

JOB DESCRIPTION

JOB DETAILS	
Job Title	Care Transfer Hub Manager
Reports to	General Manager – Unplanned Care
Band	Band 8a
Department/Directorate	Community

JOB PURPOSE
To be responsible for the management, delivery and development of high-quality health care services in designated areas. This will include ensuring the delivery of quality outcome indicators, performance targets and financial balance in health care teams. The post holder will be expected to act independently, and also lead collaboratively with clinical and professional practice colleagues in order to make timely decisions to ensure safe and effective operational delivery of the services The post holder will provide operational leadership within their area of responsibility to ensure transformative, effective, and efficient delivery of services. The post holder will support the development and implementation of the Care Group plan which will maintain patient care to the highest levels of safety and quality; ensure efficient use of resources; promote a culture that is progressive and inclusive; meet the objectives contained within the Trust priorities and operational plans. To actively pursue opportunities for integrated working, and service development, by building and maintaining effective working relationships with all partner organisations with which their services are linked. To ensure that all staff adopt and maintain a person-centred approach to the development and delivery of high-quality care and uphold the principle that each individual is at the centre of our services and the care they require. The post holder will participate in the designated on-call rota (following a suitable period of training).

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
- To manage and deliver high quality services which meet the needs of local people by working to ensure that performance standards are met and applied to a high standard consistently across the defined populations. - To ensure key performance indicators and targets across the following domains; people, finance and operational performance are achieved for their teams, and to devise action plans and improvement trajectories to rectify any performance issues as required. - To ensure all complaints are investigated appropriately in accordance with the requirements of each agency, and that the learning is used to continuously improve quality. - To ensure that policies and procedures in regard to safeguarding adults and children are understood, adopted and applied by all staff. This will include taking part in Safeguarding Serious Case Reviews as necessary. - To ensure that policies and procedures in regard to NHS Continuing Health Care are understood by staff locally and chair panel /determination meetings as necessary. - Responsible, for the effective day to day running, and performance, of health care services within the defined service area. - Work collaboratively with clinical and professional practice leaders and support patient safety and clinical quality agendas. - Provide assurance on achievement of targets across people, finance, business continuity planning and operational performance elements of governance and performance frameworks.

- Responsible budget holder for a specified group of health care services within the Care Group, required to create and deliver on cost improvement plans.
- Work collaboratively with clinical and professional practice leads to ensure governance frameworks are effectively embedded and that all staff understand their responsibilities for service quality and patient safety.

KEY WORKING RELATIONSHIPS

Overall Responsibility for:

Approx WTE	Approx Budget
18.0 WTE	£600,000

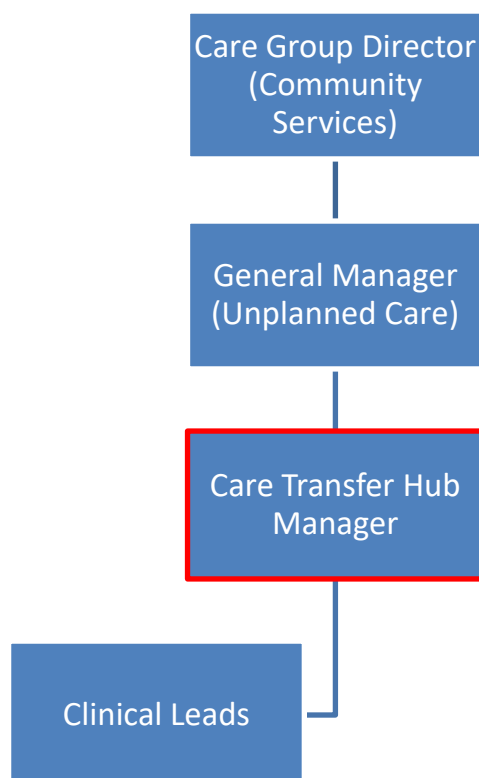
- Health Care staff including:; Nurses; Therapists; Support workers; Administrators, and other future roles relevant to the services.
- Health Care Teams
- Specified specialist health services operating across wider areas (e.g. out of hours community nursing, specialist nurses) as required.
- Establishing and proactively maintaining local relationships with key stakeholders including but not limited to Local Authority colleagues, Primary Care Networks, Mental Health colleagues and the Voluntary Care Sector.

No. of Staff reporting to this role will vary depending on the geographical location, the post holder will have responsibility for the direct reports of teams noted within this job description, appropriate for the role.

The post holder is required to deal effectively with staff at different levels throughout the Trust and council as and when they encounter on a day to day basis. In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media. Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
• Assistant Director of Health and Social Care • Community Care Group Senior Leadership Team • Clinical Matrons • Therapy Leads • All staff locally within the teams and units for which the post holder is responsible. • Trade Unions, Staff Organisations regarding partnership working as delegated and developing effective communications. • Other managers/officers within the Trust responsible for Human Resources and policy/operations • Patient Flow Teams	• Service users/patients • Carers • Primary care • Mental Health • Public • Voluntary and independent sector • Commissioning teams • Devon County Council teams

ORGANISATIONAL CHART



FREEDOM TO ACT

- To operate autonomously to deliver the objectives of the Trust
- The post holder has authority to take autonomous decisions – within relevant Trust policies and guidance documents - in the areas that affect the operational working, and improvement, of services within the domain managed.
- The Service Manager will ensure legislation is appropriately implemented within their scope of services, and communicate national and local health service policy & strategy, supporting the setting of goals and standards for services within the domain managed.
- As a member of the designated on-call rota the postholder has authority to work within their remit and work with the broader on-call teams across the Trust, with a clear escalation route available out of hours to the Director on-call.
- To fully deputise for the General Manager and, in their absence, make decisions on their behalf.

COMMUNICATION/RELATIONSHIP SKILLS

- To build relationships at a local level which deliver the vision for health care agreed by the Trust
- To take responsibility for specific projects and prepare and deliver reports and presentations as appropriate to operational and senior management teams within the Trust
- To represent the Trust at appropriate forums, locally and regionally to support delivery of service strategies and to promote the organisations.
- To communicate complex information to large groups of staff, partner organisations and the public. This will involve communicating internally with staff groups and in public forums on behalf of the Trust as appropriate.
- To liaise closely with local commissioners in order to influence their decisions and enable positive outcomes for provision of Health Care Services within the communities.
- To ensure that people who use services, and their carers, are appropriately involved at all stages of service development and delivery.
- To foster and develop partnership approaches with specialities within the Trust, Social Care Services, Mental Health Services, Primary Care, and the Voluntary and Independent Sector in order to ensure that services are developed and delivered in a coordinated way that is responsive to need and places individuals at the centre of the care they require.

ANALYTICAL/JUDGEMENTAL SKILLS

- Daily analysis, interpretation and triangulation of complex information (verbal or written), including comparison of options, to support and influence decision making in relation to use of resources or impact on patient safety & quality of care provision.
- Ability to analyse complex trends /data, and determine an effective and appropriate response, action plan and implementation plan across health care.
- Manage, and report, on people, finance and operational performance within the services managed. Working with colleagues in corporate teams to ensure data availability, improved data accuracy and effective reporting. Ensuring that there are action plans and improvement trajectories if any performance is off target.
- Provide assurance to the senior team, as required for people, finance, business continuity and operational performance.

PLANNING/ORGANISATIONAL SKILLS

- Support the formulation of service plans and strategies for the defined health care services within an environment that is uncertain and subject to frequent national & local policy change,
- Contribute to the development of relevant strategies and development plans across the Trust as needed.
- Contribute to the development of the Care Group winter (capacity) plan that supports the Trust plan, whole system working and smooth operational delivery across the period.
- Working with the Senior Leadership Teams, ensure teams have robust, and tested, Business Continuity Plans that comply with national requirements and that consider the needs of the organisation and its staff.

PATIENT/CLIENT CARE

- The post holder is responsible for the operational planning and delivery of relevant specified services within the Care Group, with the General Manager having overall accountability.
- To develop systems for ensuring that service users and carers are fully involved in all aspects of service development and delivery.
- Ensure that the principles of patient, carer and public involvement are adhered to across the Care Group in line with Section 22 of the Health & Social Care Act 2001 and the relevant Trust Policies.
- Will work with the relevant corporate team to ensure services act on feedback from patients, carers and service users regardless of the source of the feedback.

POLICY/SERVICE DEVELOPMENT

- Support the development of a culture within the Care Group where safety, quality and excellence are consistently delivered.
- Ensure services managed use best practice and benchmarking to identify areas to improve quality of care and operational efficiency. Develop and deliver action plans arising from service improvements ensuring targets are achieved.
- Work with strategic and operational professional leads, service managers and users/carers to ensure that good practice, (new) policies, protocols and service development plans are implemented at a local level.
- To contribute to shaping and developing the nature and range of services provided in community and hospital settings, including the design/redesign of care pathways across the specified health care community.

FINANCIAL/PHYSICAL RESOURCES

- To be the responsible budget manager for health care budgets and work within the relevant scheme of delegation for the management of Hospital Discharge Services.
- To deliver financial balance for the trust, to include financial savings and recovery as required.
- To ensure that risk management policies and procedures are implemented, in the defined area in accordance with the requirements of the Trust, and that risks are managed/mitigated locally or escalated to an appropriate level in the organisation.

HUMAN RESOURCES

- To be responsible for a diverse staff groups across a range of service functions
- To provide leadership and operational management for all staff within the defined area for the delivery of Health Care provision to ensure that all potential and actual service users/patients receive consistent and comprehensive service outcomes.

- Provide clear and inclusive leadership, demonstrating the ability to lead a large team with compassion, ensuring staff are treated equitably as well as working to ensure services close the health equity gap across patient groups and the local population.
- Provide support, through objective setting, appraisal and the agreement of personal development plans to all direct reports.
- Undertake performance & disciplinary hearings, investigations & meetings in accordance with Trust Policy(s).
- Provide strong leadership ensuring effective management and performance systems are in place and individuals & teams are aware of their service and personal responsibilities.
- Ensure engagement in the building of relationships with all internal and external stakeholders.
- Lead by example, role modelling compassionate and inclusive leadership behaviours, building connections across the Care Group and wider organisation, engender a culture that embodies the Trust's values.

INFORMATION RESOURCES

- Contribute to the collection of statistical data in order to monitor and develop team activity using electronic and paper methods.
- To utilise performance management information with staff and others as the basis for continuous service improvement.
- Process and present complex data
- To ensure that clinical governance and other quality assurance systems are in place to ensure patient safety and service quality.

RESEARCH AND DEVELOPMENT

- At every opportunity encourage clinical and non-clinical staff to participate in Research and Development activities.
- Ensure outcomes of R&D are adopted into clinical & operational practice, to ensure integrated services provide, meet or exceed national standards for performance and innovation where possible.

PHYSICAL SKILLS

- Standard keyboard skills.
- Participate in the designated on-call rota.
- Regular travel between Trust acute and community sites
- Use of Microsoft applications

PHYSICAL EFFORT

- Daily use of technology including computer, laptop, iPad and mobile phone.
- Desk/chair based for the majority of the day.

MENTAL EFFORT

- The post holder will be responsible for a number of services, the post holder will need to deal with unpredictable situations and frequent interruptions which may need urgent responses.

EMOTIONAL EFFORT

- Frequent exposure to distressing or emotional circumstances when having to impart unwelcome news, this may be as a result of complaints or incident investigation, performance or disciplinary hearings.
- Oversee investigations in accordance with Trust Policy(s).
- When required meet with patients & carers providing feedback on their experience.
- At any time during the working day, support staff who are experiencing work-based or personal challenges

WORKING CONDITIONS

- Regular travel between Trust acute and community sites.
- Prolonged use of computers on a daily basis.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

APPLICABLE TO MANAGERS ONLY

Leading the team effectively and supporting their wellbeing by:

- Championing health and wellbeing.
- Encouraging and support staff engagement in delivery of the service.
- Encouraging staff to comment on development and delivery of the service.
- Ensuring during 1:1's / supervision with employees you always check how they are.

DISCLOSURE AND BARRING SERVICE CHECKS

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

PERSON SPECIFICATION

Job Title	Care Transfer Hub Manager
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Educated to Masters level and/or equivalent relevant professional (operational) experience.	X	
Evidence of management and leadership development geared towards senior posts.	X	
Evidence of continued professional and personal development consistently throughout career.	X	
KNOWLEDGE/SKILLS		
Knowledge of current and developing health care policy agenda	X	
Knowledge and understanding of legislation and guidance relating to health services	X	
Knowledge, understanding and commitment to delivering 'excellence' in customer care	X	
Knowledge and understanding of health and safety legislation		X
Knowledge and understanding of application of health and social care eligibility criteria	X	
Knowledge and understanding of performance monitoring systems, quality measures and professional governance arrangements	X	
Ability to effectively communicate complex information to a variety of stakeholders	X	
Effective oral, written and presentational skills	X	
Able to motivate and inspire others	X	
Able to manage complex situations and negotiate positive outcome	X	
Numerate with analytical skills to use quantitative and qualitative data	X	
Effective negotiation skills	X	
EXPERIENCE		
Experience in managing complex health care services	X	
Evidence of working across acute/primary care to improve service outcomes	X	
Experience of managing resources and budgets, with a proven track record of delivering financial balance, sustainability and value for money.	X	

Experience of managing groups of staff and multi-disciplinary teams.	X	
PERSONAL ATTRIBUTES		
Excellent organisational and time management skills.	X	
Intellectual flexibility, including the ability to understand both operational detail and wider strategic visions and to articulate these to others.	X	
The ability to cope with ambiguity and perform through uncertainty.	X	
Political awareness.	X	
The ability to build successful relationships within organisations.	X	
Commitment to public service values.	X	
The ability to inspire others and lead by example, including demonstrable range of leadership styles appropriate to situations.	X	
Exemplary personal integrity and standards of conduct and behaviour.	X	
Personal credibility, with the ability to quickly gain the confidence of others, including clinicians, managers, staff, patients, relatives and users of services.	X	
The ability to compromise, balancing the needs of the care group with those of the Trust and wider system	X	
High levels of personal resilience and tenacity.	X	
OTHER REQUIREMENTS		
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	X	
Ability to travel to other locations.	X	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	N				
Driving	Y		X		
Food handling	N				
Night working	Y		X		
Electrical work	N				
Physical Effort	Y	X			
Mental Effort	Y				X
Emotional Effort	Y				X
Working in isolation	N				
Challenging behaviour	Y			X	