## 

## JOB DESCRIPTION

## Cluster Manager – Specialist Services Division

1. **JOB DETAILS**

**Job Title: Cluster Manager**

**Band: 8A**

**Reports to: Divisional Business Manager**

**Manager Department / Division: Cluster in Specialist services**

1. **JOB PURPOSE**

To provide managerial leadership with the support of the Divisional Business Manager and Clinical Lead for specified Cluster(s) in order to:

* Be accountable for the day to day activities of the specified Cluster(s) in accordance with Trust policies and within allocated resources.
* Manage the day to day activities of the Service(s) within the Cluster in accordance with Trust policies and within allocated resources.
* Continuously develop the most efficient and cost effective structure for the future delivery of Services within the Cluster with the involvement of clinicians, professionals and purchasers.
* Meet performance targets for quality, volume and cost.
* To take proactive role in the continuous service improvement of the Cluster(s).
* To be the delegated budget holder for pay and non-pay resources for the Cluster(s)

1. **DIMENSIONS/KEY WORKING RELATIONS**

The Cluster area appointed to may be subject to change in the future.

Manages budget of between approximately £10 -15m.

Responsible for approximately 100 - 200WTE posts.

Key working relations

* Divisional Director
* Divisional Business Manager
* Associate Medical Director for specified Cluster(s)
* Head of Midwifery and Assistant Director of Nursing
* Operations Director
* Clinical Lead and Clinicians for specified Cluster(s)
* Senior Matrons/Matrons
* Lead Nurse for cancer
* Lead Nurse for Children
* Other Cluster Managers
* Operational Support Team
* HR Department
* Pharmacists
* Technical Staff
* IM&T Dept
* Nursing Staff
* Service Development Team
* Divisional Management Accountant
* External Bodies: CCGs, Network and Users

1. **ORGANISATIONAL CHARTS:**

**Associate director of nursing**

**DIVISIONAL BUSINESS MANAGER**

**CLUSTER MANAGER**

**CLINICAL LEADS**

**SENIOR MATRONS / Clinical Service leads**

--------- Denotes professional reporting relationship

­­­\_\_\_\_\_ Denotes line management accountability

## KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES:

**Leadership/Management**

* Develop the Service Strategy into an operational work plan for the specified Cluster(s), adjusting and developing the plan as required.
* Support an open environment which promotes innovation and a positive approach to Service Development.
* Continuously develop the most efficient and cost-effective structure for the future delivery of specified Cluster(s) with the involvement of clinicians, professionals, users and commissioners. Interpreting policy, implementing and reviewing change as required.
* Ensure the efficient and effective day to day management of specified Cluster(s) within the Division.
* To establish and maintain appropriate links with a range of professionals in the Health Care Community.
* Plan and implement change (in conjunction with clinical staff) from a broad range of complex options in order to improve the quality of service provision in the Cluster in line with local needs and the wider NHS policy direction. Reviewing the change to ensure embedded.

## Performance Management

* Monitor waiting times and related standards including the review of complex data/spread sheets and take action to ensure that performance targets for quality and volume are met.
* Provide the quarterly review information for the Cluster(s) which contributes to the Divisional report.

## Resource Management

* To assist the Divisional Director and Senior Management Team in the successful financial management of the Division by managing within budgets, developing and delivering cost improvement programmes, maintaining/improving profitability, complying with all Trust financial rules, effectively managing charitable funds, recognising and balancing finance v quality/safety/efficiency
* Take responsibility for the management of the financial and physical resources allocated to the specified Cluster(s).
* Identify revenue shortfalls and provide and implement business solutions.
* Take a lead role in the planning and implementation of Capital Schemes within specified Cluster(s). This may involve holding meetings with clinical staff, architects, estates managers, building contractors and private sector managers within allocated resources.
* Ensure the Cluster(s) delivers services agreed with commissioners within the financial constraints, including efficiency programmes.

## Communication

* Establish effective communication channels to ensure all staff in the department are aware of the aims and business of the department and Trust.
* Create an environment which allows open communication at all levels amongst all staff.
* Develop effective channels of communication and working relationships with officers of organisations outside the Trust, e.g. CCG’s, other local acute Trusts and Networks.
* Take a lead role when required in communicating complex, sensitive or contentious issues.

## Service Agreements

* Work with the Divisional Director, Divisional Business Manager, Clinical Lead and Management Accountant to ensure that service agreements or amendments are being negotiated to ensure the best outcomes for patients and the Trust.
* Work with the Divisional Business Manager and Finance Team to monitor delivery of service agreements and ensure that appropriate income is received.

## Quality and User Involvement

* Ensure application of the Trust’s strategy and policy to deliver appropriate quality and timeliness of service.
* Wherever possible and appropriate seek the involvement of users in service planning and monitoring.
* Act upon findings of internal or external audits to continuously improve the quality of the service.
* Addressing both verbal and written complaints in a timely, sympathetic and professional manner.

## Human Resources

## Lead on the effective implementation of good human resource management in the specified Clusters.

## Lead on modernisation and workforce role redesign for specified Clusters.

## Develop the service strategy into a workforce plan for specified Clusters.

* Ensure that Trust policies are adhered to in relation to recruitment, selection and development of all staff within the specialty including PDRs, mandatory training, absence management, disciplinary and grievance procedures.
* Health and Safety – Ensure adherence to the Trust’s Health and Safety policy and management system. Ensure all staff are aware of its implication and their own roles and responsibilities.
* Take responsibility for risk assessment at department level.
* To take part in regular performance appraisal.

## Policies

* Assist in the formulation implementation and subsequent and monitoring of Cluster and Divisional policies and procedures as appropriate.

## Organisation and Development

* Organise the structure and work patterns of the Cluster services in order to ensure well defined line management and efficient and appropriate use of staff.

## Audit/Research

* Ensure compliance with audits undertaken by external bodies such as Dr Foster, and CQC etc in a timely fashion.
* Ensure compliance with Trust Research Governance policies.

## Governance

* Working with the Lead Clinician, Senior Matron & Governance lead to ensure that Cluster(s) have a structure for debating, reviewing and implementing issues relating to the governance of the Cluster(s)
* In the designated Cluster(s) ensure the implementation of the Trust’s Clinical Governance, Health and Safety and Risk Management policies and plans, and monitor implementation and compliance within the Cluster
* Monitor and update, the Cluster Risk Register in conjunction with the Divisional processes
* Health and Safety – Ensure adherence to the Trust’s Health and Safety policy and management system. Ensure all staff are aware of its implication and their own roles and responsibilities.
* To undertake any training required in order to maintain competency including mandatory training,
* i.e. Fire, Manual Handling
* To contribute to and work within a safe working environment

## Corporate and Divisional Responsibility

* Be aware of the Clusters’ place within the Division and the responsibility each part has for the success of the whole. Ensure that effective action is taken to preserve the financial integrity of the Trust.
* Deputise for the Divisional Business Manager as required. Take responsibility for Division wide projects as required. Participate in the Trust Management On Call Rota.

**Other Responsibilities:**

To take part in regular performance appraisal

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

To contribute to and work within a safe working environment

The post holder is 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.

The post holder is expected to comply with Trust Infection Control Policies and conduct him/her at all times in such a manner as to minimise the risk of healthcare associated infection.

**THE TRUST – Vision and Values**

Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:

Honesty, Openness & Integrity

Fairness,

Inclusion & Collaboration

Respect & Dignity

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

### 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.

The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462.



## POST: Cluster Manager BAND: 8A

**PERSON SPECIFICATION**

|  |  |  |
| --- | --- | --- |
| **REQUIREMENTS** | **At**  **Recruitment** | **At PDR** |
| **QUALIFICATIONS / TRAINING**  Educated to degree level or equivalent  Masters degree, or equivalent management experience. Management qualification or equivalent (for example, commenced formal study with known timeline)  Project management qualification/experience | **E**  **EE**  **D** | **E E E**  **E** |
| **KNOWLEDGE / SKILLS** | **E** | **E** |
| Innovative, able to problem solve and make decisions from a broad |
| range of complex options | **E** | **E** |
| Working knowledge of healthcare service delivery issues in acute |  |  |
| setting | **E** | **E** |
| Ability to interpret and implement complex policy including the |  |  |
| agenda for health and social care services arising from government | **E** | **E** |
| policies |  |  |
| Ability to influence and negotiate across a broad range of | **E** | **E** |
| professions and/or organisations as appropriate. |  |  |
| Ability to analyse/interpret a range of highly complex data in order | **E** | **E** |
| to identify solutions to service delivery. |  |  |
| Highly effective interpersonal, communication and people |  |  |
| management skills when dealing with highly complex, sensitive or | **E** | **E** |
| contentious information. |  |  |
| Knowledge of performance management frameworks and | **E** | **E** |
| methodologies. |  |  |
| Advanced IT keyboard skills including Word, Excel, PowerPoint, | **E** | **E** |
| databases and email. |  |  |
| Proven skills of operational budgetary management within the NHS | **E** | **E** |
| Ability to manage own time and meet deadlines. |
| **EXPERIENCE** | **E** | **E** |
| Post qualification experience at a senior management level |
| Proven experience of working in secondary care within the NHS at | **E** | **E** |
| operational management level across a range of clinical services |  |  |
| Experience of working with senior clinical professionals in | **E** | **E** |
| management roles | **E** | **E** |
| Proven experience of change management/project management | **E** | **E** |
| Experience in demand and capacity planning | **E** | **E** |
| Experience of financial management | **E** | **E** |
| **PERSONAL ATTRIBUTES** | **E** | **E** |
| Remain calm in stressful situations |
| Ability to work as part of a multi-disciplinary team | **E** | **E** |
| High level of self-awareness and openness to self-improvement | **E** | **E** |
| Awareness of diversity and equality issues within the NHS | **E** | **E** |
| **OTHER REQUIREMENTS**  Flexible to the requirements of the role Able to undertake on-call commitments Ability to travel to external meetings | **E E E** | **E E E** |

\* Essential/Desirable

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| --- | --- | --- | --- | --- | --- |
| HAZARDS:- Updated 31st May 2013 | | | | | |
| Laboratory Specimens |  | Clinical contact with Patients |  | Dealing with violence & aggression of patients/relatives |  |
| Blood / Body Fluids |  | Dusty Environment |  | VDU Use (occasional) | X |
| Radiation / Lasers |  | Challenging Behaviour | X | Manual Handling |  |
| Solvents |  | Driving |  | Noise / Vibration |  |
| Respiratory Sensitisers |  | Food Handling |  | Working in isolation |  |
| Cytotoxic Drugs |  | Electrical work |  | Night Working |  |