33 days + 8 days</td> </tr> </table>	Length of service		On appointment	27 days + 8 days	After five years' service	29 days + 8 days	After ten years' service	33 days + 8 days	<p>Details on the benefits of the NHS Pension Scheme can be found here:</p> <p><a href="https://www.nhsbsa.nhs.uk/nhs-pensions">https://www.nhsbsa.nhs.uk/nhs-pensions</a></p>
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<p><b>Health and Wellbeing</b></p>  <p><b>Because your health matters too</b></p>	<p><b>Learning and Development</b></p> 	<p><b>Equality and diversity</b></p> 								
<p>Our Occupational Health and Wellbeing team support our staff through many different channels. Whether you have a physical or emotional issue or want to take positive steps to improve your fitness, this team can help you.</p> 	<p>Our Learning and Development Team provide effective and impactful learning solutions for our staff. Our experienced team of facilitators offer a wide range of opportunities from corporate induction, mandatory and role specific training, personal development and leadership training.</p>	<p>We are committed to ensuring people are treated equally and fairly whether at work, during care or out in the community. Equality, diversity and inclusion will always be a core focus and commitment for team NHFT. We have a number of staff networks to support this focus too. These networks are open to all our staff.</p>								

Find out more about us at:

[www.bit.ly/24hoursinNHFT](http://www.bit.ly/24hoursinNHFT)

[www.nhft.nhs.uk](http://www.nhft.nhs.uk)

### **Confidentiality and Data Protection**

Any matters of a confidential nature, including patient and staff records, and any commercially sensitive information must, under no circumstances, be divulged or passed on to any unauthorised person or persons without a legal basis to do so. In accordance with the Data Protection Act 2018, if you are required to access personal data held in any format, you will be expected to adhere to the Trusts Information Governance Policies, copies of which are held on the staff intranet.

Any breach of confidentiality or data protection legislation will result in disciplinary action and may result in summary dismissal.

### **Infection Control**

The prevention and control of healthcare associated infections in service users, staff and visitors is taken seriously by the Trust. All staff employed by Northamptonshire Healthcare NHS Foundation Trust are required to adhere to the Trust infection control policies and procedures.

Employees must be aware of the importance of protecting themselves, service users and visitors and of maintaining a clean safe environment. Any breach in infection control practice, which places service users, other staff or visitor at risk, may result in disciplinary action. Each staff member is responsible for ensuring they identify together with their manager, their infection control training needs in their PDP.

### **Health and Safety**

To carry out the duties placed on employees by the Health and Safety at Work Act 1974 i.e.

- I. To take reasonable care for the Health and Safety of themselves and of other persons who may be affected by their acts or omissions at work.
- II. To co-operate with their employer as far as is necessary to meet the requirements of the legislation.
- III. Not to intentionally or recklessly interfere with or misuse anything provided in the interest of health, safety or welfare in the pursuance of any relevant statutory provision.

### **No Smoking**

In order to protect the health of employees, patients and visitors, Northamptonshire Healthcare NHS Foundation Trust operates a No Smoking Policy. Therefore smoking is prohibited in all of the Trust's buildings, grounds and all Trust-owned or leased vehicles.

### **Equality and Diversity**

To ensure that all duties are carried out to the highest possible standard, and in accordance with current quality initiatives within the area of work and the Trust Managing Diversity and Equal Opportunities in Employment Policy.

### **Risk Management**

To have a commitment to identify and minimising risk, report all incidents and report to manager any risks, which need to be assessed.

### **Safeguarding Adults and Children**

It is the duty of all staff working for the Trust;

- To recognise that promoting the welfare and safeguarding children, young people and adults is everyone's business and access training and supervision as appropriate to the role.
- To support the organisation in ensuring service users are protected from abuse or the risk of abuse and their human rights are respected and upheld.
- To ensure concerns are responded to appropriately in line with the Trust's Safeguarding Adults Policy and the Child Protection Policy and interagency safeguarding procedures.
- To comply with recruitment and other checks as requested by the organisation including undertaking an Enhanced Disclosure via the Criminal Records Bureau.

### **Professional Registration**

All qualified/ professional staff are required to adhere to the relevant Code of Practice (and other guidance issued by them). It is the responsibility of the individual concerned to keep professional registered and updated in accordance with the requirements of the relevant Code of Practice and to follow guidance issues by the professional body.

**Policies and Procedures**

The post holder is expected to comply with all relevant Trust policies, procedures and guidelines. Any contravention of the Trust Policies or managerial instructions may result in disciplinary action being initiated.

**Review of Job Description/ Person Specification**

This is not an exhaustive list of duties and responsibilities, but indicates the key responsibilities of the post. The post holder may be required to undertake other duties as may reasonably be required commensurate with the grade and/ or hours of work at the postholder's initial place of work or at any other of the Trust's establishment.

**NOTE:** This is a description of the job as it is at present constituted. It is the practice of this Trust regularly to examine employee's job descriptions and to up-date them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed.