**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 ParkAs 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
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