

Job Description

Job title:	Deputy Service Manager
Salary:	£25,599 - £35,360 per annum pro rata
Team:	MSK
Accountable to:	Service Manager
Location:	177 Preston Road, Brighton BN1 6AG

About us and our culture

We are a not-for profit, social enterprise, membership organisation delivering NHS services. Our members are local GPs, practice managers, practice nurses and our own staff.

We believe these things to be true

- Care is something we can choose to show for ourselves and each other at any time. Care is not exclusive to an appointment or a medical intervention
- We have a right to take control of our lives
- It takes courage to step forward and effect change. The capacity to lead is within us all
- Every interaction can be powerful if we choose to engage consciously. We know the ripples from these movements can go on to create profoundly positive change
- True care is a way of living that creates meaning between us all

Our Purpose in the World

Care Unbound. To create more possibilities for care in every moment.

How we work in service of our purpose

- We strengthen our capacity to care for ourselves and each other
- We recognise each opportunity to help people make meaningful choices
- We encourage ourselves to be guided by our values in the work we do every day
- We develop the capacity for leadership in ourselves and with all those we engage with
- We make improvements quickly where we recognise the opportunity, rather than waiting for perfect solutions
- We bring together the right people organisations and ways of working to create true partnerships

We believe in enabling people to take control of their health care journeys – we help to change the way health and wellbeing services work so care can focus on what matters to individuals.

We work to ensure that our culture is one that allows everyone to come to work as their 'whole' selves. For most of us, work takes up a big part of our day. We want to ensure that it's enjoyable and speaks to us on a level deeper than 'just getting the job done'.

Because of this:

- We run a coaching programme which enables everyone to learn how to become a coach and have access to coaching when needed
- We have a process called 'Pirate Dave' which allows peer-to-peer conversations about development
- We have a staff-run 'Wellness Group' that enable staff to set up initiatives that link to wellness/wholeness. This has included running yoga, installing a ping pong table in the rec room and buying free fruit for staff
- We have a staff-run 'Time & Spaces Group' who run organisational wide projects to ensure that every voice from the organisation is heard. They have been a big part of our recent office refurbishment which included installing a quiet room covered in grass for when we need to take a break and running an artwork competition so we can cover our walls with art created by our staff.
- We host mindfulness sessions twice per day

JOB ROLE

The role holder will work alongside the other Deputy Service Manager to oversee the pathway teams. They will be jointly responsible for the management of demand and capacity within the service and ensuring a high standard of quality for patients.

They will proactively forecast the health of the service and be able to articulate areas of concern and have the ability to offer solutions. They will lead on the implementation of service wide developments, as well as governance standards, communications and workforce development.

PRINCIPAL DUTIES & RESPONSIBILITIES

Demand and Capacity

1. Working closely with Clinical Leads to monitor and co-ordinate demand and capacity. Sourcing and supplying demand and capacity data in order to facilitate service decisions and ensure timely access to the service.
2. Analysing referral trends and flows of referrals through the service. Ensuring that the demand of the service is effectively managed and escalating to the Service Manager as required.
3. Assessing forward capacity across the geography for the service and ensuring that workforce is flexed in a way that best suits the service needs.

4. Working with Pathway Operational Managers (POMs) on a daily basis to assess the needs of the service and deploy administrative resource accordingly.
5. Communicate with providers and partners on a regular basis to ensure the smooth flow of a patient through the service and using information such as waiting times to assist in a patient's decision making process.

Staff and Performance Management

1. To line manage key members of the service. Undertaking regular 'one-to-one' meetings and annual appraisals, this may be from Here and other partner organisations.
2. Creating and maintaining a culture of open feedback within the team. Enabling staff to refine and improve the service.
3. To enable the supervision of staff within the service, using the relevant organisational policies and training structure.
4. Develop and maintain relationships with the key roles stated below.
5. Ensuring and maintaining data security and patient confidentiality by adhering to policies and protocols.
6. Assisting the Service Manager to monitor service delivery and staffing budgets ensuring that delivery is within the agreed budgetary limits.

Financial Management

1. Assisting the Service Manager in development of financial management plans.
2. Monitor financial performance against plan throughout the financial year and assist in ensuring the service adheres to this plan.

Service Delivery

1. To assist the Service Manager in the operational provision of the SMSKP service. This includes achieving and maintaining high standards for access, quality, safety and patient engagement.
2. Adhere to and ensure targets are met. This includes contractual, corporate standards and targets and the Commission for Quality of Care standards and outcomes.
3. Providing support to Primary Care, including the sharing of best practice processes and practice visits. To assist GP surgeries to ensure there is a smooth referral process.
4. Leading on the scheduling and maintenance of a range of clinics. Ensuring that these clinics are fully utilised and prepared in a timely manner.
5. Working with the SPCAs to ensure that all waiting lists are regularly monitored and kept up to date.
6. Ensuring that all incident, complaint and plaudit reporting is done following policy and that all learning is cascaded as needed.

7. Support the Service Manager and Community Services Lead where necessary to secure new service provision business where appropriate. To assist in the implementation of new service provision.
8. Undertake any other duties required by the business as appropriate to the role.
9. Ensuring key messages are communicated to the wider service as necessary.

Training and Developments

1. Sharing learning from both new ways of working and from incidents with clinical and non-clinical staff as necessary.
2. Proactively reviewing current processes and developing / improving where appropriate.

KEY RELATIONSHIPS

- Service Manager
- Deputy Service Manager
- Development and Improvement Manager
- Pathway Clinical Leads
- Community Services Lead
- Senior Patient Care Advisors
- Patient Care Advisors
- Site Managers
- Clinicians working within the Sussex MSK Partnership
- Quality and Improvement Officer

OTHER RELATIONSHIPS

- Partner organisation members of staff
- Other HERE Operational / Service Managers
- Clinical Lead Team
- Primary Care Leads

USE OF NEW TECHNOLOGY

We will make use of computer technology. Staff should expect to use automated information systems in their work in order to improve quality and co-ordination of services, and to enable faster and more accurate communication within and outside of the organisation.

CONFIDENTIALITY

As an employee of 'Here' you may gain knowledge of a highly confidential nature relating to the private affairs, diagnosis and treatment of patients, information affecting members of the public, matters concerning staff and details of items under consideration by 'Here'. Under no circumstances should such information be divulged or passed to any unauthorized person. This includes holding conversations with colleagues concerning patients or staff in situations where the conversation may be overheard. Breaches of confidence will result in disciplinary action which may involve dismissal.

EQUAL OPPORTUNITIES

Our policies and practices are designed to ensure equality of opportunity in employment and service delivery. All staff are expected to comply with these policies and practices.

HEALTH AND SAFETY

All staff have a responsibility to perform their duties in such a way that accidents to themselves and to others are avoided, and to cooperate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

NO SMOKING POLICY

We operate a no-smoking policy. This applies to all staff and visitors. This policy also includes travelling in 'Here' owned or leased vehicles during work time and whilst travelling in their own vehicles whilst on duty, in work time or whilst on 'Here' premises. It is a condition of employment for staff that they do not smoke whilst on duty or anywhere on the premises including the car park.

TRAINING AND DEVELOPMENT

All employees have a responsibility to undertake statutory and mandatory training that is required by 'Here'. In accordance with the Training and Development Policy, staff are expected to actively participate in the appraisal system and using this process to develop a Personal Development Plan (PDP).

AGREEMENT

This job description will be reviewed as necessary and may be amended to meet the changing needs of 'Here'. It will also be used as the basis to set performance standards and/or objectives and the contents will be used as part of annual appraisals. This job description has been agreed between the post holder and 'Here'.

Employees

Signature:

Print Name

Date:

Manager Signature:

Print Name:

Date:

JD author (name and job title):	Jimmy Smith, Service Manager
Date JD agreed:	21/07/2021
Brief description of reason for review (if applicable)	
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