**JOB DESCRIPTION**

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| **Role Title:** | Service Lead |
| **Location:** | Badby Park Care Centre |
| **Reporting to:** | Registered Manager |
| The Service Lead is responsible for the operational, strategic, financial and day-to-day running of their unit within Badby Park  As a Service Lead you will form part of an overarching senior management team, working alongside highly specialised clinical team, and will liaise with clinical and non-clinical staff and other partner stakeholders in order to deliver a service aligned to an outstanding outcome within the CQC regulatory agenda.  **Key deliverables are:**   * Operational management * Good quality outcomes * Management of all staff issues working with human resources * Clinical management * Staff management and appropriate deployment * Project management and delivery of innovative practice * Information management; * The lead of facilities management within your unit * Staff leadership and the drive for a positive environment   **Responsibilities**  To manage the cost, delivery and quality of healthcare services.  Daily tasks may involve:   * Managing clinical staff and ensuring key relationships with all professional staff who are part of the MDT * Managing the recruitment, selection, appraisal and development of staff * Overseeing the day-to-day management of your specific unit or a service area * Implementing new policies and directives * Liaising and negotiating with medical and non-medical staff internally (also at the most senior levels) and with people in external organisations, e.g. social services, external quality assessors * Gathering and analysing data and using it to plan and manage both projects and systems * Working towards ensuring quality and value for money for residents * Providing data through audits for quality assurance and monitoring purposes * Involved with setting budgets and maintaining finances within tight constraints * Planning and implementing service developmental changes to improve service delivery * Attending meetings, writing reports and delivering presentations to a variety of audiences * Being part of a meeting structure and representing the views of departments and teams * Handling communications and marketing in relation to your unit * Managing the environment, liaising with catering, cleaning and other central staff * Purchasing equipment and supplies and organising stores, and medication * Using computers to manage information and financial data and to analyse and measure performance * Proactively working towards 100% compliance in supervision and appraisal but achieving a minimum of over 90% at all times. * Proactively working towards 100% compliance in mandatory training on your unit but achieving a minimum of over 90% at all times.   **Working hours**  Working hours of 37.5 hrs will be flexible to ensure the needs of the service can be met. A flexible attitude is needed and there is on-call during evenings or weekends on a rota basis.  The post will predominantly be supernumerary, however this will depend on the needs of your unit and how well vacant hours are managed  **What to expect**   * Work is usually unit based, but you may need to complete work in different parts of the site * Dress code is that you are expected to dress smartly * Managers are expected to implement new policies, often in adverse situations * In the course of implementing new budgets, systems and policies, managers may also occasionally encounter push back from their teams * Travel may be required to other sites on an occasional basis * Representation of the service across all key stakeholders * The involvement in all regulatory inspections * Regular support from your peers and line manager * Development opportunities with formal training and coaching, in addition to your clinical supervision   **Qualifications/Experience**   * Registered Qualified Nurse or Allied Professional with at least 5 years’ experience, two of which in a line management capacity * Professional qualification that supports clinical management * Leadership/ general management qualification and/or experience * Experience of human resource management * Quality management aligned to health data management * Finance management * Leadership and management   **Skills**   * Communication skills, both oral and written, as you will need to communicate effectively with a variety of individuals and professional groups * Listening skills and the ability to negotiate with and persuade others * To be able to motivate others * Have an interest in the sector and identification with the common values and aims of the service/group * Patient/customer focus * An emphasis on achievement of results and both the energy and enthusiasm to ensure that objectives are met * Initiative and leadership skills and the ability to gain the trust, commitment and cooperation of others * Team working skills and the ability to collaborate effectively with others * The ability to grasp clinical issues, including the understanding of treatments and evolving medical technologies * Organisational skills to deal with a diverse range of challenges * Flexible and creative problem-solving ability * Decision-making ability, particularly in sensitive areas such as the allocation of funds or organising staff levels for a unit * Numeracy and the ability to analyse complex issues, absorb information, understand data and identify underlying trends * Adaptability and readiness to challenge existing practices and find alternatives * The ability to perform when under pressure | |