



Job Description HR13c (Leader)

POST DETAILS

Job Title: Urgent Treatment Centre Deputy Clinical Lead	Band: 8a
Main Location: HP and Dales, Amber Valley and Erewash	Salary:
Reports to: Urgent Care Clinical Lead	Accountable to: Urgent Care Clinical Lead
Working Pattern: Full time flexible	Job Type: Operational
Date: October 2020	

KEY PURPOSE/SUMMARY

The practitioner will work in partnership with team members, service users, Derbyshire Community Health Services staff, General Practitioners and other agencies as necessary to provide effective evidence based care to a designated population. This will be achieved by the post holder demonstrating and providing the required clinical leadership to the MDT/care team, their effective caseload management and delegation, their monitoring of care standards and their contribution to the performance management of team members.

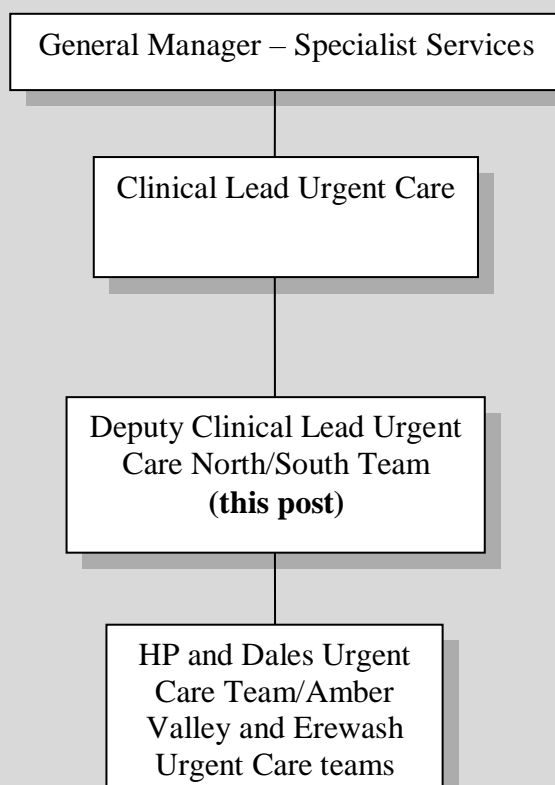
- To be responsible to the Clinical Lead for the delivery of high quality, cost effective care across Urgent Care services, having managerial responsibility across nursing and paramedic and managing patient flow through the South Urgent Treatment Centres.
- Working with the Clinical Lead, General Manager and attached Business Manager to the Planned Care and Specialist Services division, support quality and performance management, contract management, marketing and service improvement.
- Have the lead responsibility within the Urgent care South teams for the provision, co-ordination and development of an integrated team approach, working with the Clinical Lead, General Manager and Business Manager to promote and foster partnership working with key stakeholders, developing business cases and subsequent project plans.
- Responsible for the Urgent Care budget of North or South units, authorised signatory, holds



delegated budget

- Monitor progress and potential risks of business plans, projects and business cases, ensuring delivery of projects on time, within budget and meeting all agreed quality standards and productivity contributions.
- Contribute to the development and implementation of service strategies and plans within the division and across DCHS
- To be responsible as lead Advanced Clinical Practitioner for providing clinical leadership, professional and operational management to ensure the smooth running of Urgent Care.
- To be an effective team leader / member who will have continuing responsibility for the provision of high quality, patient centred services.
- Implement robust clinical governance arrangements and play a key role in the continuous quality improvement (modernisation) of patient services and monitor best practice.
- At all times, to behave and act in a way appropriate to and in accordance with “The DCHS Way”.
- The post holder will be expected to fulfil the requirements of their job description across 7 days in order to provide equitable and comprehensive patient care.

ORGANISATIONAL CHART/STRUCTURE





KEY DUTIES TASKS AND RESPONSIBILITIES

5. Knowledge, Skills and Responsibilities

- The post holder will have a sound understanding of operational management and as an Clinical expert in Urgent care provide robust clinical leadership
- Evidence of continual professional development , autonomous practice and a post graduate level Masters in Advanced Practice Urgent Care diploma or equivalent is desirable
- Experience of successfully managing change and development across multi-disciplinary teams
- Experience of modernising services in line with local and national initiatives
- Experience of proposing, implementing and reviewing policy development
- Proven track record of competent budgetary management and financial planning
- Experience of dealing with conflict, complaints and HR issues
- Excellent knowledge of the NHS modernisation agenda an experience of planning and leading service developments utilising principles of modernisation.
- Excellent communication and interpersonal skills with ability to communicate effectively and appropriately across all levels
- Ability to provide direction, motivation and support to clinical teams

Skills

- To provide the operational lead and management function to the Urgent Treatment Centre clinical team across the 2 teams to ensure the day to day delivery of services.
- To ensure effective communication systems exist and are maintained across the teams utilising a variety of communication methods, (verbal, non-verbal) to appropriately convey highly complex and sensitive information to staff and colleagues of all levels, including external organisations and service delivery partners.
- To work in partnership with DCHS clinical teams, primary care and other key locality stakeholders to ensure services are delivered in the most efficient and responsive manner in line with the Urgent and Emergency Care strategic direction.
- To review, plan and lead development of the Urgent care team to develop and harmonise an integrated team approach to support clinical pathways of care within the Emergency Urgent and primary Care environment.
- To provide vision and direction to the Urgent Care team in consideration of the locality impact of initiatives both local and nationally.
- To support the Clinical Lead/General Manager/ Business Manager in developing proposals and plans for the service
- To provide financial steer and support to the clinical team so that there is effective management of budgets to ensure provision of effective, efficient services which operate within those budgets.
- To establish and maintain effective communication and clinical governance across the team



ensuring that staff are clear as to the service objectives that need to be delivered and the targets that need to be met

- To ensure that systems for the collection and provision of activity are maintained and to analyse and interpret such data for reporting purposes
- Provide and receive complex or sensitive information
- Communicate business sensitive information/agreement or co-operation from NHS staff at all levels of the organisation
- A completer finisher, the post holder will be required to work to tight deadlines and deliver to agreed quality standards and timescales
- Motivational skills to encourage collaborative working to improve services/ performance where there may be resistance to change
- To provide effective clinical leadership and management support to Urgent care clinical team across functional boundaries where necessary for the effective delivery of patient care and to be involved in the development, implementation and monitoring of relevant policies and procedures.
- To ensure that robust appraisal and performance management processes are cascaded through the team and individual objectives are identified and actioned
- To assist the Clinical Lead in applying change management theory to support staff as the focus and function of the units develop in line with the Urgent and Emergency Care strategic direction.
- To provide an accessible point of contact for patient's visitors, relatives and staff acting as a resource as required and to respond to complaints and compliments formulating and implementing appropriate action plans and to act as patient advice and liaison contact on site.
- To steer and support the effective management of the budget to ensure individual service financial targets are met and support IBP delivery .To support the General Manager in the management of the unit's budgets and to establish procedures to involve team leaders in budget management in line with Standing Financial instructions.
- To take a leading role in planning service developments for own sphere of responsibility to support the service and meeting the standards set within the NHS plan, National Services frameworks and other relevant government initiatives.
- To ensure the Urgent care environment is maintained to the highest possible standards by managing all nursing and AHP staff and by having the authority to influence any other relevant staff i.e. Hotel services and Estates to meet relevant Infection Prevention and Control Standards.



- To facilitate the training and advancing professional development of the nursing ,paramedic and support workforce (training needs analysis, individual performance review, developing a learning environment, clinical supervision, preceptorship and mentorship), ensuring the workforce is competent to deliver optimum evidence based practice patient care and encourages and facilitates a culture that involves / empowers staff, stimulating innovation and active participation in shaping development. Develop a training and development/workforce plan for service areas and review accordingly.
- To implement professional development and management for integrated clinical team in development, safe, efficient and effective practices in accordance with clinical governance and actively contribute to benchmarking and to multi-agency partnerships thus ensuring consistent working practice is shared across the Trust facilitating a culture of continuous improvement. Ensuring appropriate governance measures and processes eg clinical supervision, professional/peer mentoring and support are in place and maintained across the teams.
- Lead on the recruitment and retention of staff within the Urgent clinical team
- Ensure that all relevant policies and procedures are in place, kept up to date and adhered to by all staff.
- To ensure appropriate incident reporting and subsequent action planning and management takes place
- Ensure all staff are clear as to the service objectives that need to be delivered and targets that need to be met.
- To develop close working relationships and good lines of communication with key locality stakeholders
- To work with the Clinical Lead ,General Manager and Business Manager in developing and maintaining effective information systems across the related services.
- Ensure the collection and provision of clinical activity are maintained and analysed and acted upon
- To work closely with the Clinical Lead ,General Manager/Business Manager to ensure service level agreements are developed which support the efficient and effective delivery of Urgent Care.
- Ensure that urgent and emergency pathways of care are delivered as seamlessly as possible and provide truly integrated care services.
- To support the involvement of local people in the development and improvement of services by developing comprehensive service user feedback mechanisms across the service
- Along with other leads participate in regional and national networks.
- Working with the Clinical Lead ,General Manager and the Business Manager support the development and implementation of business development plans .
- Work with and support the team to deliver their strategies and prioritising the balance between driving and supporting
- Work with the Clinical Lead to identify new opportunities in the market place to include research, information analysis
- Work with colleagues to gather background information to support any pre qualification and



tender process supporting the development of business cases and contribute to service reviews in order to meet Commissioners criteria.

- Develop and maintain effective systems for recording business development activities
- Ensure that regular reports are produced highlighting any significant risks, identifying areas of poor performance and managing any remedial action required.
- Ensure key performance indicators are evidenced
- Develop clear plans to meet quality requirements of external agencies eg CQC C QUIN

Strategy and Service Development

Analytical and judgment skills

- The post holder will be able to manage complex facts or situations requiring analysis, interpretation, comparison or range of options.
- The post holder will review and use qualitative assessment to ensure compliance with a range of targets
- The post holder will make proposals and recommendations to other managers based on performance information provided to them.

Planning and Organisational skills required for the post

- Planning, organising complex activities, programmes requiring formulation, adjustment to plans.
- Ensure an integrated approach is promoted
- Formulates, adjusts plans or strategies in line with moving towards integrated team working
- Organise multidisciplinary team meetings
- Plan new ways of working, facilitates collaborative working for performance and service improvement
- Managing a diverse team of clinical staff.

Financial Resources/Management

- Manage effective and efficient services within agreed budget.

Information Resources/Information Systems

Autonomy/Scope within Role

- To provide effective clinical leadership and management support to Urgent care clinical team across functional boundaries where necessary for the effective delivery of patient care and to be involved in the development, implementation and monitoring of relevant policies



and procedures.

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- To ensure the Urgent care environment is maintained to the highest possible standards by managing all nursing and AHP staff and by having the authority to influence any other relevant staff i.e. Hotel services and Estates to meet relevant Infection Prevention and Control Standards.
- To facilitate the training and advancing professional development of the nursing ,paramedic and support workforce (training needs analysis, individual performance review, developing a learning environment, clinical supervision, preceptorship and mentorship), ensuring the workforce is competent to deliver optimum evidence based practice patient care and encourages and facilitates a culture that involves / empowers staff, stimulating innovation and active participation in shaping development. Develop a training and development/workforce plan for service areas and review accordingly.
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- Work with colleagues to gather background information to support any pre qualification and tender process supporting the development of business cases and contribute to service reviews in order to meet Commissioners criteria.
- Develop and maintain effective systems for recording business development activities
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- Ensure key performance indicators are evidenced
- Develop clear plans to meet quality requirements of external agencies eg CQC C QUIN

Freedom to act

To be a clinical, professional and operational managerial leader with the complexities of managing across service areas, ensuring evidence based high quality patient care is implemented.

Support the Trust to meeting its objectives while maintaining clinical competency and be visible, accessible and approachable to staff, visitors and patients on both sites.

The post holder will be guided by general policies

Works on own initiative, specialist for own area



KEY RELATIONSHIPS

The post holder will demonstrate professional, well established and effective communication skills, both within and external to the organisation.

Key Working Relationships Internal:

- Trust Executive team
- Assistant Director, ICS
- GM's and their team
- Transformation Programme Lead
- Deputy/Assistant Directors/Heads/Managers of Service and other Corporate Support functions
- Clinical and administrative staff across the service

Director and Asst. Director of Planned Care and Specialist Services

Clinical Lead – Supervision and joint planning

General Manager

Business manager

Medical Director – Liaison and joint working

GPs supporting Advanced practice, supervision, mentorship

Lead Nurse – Professional guidance and joint working

On-Call Manager – participate and liaise

Other Leads and Matrons – liaison and joint working

Key Working Relationships External:

- Partners in Derbyshire County Council and Derby City Council
- Executives and Managers in NHS Provider Trusts
- Clinicians in other provider organisations
- Commissioners / CCG's/GP's/Practice Managers
- Private/voluntary sector partners

Unit Leads – delegated work and supervision – maintaining clinical competence

Unit staff – Appropriate delegation of work and supervision

Hotel services Staff – Joint planning and liaison

Estates Department – Joint planning and liaison

Therapy Staff – Multi-disciplinary working

Social Services – Multi-agency working

District Nurses – Liaison



Acute Hospital – Joint planning and liaison
Other Public Sector Services – Liaison and joint working
Voluntary sector – Multi-agency working
Private sector – Liaison and joint working
Patients – visible accessibility and information and advice
Relatives – information and advice – points of access for PALs

KEY VALUES: WORKING THE DCHS WAY

Our Vision

“To be the best provider of local health care and be a great place to work”

Our Values

- To get the basics right
- To act with compassion and respect
- To make a difference
- To value and develop teamwork
- To value everyone's contribution: “everyone matters”

In addition to the responsibilities of the Trust under Health and Safety legislation you are reminded of your responsibilities for health and safety at work under the Health and Safety At Work Act 1974 as amended and associated legislation. These include the duty to take reasonable care for the health and safety of yourself and of others in your work activities or omissions, and to co-operate with your employer in the discharge of its statutory duties.

You must adhere strictly to the policies and procedures on health and safety, and report all accidents, dangerous occurrences, unsafe practices or damage to your manager promptly using the Trust's incident reporting system.

You must make use of appropriate training, safety equipment, protective clothing and footwear and attend training. Failure to comply with these requirements may result in disciplinary action.



EFFORT REQUIRED WITHIN THE ROLE AND WORKING ENVIRONMENT

The post holder will be expected to perform a degree of effort within the context of the role capturing elements of physical, mental and emotional demands.

Physical

This factor measures the nature, level, frequency and duration of the physical effort (sustained effort at a similar level or sudden explosive effort) required for the job. It takes account of any circumstances that may affect the degree of effort required, such as working in an awkward position or confined space.

driving to health care settings across Derbyshire
Occasional moving of patients

Daily walking units on to promote visibility of Deputy Clinical Lead,
Maintaining own clinical skills by working a minimum 2 clinical shifts days as part of the clinical workforce across teams per week
To provide on day on site support in periods of extreme challenge.

Emotional

This factor measures the nature, level, frequency and duration of the emotional effort required to undertake clinical or non-clinical duties that are generally considered to be distressing and / or emotionally demanding.

Imparting bad news to relatives / carers
Regular difficult situations with staff and patients
Regular dealing with complaints, disciplinary and grievance situations
Constant demands from staff / patients / relatives

Mental

This factor measures the nature, level, frequency and duration of the mental effort required for the job. (For example concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines).

Finance management of
Regular monitoring of staffing rotas
Regular monitoring of sickness and absence
Regular unpredictable work patterns and interruptions
Constant need to meet deadlines
Regular difficult situations, patients and staff
Regular investigating complaints
Regular recruitment and selection
Regular need to switch demands as the service requires



Working Environment

This factor measures the nature, frequency and duration of demands arising from inevitably adverse environmental conditions (such as extreme heat / cold, smells, noise and fumes) and hazards, which are unavoidable (**even with the strictest health and safety controls**), such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Occasional dealing with bodily fluids and smells
Aggressive behaviour of patients / relatives

JOB DESCRIPTION AGREEMENT:

Job Holder's Name and Signature:

Date:

Line Manager's Name and Signature:

Date:



PERSON SPECIFICATION

Is the criteria essential or desirable and how will it be assessed

Criteria

Education, Qualifications and Training

Essential / Desirable

Assessment

Essential

- Training within specialty RGN/HCPC.
- Experience within Urgent Care setting.
- Leadership / Management qualification.
- Post graduate management qualification or equivalent experience of senior management
- Evidence of continuous professional development to masters level equivalent.
- Willingness for further academic qualifications in Advanced Practice(ACP)
- Facilitating learning in a practice setting

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Desirable

- ENB 998
- ENB 941
- EMLA
- MSc in Advanced Practice(Emergency/Urgent Care)
- V300 Non-Medical Prescriber

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Skills

Essential

- Strong interpersonal skills
- Confident communicator, willing to represent the trust within the region
- Influencing and persuasion skills
- Data collection and analytical skills
- Developed report writing skills

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- Ability to communicate across arrange of audiences.
- IT skills, able to produce reports, present data etc
- Innovator
- Ability of influence and manage change
- Strong clinical and professional leadership
- Excellent communication skills (written and verbal)
- Excellent interpersonal skills
- Ability to motivate and develop staff
- Team leader / player
- Ability to set and monitor clinical standards
- Ability to work under pressure

Desirable

- Confident presenter
- Research skills

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Experience and Knowledge Required

Essential

- Demonstrable experience at an operational management level.
- Proven operational management experience.
- Proven clinical leadership experience.
- Proven ability to operationally manage multiple projects at any one time
- Good financial awareness and control.
- Change champion – able to demonstrate evidence of delivering a change programme to achieve targets set- experience of effectively applying change management skills in an

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environment influenced by both internal and external changes.		
<ul style="list-style-type: none"> Successfully implemented benchmarking Sound knowledge of National and Local priorities Sound knowledge of Clinical Governance 	E	
Desirable	E	
<ul style="list-style-type: none"> Experience of key stakeholder management Management and training/coaching experience Knowledge and experience of delivering work stream solutions which include clinical services, governance and compliance, IM&T etc Understanding of financial imperatives within a trust Facilitator Project management 	E	
	E	
	D	
	D	
<ul style="list-style-type: none"> Understanding of National Agenda for Emergency and Urgent Care 	D	
	D	
	D	
	D	
	D	
Skills and Attributes		
Disposition		
<ul style="list-style-type: none"> Clinically credible Calm Organised Completer finisher Customer focused Flexible approach 	E	
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Physical Requirements

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Additional Information

Circumstances/special Demands of Post

Essential

- Can be faced with complex clinical issues to resolve
- Can be faced with emotional situations
- Requirement to complete complex clinical reports ie coroners statements
- Requirement to travel to locations across county
- Able to work across seven days including weekends and bank holidays.

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Aptitude and Personal Qualities

- Self starter
- Outcome focused and decisive
Open and honest management style

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Values, Drivers and Motivators

- Able to demonstrate experience of being patient centric in approach to service development

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A/I

E = Essential D = Desirable A = Application I = Interview T = Test C = Certificate R = Reference