

## **Epsom and St Helier University Hospitals NHS Trust**

### **JOB DESCRIPTION**

<b>JOB TITLE</b>	<b>Deputy Director of Operations (Planned Care)</b>
<b>ACCOUNTABLE TO</b>	Director of Operations (Planned Care)
<b>GRADE</b>	Band 8d

### **JOB PURPOSE**

To support the Director of Operations (Planned Care) along with the Deputy Medical Director and Deputy Director of Nursing site specific managerial and governance support to deliver both operational and strategic delivery of care

### **KEY OUTCOMES**

The post holder is required to deliver on the following key outcomes, in conjunction Directorate Management Teams and in support of the Director of Operations (Planned Care):

- Competent and effective service teams
- Meeting the Trust business plan including 4 high priority objectives
- Trust wide remit for delivery of 18 weeks
- Delivery of the Performance management Framework
- Integrated service delivery
- Effective relationships with external partners (NHS London, PCTs, Acute Trusts)
- Provide operational and strategic planning link for site specific clinical services as part of the clinical strategy planning

### **KEY RELATIONSHIPS**

- Directorate General Manager and Senior Nurse
- Directors of Operations and other Executive Directors
- Clinical Directors
- Lead Clinicians and Heads of Department
- All clinical Staff in the directorate
- Senior personnel within the local health community and Strategic Health
- Authority and other agencies such as Social Services
- Clinical Directors in other Trusts providing similar services
- Professional Networks
- Knowledge Management lead/s
- Risk Manager

## **SPECIFIC RESPONSIBILITIES**

1. Deputise for the Director of Operations (Planned Care) when required
2. As part of a triumvirate with the Deputy Director of Nursing and Deputy Medical Director provide site specific support, governance and leadership
3. Be responsible for providing outlined support responsibilities and performance of clinical services for planned or emergency care
4. Support the Director of Operations (Planned Care) in the operational of clinical services through close working with Directorates
5. Ensure timely and accurate information is conveyed to the Trust Board on issues relating to the performance framework
6. On behalf of the Director of Operations (Planned Care), act as service lead in Service Level Agreement (SLA) negotiations and in-year SLA monitoring
7. Take responsibility for identifying opportunities for accessing new funding and lead the bidding process
8. Through membership of relevant groups, act as service lead on the Trust's capital programme
9. Ensure robust senior manager on call arrangements exist
10. Participate in Executive Directors meetings
11. In all activities undertaken, adhere to the Code of Conduct for NHS Managers

## **CORE RESPONSIBILITIES**

- Ensuring quality of services to patients, visitors and staff, including management of clinical governance, healthcare standards and risk
- Maximising operational and performance management standards
- Optimising resource management
- Planning, marketing and developing services
- Managing capacity and operational planning
- Minimising boundaries between services, both within and outside the division

The activities undertaken will require the following actions and behaviours:

- Working closely with clinicians in order to achieve optimal decisions for overall patient care
- Building processes around patients and working with patients as partners in the delivery of excellent healthcare
- In the interests of patient care, supporting the principle of treatment as close to the patient's home as possible
- Ensuring that the decisions taken are fully informed and properly balanced, taking account of collective as well as individual need, and the requirement to live within available resources
- Genuinely promoting and supporting the delivery of national and local healthcare targets as one of the ways of raising healthcare standards for all
- Wherever possible, seeking to set higher local targets for delivery of healthcare than are prescribed nationally
- Always comparing to high performing organisations to ensure continuous learning from others
- Supporting, involving and developing staff, whilst requiring delivery and performance to high standards
- Contributing to the partnerships within the community, with health, social care, academic partners and major business, amongst others

### **Corporate and Clinical Governance**

- Ensure the implementation of the Trust's Clinical Governance, Health and Safety and Risk Management policies and plans, and monitor compliance and implementation as part of services managed
- Ensure that the Division uses national assessment, controls assurance, CNST, RPST and Standards for Better Health to improve practice and patient safety.
- Maintain and manage the Divisional Risk Register in conjunction with the Division teams.
- Ensure there is a system for managing complaints within any managed service areas.
- Ensure the implementation of all Trust policies and procedures and guidelines;

## **Health and Safety at Work**

The post holder is required to:

- Take reasonable care for the health and safety of him / her and other persons who may be affected by their actions or omissions at work.
- Co-operate with the employer in ensuring that all statutory and other requirements are complied with.

## **Confidentiality & Data Protection**

The post holder has a responsibility to comply with the Data Protection Act 1998 and maintain confidentiality of staff, patients and Trust business.

If you are required to process information, you should do so in a fair and lawful way, ensuring accuracy is maintained. You should hold information only for the specific registered purpose and not use or disclose it in any way incompatible with such a purpose.

You should disclose information only to authorised persons or organisations, as instructed. Breaches of confidentiality in relation to information will result in disciplinary action which may include dismissal. Employees are expected to comply with all Trust policies and procedures and to work in accordance of the Data Protection Act 1998. For those posts, where there is management or supervision of other staff, it is the responsibility of that employee to ensure that their staff receives appropriate training (e.g. HISS induction, organising refresher sessions for staff, when necessary.)

## **Conflict of Interest**

The Trust is responsible for ensuring that the services for patients in its care meet the highest standards. Equally, it is responsible for ensuring that staff do not abuse their official position to gain or benefit themselves, their family or friends.

## **Equality and Diversity**

The Trust values equality and diversity in employment and in the services we provide. It is committed to promoting equality and diversity in employment and will keep under review our policies and procedures, to ensure that the job-related needs of all staff working in the Trust are recognised. The Trust will aim to ensure that all job applicants, employees or clients are treated fairly and valued equally, regardless of sex, marital status, domestic circumstances, age, race, colour, disablement, ethnic or national origin, social background or employment

status, sexual orientation, religion, beliefs, HIV status, gender reassignment, political affiliation or Trade Union membership. Selection for training and development and promotion will be on the basis of the individual's ability to meet the requirements for the job.

You are responsible for ensuring that the Trust's policies, procedures and obligation in respect of promoting equality and diversity are adhered to in relation to both staff and services.

## **Budgetary Management**

If you have responsibility for a budget you are expected to operate within this and under the Trust's Standing Financial Instructions (available from the Finance Director) at all times.

The post holder is required to conform to Epsom and St. Helier University Hospitals NHS Trust policies and procedures, including attendance at any training sessions required.

## **TRUST POLICIES**

### **Equal Opportunities Policy**

It is the aim of the Trust to ensure that no job applicant or employee receives less favourable treatment on grounds of sex, race, age, colour, nationality, or ethnic or national origin or is not placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. To this end, the Trust has an equal opportunities policy and it is for each employee to contribute to its success.

### **Health & Safety**

Employees must be aware of the responsibilities placed on them under the Health & Safety at Work Act 1974 to maintain a safe environment for both staff, patients and visitors, to observe obligations under organisational and departmental Health & Safety policies, maintaining awareness of safe practices and assessment of risk.

### **Data Protection and Caldicott**

To obtain, process and use information (held on computer and manual filing systems) in a fair and lawful way. To hold person identifiable information for specific registered purposes and not to use, disclose or transfer person identifiable information in any way that is incompatible with the law and Caldicott requirements. To disclose person identifiable information only to authorised persons or organisations as instructed. Email must not be used to transmit

person identifiable information between Trust and other premises without advice concerning additional document protection.

### **Customer Care**

The aim of the hospital is to provide patients and clients with the best possible care and services. In order to meet this aim, all our staff are required at all times to put the patient and client first and do their utmost to meet their requests and needs courteously and efficiently. In order that staff understand the principles of customer care and the effects on their particular post and service, full training will be given.

### **Infection Control**

All healthcare workers have an overriding duty of care to patients and are expected to comply fully with best practice standards. You have a responsibility to comply with Trust policies for personal and patient safety and for prevention of healthcare associated infection (HCAI); this includes a requirement for rigorous and consistent compliance with Trust policies for hand hygiene, use of personal protective equipment and safe disposal of sharps. Knowledge, skills and behaviour in the workplace should reflect this; at annual appraisal you will be asked about application of practice measures known to be effective in reducing HCAI.

### **Smoking Policy**

The Trust provides a smoke free work environment.

### **Confidentiality**

Under no circumstances, either during or after the end of your employment (however it is terminated), may you divulge any unauthorised person confidential information relating to the Trust. This includes but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

### **Clinical Governance**

Staff are expected to provide patients with timely and effective care. Treatment and direct / indirect support must be based on best practice. Everyone is responsible for this and his/her job in the Trust is important in achieving this.

### **Communication and Working Relationships**

#### **INTERNAL**

Executive Directors  
Non Executive Directors  
Divisional Directors  
Divisional Management Team

Medical and Nursing leads  
Consultant Medical Staff  
Senior nursing staff including ward managers  
Operational managers  
Heads of Department and Corporate services  
Staff Organisation Representatives

**EXTERNAL**

Patients / representatives  
Public  
PCT Executives  
PCT Commissioning Manager  
PCT Operational Managers

**Person Specification: Deputy Director of Operations (Planned Care)**

	<b>Essential</b>	<b>Desirable</b>	<b>Method of assessment</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Graduate level or equivalent academic or healthcare professional qualification</li> <li>• Evidence of continuing professional development</li> </ul>	<ul style="list-style-type: none"> <li>• Masters degree or doctorate in management</li> <li>• Member of a clinical and/or management professional body</li> </ul>	<ul style="list-style-type: none"> <li>• CV</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Senior operational management experience (minimum of 5 years at middle manager/senior manager level), including significant budget and staff management Evidence of ability to lead successful change</li> <li>• Evidence of project management experience</li> <li>• Health service sector experience</li> <li>• Experience of strategy development</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working across organisational boundaries</li> <li>• Knowledge of modernisation tools and techniques</li> </ul>	<ul style="list-style-type: none"> <li>• CV &amp; interview</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Highly developed leadership skills</li> <li>• Excellent communication skills both written and oral</li> <li>• Excellent analytical skills</li> </ul>	<ul style="list-style-type: none"> <li>• Coaching / mentoring experience/ skills</li> <li>• Business management skills ideally gained in a</li> </ul>	CV & interview

	<ul style="list-style-type: none"> <li>• Ability to provide and set direction, including analytical scope, usage of evidence to develop options, creativity of approach, ability to engage others.</li> <li>• Ability to facilitate change, including deployment of service modernisation techniques, change management skills and ability to plan/implement effective projects and workstreams.</li> <li>• Working with people, including effective influencing, enabling others to perform and holding to account, collaborative working within and outside teams.</li> <li>• Using resources effectively and efficiently, including maximising skills in others.</li> <li>• Achieving results, including drive for results across a broad ranging set of key outcomes, maintaining service user focus and personal integrity at all times.</li> </ul>	<p>commercial environment or through experience of running a semi-autonomous business in the NHS or similar organisation.</p>	
--	--	---	--

Knowledge	<ul style="list-style-type: none"> <li>• In depth understanding of the complexity of the NHS and the likely changes over the next 3-5 years.</li> <li>• Must be computer literate and champion the use of IT</li> </ul>		<ul style="list-style-type: none"> <li>• Interview</li> </ul>
Personal Attributes	<ul style="list-style-type: none"> <li>• Proactivity, takes own initiative</li> <li>• Willing to take ownership and accountability</li> <li>• Team player with collegial working style and willingness to share responsibility</li> <li>• Politically sensitive and aware</li> <li>• Flexible, responsive approach to work</li> <li>• Very high levels of stamina and the ability to concentrate on the most complex and challenging issues for extended periods of time, with minimal support</li> <li>• Very high levels of emotional resilience so as to be able to deal with the most sensitive and political issues eg in staffing, service development</li> </ul>		<ul style="list-style-type: none"> <li>• Development centre &amp; interview</li> </ul>
	<ul style="list-style-type: none"> <li>• Car owner with clean licence</li> </ul>		

Other relevant requirements			
-----------------------------	--	--	--