

Job Description

Job Title: Director of Service Improvement

Accountable to : Chief Executive

Job Summary

As a key member of the Trust Executive Committee, this post will be responsible for the development and delivery of the 2010/11 Operational Plan in the context of the clinical services improvement.

This will require the postholder to engage with clinicians and managers to actively review how services are planned and delivered in order to maximise efficiency and effectiveness.

Key Responsibilities / Outcomes

1. Develop the plan for clinical services improvement for 2010/11 ensuring that the plan is robust, realistic and is owned by Executive, clinical and management leads
2. Develop strategies that will structure services for the future and encourage their development ensuring maximum efficiency and effectiveness.
3. To specifically take the lead for the delivery of the specific workstreams within the service improvement plan;
4. Develop a rolling plan for clinical services improvement ensuring that the plan is prioritised, robust, realistic and owned by Executive, clinical and management leads.
5. To work closely with the other members of the Executive Team to ensure a Trustwide approach to issues, as necessary, especially as relates to the use of capacity, development of specialties and delivery of performance targets. Contribute to the Trust's work in support of the national programme for IT and it's Workforce Strategy.
6. Contribute to the establishment of the Trustwide ethos of maintaining, monitoring and improving quality of care and efficiency.
7. As an member of the Trust Executive Committee, play a major part in the corporate management and strategic planning of the Trust.
8. Contribute to the Trust's annual business planning process.
9. Ensure the visibility of senior management through regular walk-about and other means of communication.
10. Establish mechanisms that facilitate open discussion, leading to sound co-ordinated management of all areas within the Trust.

Corporate Responsibility as an Executive Director of the Trust

1. Participate fully in the corporate decision-making as a member of the Trust executive Committee.
2. Development of corporate strategies and plans
3. Deputise for the Chief Executive, as required.
4. To participate in the Director on Call rota

General Senior Manager Obligations

Health and Safety at Work

The postholder is required to:

- Take reasonable care for the health and safety of himself / herself 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 postholder 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 receive 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.

As an Member of the Executive Committee and senior manager you must declare any conflict of interest arising from your position

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.

NHS Managers' Code of Conduct

As an NHS Manager, you are expected to follow the Code of Conduct for NHS Managers (October 2002), observing the following principles:

- Making the care and safety of patients your first concern and to act to protect them from risk.
- Respecting the public, patients, relatives, carers, NHS staff and partners in other agencies.
- Being honest and acting with integrity.

- Accept responsibility for your own work and the proper performance of the people you manage.
- Showing your commitment to working as a team member by working with your colleagues in the NHS and wider community.
- Taking responsibility for your own learning and development.

As an Executive Committee member you must also adhere to the NHS Code of Conduct for NHS Boards.

(Both are available on the DoH website under Policy and Publications – search under Code of Conduct)

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 & St Helier University Hospital 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

Job Descriptions/Director of Service Improvement

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.

Person Specification

Job Title: Director of Service Improvement
Department: Chief Executive

Criteria for Selection	Essential requirements	Desirable Requirements	Assessment Method
Qualifications	<ul style="list-style-type: none"> ▪ Educated to degree level ▪ MSc/MBA in Management or equivalent experience ▪ Evidence of ongoing CPD 	<ul style="list-style-type: none"> ▪ A recognised higher management qualification 	
Experience	<ul style="list-style-type: none"> ▪ 5 years experience at senior management level in the NHS ▪ Be able to demonstrate considerable success operating at Board level ▪ Leading and delivery of operational performance 	<ul style="list-style-type: none"> ▪ Significant operational, financial and HRM experience 	
Skills & Abilities	<ul style="list-style-type: none"> ▪ Demonstrable leadership skills ▪ An excellent communicator ▪ Decision making ▪ Be able to demonstrate a strategic vision ▪ Commercial awareness ▪ Financially literate ▪ A team player ▪ Significant financial management ability ▪ Significant HRM ability ▪ Show an understanding of a business-centred approach to health care provision ▪ Ability to work under extreme pressure to tight deadlines ▪ Ability to work with long term planning timeframes whilst dealing with the immediacy of acute issues 		