

**LEEDS COMMUNITY HEALTHCARE NHS TRUST**

**JOB DESCRIPTION**

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| Job Details **Job Title:**  Operational Head of Service **Banding:** Operational Manager - Band 8A **Specialty/Department:** Police Custody **Reports to:** Operational Head of Portfolio **Accountable for:**  Clinical Team managers  |

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| **Service Description**LCH provide innovative healthcare services in police custody suites in West Yorkshire (Leeds, Bradford, Wakefield, Huddersfield and Halifax), South Yorkshire (Sheffield, Doncaster and Barnsley) and Humberside (Hull and Grimsby) to perpetrators. This is a regional contract providing care to patients in all four force areas.The aim of these services is to provide healthcare that ensures the safety of our patients, guaranteeing their fitness to be detained, fitness to be interviewed and fitness to attend court. Healthcare services also include conducting clinical assessments, identifying and implementing appropriate interventions, and collecting forensic samples whilst providing advice and guidance to Custody staff regarding the care of the patient during their stay in Police Custody. The key task for healthcare workers is to systematically assess an individual’s needs to ensure holistic care in a short time frame. Assessments include treating minor injuries, emergency care, assessment of substance misuse, collection of forensic samples, assessing mental health, assessing needs around long-term conditions, facilitating patients own medication and onward referrals to other services. Some of our patients may not have access to mainstream health services so this opportunity to engage them with healthcare.This service has been commissioned by the police forces who are working to improve healthcare in the custody setting. As a result, LCH are implementing a number of innovations to transform the delivery of healthcare which include digital innovation, MS teams, electronic patient records as well the training and development of our HCPs to ensure the best possible care is received by our patients |

**Job Purpose**

The post holder will be responsible and accountable for delivering and influencing the delivery of a defined service. In doing so, they will support the senior management team to deliver strategic targets and be responsible for the operational management of the service. The post holder will work to professional and regulatory body codes, standards and guidance at all times ensuring that their practice is grounded in evidence based theoretical and practical knowledge. They will be responsible for developing new and innovative practices responding to emerging knowledge and techniques.

**Key Responsibilities**

1. **Clinical *(where applicable to maintain professional clinical registration)***
2. Maintain clinical credibility demonstrated through undertaking clinical practice at a frequency agreed with senior management team/head of service in the relevant field.
3. Practices as an autonomous clinician to support service delivery, responding to social, scientific, clinical and ethical issues in line with the values and agreed model within the service
4. Works to standards of advanced proficiency identified by their professional and regulatory bodies
5. Demonstrates independent practice responding to social, scientific, clinical and ethical issues which are encountered
6. **Management**
7. Corporately responsible for the operational delivery of the service and for ensuring the delivery of the clinical pathways appropriate to field of work
8. Manage the delegated budget for the team and support the head of service to manage the overall service budget where appropriate
9. Ensures the effective and efficient use of resources e.g. staff, supplies to maintain the team establishment and comply with the service delivery model
10. Responsible for the line management and performance of a clinical/operational team within a specific service area and within line management structure specific to service area
11. Delegate, organise and prioritise autonomously to ensure the safe delivery of the service and making judgements in complex situations e.g. unexpected service demands
12. Ensures that all team and individual objectives are clearly defined within the wider Directorate framework and in line with Trust’s objectives, using the appraisal process as a vehicle for this.
13. Takes responsibility for their own and others’ health and safety in the working environment.
14. Ability to make highly complex judgements, including in new or unfamiliar situations by analysing and interpreting a wide variety of complex information and data sources to compare options and to take action as appropriate.
15. Deliver information to the team and other services, teams or agencies using a variety of means
16. Promotes and represents service at a strategic level
17. Provides and receives highly complex, highly sensitive or highly contentious information where motivational, persuasive, empathetic, negotiating and reassurance skills are required whilst demonstrating an understanding of barriers to communication
18. Approaches each individual with care, compassion and sensitivity ensuring that these values are reflected in all aspects of the role including the management of compliments and complaints.
19. **Leadership**
20. Ensures that a professional service and image is maintained at all time, thereby acting as a role model to all staff
21. Provides a leadership style which is underpinned by strongly held values around equality, diversity and openness; effectively builds and maintains relationships with direct reportee(s) and other key individuals across the organisation.
22. Demonstrates a highly specialist knowledge of professional roles and responsibilities in order to explore, research and develop new and innovative methods of service delivery in order to meet current and new demand
23. Demonstrates leadership and innovation in contexts which are unfamiliar, complex, and unpredictable that require solving problems involving many complex interacting factors
24. By demonstrating highly developed change management behaviours, the post holder will lead complex projects, which may impact on own or other services, in order to implement key strategies and quality standards
25. By actively participating or leading multi-discipline or multi-agency work streams, the post holder will propose and develop clinical/operational policies and/or service developments which have impact on other disciplines, services or agencies.
26. Demonstrates resilience when responding to challenge, change and complex or difficult situations
27. Positively leads human resource systems and processes to embed the organisational vision and values throughout the service
28. Demonstrates leadership, initiative and creativity in developing projects inspiring others to be positive in their contribution to continuous improvement
29. Acts as a highly specialist source of information and support for other professionals and agencies across the broad health and social care context
30. Takes responsibility for their own and others’ health and safety in the working environment.
31. Clearly articulates the expected clinical/operational standards of the service, monitors and identifies where standards are not met and takes action to address holding people to account where necessary
32. Ability to represent the service at relevant local or regional clinical forum
33. **Learning and Development**
34. Undertakes any training required to develop and maintain their proficiency in response to changes in service delivery or new and emerging techniques within the area of work and demonstrate competence within professional body requirements
35. Reflects on and evaluates own practice and identifies areas of development by setting appropriate objectives via appraisal and clinical supervision
36. Contributes to research and development programmes appropriate to practice
37. Shares good practice and promotes the organisation through presentation, publication and submission for relevant awards
38. Ensures appraisals for direct reportees are undertaken in accordance with Trust policy; manages performance which falls below standard in accordance with the appropriate HR policies and processes seeking support from senior staff where required.
39. **Partnership and Team Working**
40. Works in partnership with other agencies and disciplines to effectively manage complex cases whilst focusing on individual client need

# Develops and maintains effective clinical and corporate working relationships both within and outside the Trust

1. Explores the potential for collaborative working and takes opportunities to initiate and sustain such relationships.
2. Actively contributes to the multi-disciplinary team supporting the patient; acting as a credible source of information for other agencies/professionals involved in the care as required acting as a resource of highly specialist knowledge for others
3. Provides high quality, specialist advice related to area of work to other colleagues, agencies and individuals in order to support development including to Higher education Institutions
4. **Innovation and Quality**
5. Continually develops and improves the quality of services; responsible and accountable for the team performance within organisational governance frameworks and corporate objectives
6. Identifies, manages and minimises risks within the overall organisational risk management frameworks supporting other staff to contribute to the process. This includes understanding and applying knowledge of clinical role in safeguarding and incident management
7. Implements policies relevant to service area and ensures team members are aware of policy requirements
8. Initiates and leads audit and ensures relevant action plans are completed.
9. Acts as an advocate for patients and their families/carers recognising the boundaries of their clinical knowledge; liaising and referring on to other services / agencies as required
10. Ensures that patient experience is core to all clinical and service development gaining support from the appropriate corporate teams as required
11. Develops and implements innovative clinical practice to contribute to the Quality Framework, outcome measures and best practice standards in order to deliver an effective, high quality service
12. Engages and actively involves the public and users of the service in the assessment, planning, implementation and evaluation of service delivery
13. Establishes a clear compliments and complaints system within team in line and supported by Trust policy and guidance

**Health and Safety**

Responsibilities of ALL staff in relation to Health and Safety:-

* Take reasonable care of your own health and safety
* Take reasonable care not to put other people - fellow employees and members of the public - at risk by what you do or don't do in the course of your work
* Co-operate with Trust, making sure you understand and follow the health and safety policies and procedures
* Attend all required training on Health and Safety related policies and procedure.
* Do not interfere with or misuse anything that has been provided for your health, safety or welfare
* Report and record any injuries, strains or illnesses suffered as a result of doing your job
* Inform your manager if something happens that might affect your ability to work safely such as suffering an injury or a new medical condition.

Additional for those with management responsibilities:

* Identify through documented risk assessment any risks that exists within the department or during the delivery of the service
* Investigate and manage incidents and near misses, ensuring actions are taken to prevent recurrence
* Support the Risk and Safety Team in ensuring suitable and sufficient up to date Health and Safety information and guidance is available to all staff at all levels and disciplines across the  organisation.

**In addition to these functions the post holder is expected to:**

* In agreement with their line manager carries out such other duties as may be reasonably expected in accordance with the grade of the post.

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| **Effort Factor Information** |
| **PHYSICAL EFFORT**What physical skills needed in the role require, speed, accuracy, dexterity and or manipulation of objects (includes both clinical and non-clinical posts)? Please provide specific examples.Is the post holder required to lift equipment? If yes, please specify type of equipment, weight (approx kilos) and frequency of the requirement. Please provide specific examples. | Frequent sitting, standing, restrictive position; moderate effort for several short periods. |
| **MENTAL EFFORT**Describe the amount of concentration required within the day-to-day job. What is it the employee will have to concentrate on? Please give examples of how often and for how long this concentration occurs. Please provide specific examples of when mental effort is required.Is the post holder required to drive a vehicle? If so please specify duration and frequency. | Frequent concentration and unpredictable work pattern; complex meetings, analysis of reports; report writing; frequent interruptions to deal with service delivery issues |
| **EMOTIONAL EFFORT**Does any part of the job require any emotional effort? What elements of the role expose the employee to emotional effort?How often does this happen? Please provide specific examples. E.g. exposure to child protection issues | Frequent distressing or emotional circumstancesdelivering distressing or unwelcome information, deals with child / vulnerable adult abuse, challenging behaviour |
| **WORKING CONDITIONS**Is the post holder required to work in extreme heat or cold, with smells, noise or fumes which are unavoidable, even with the strictest health and safety controls? Does the post holder work with clients or patients who express aggressive verbal or non-verbal behaviour or similar. Please describe the requirement and the frequency with which this may occur. | Frequent unpleasant; occasional highly unpleasant conditions – environment, smells, lice/fleas, verbal aggression, body fluids |

**TERMS AND CONDITIONS OF SERVICE**

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| **Band:** | 8a |
| **Hours:** | 37.5 |
| **Contract:** | Permanent |
| **Salary:** | £53,755 to £60,504 per annum |
|  | New staff will normally be appointed to the minimum of the pay band. Staff transferring from one post to another in the same pay band within the NHS will enter the band at the same point that they were previously on. Staff promoted within the NHS will enter the new pay band at the minimum or the first point of the new pay band that gives them an increase in salary. Any previous NHS service will be subject to confirmation by the Payroll Department. |
| **Annual Leave:** | The annual leave year runs from 1 April to 31 March following. The full entitlement being 27 days for a full year and pro ratafor an incomplete year's service. An additional 2 days will be awarded after 5 years service plus a further 4 days after 10 years service. This is in addition to 8 public and statutory days holiday. |
| **NHS Pension:** | The post is pensionable unless you opt out of the scheme or are ineligible to join and your remuneration will be subject to deduction of contributions in accordance with the National Health Service Pension Scheme. In the event of you not wishing to join the scheme you should complete form SD502 on your commencement date. |
| **Medical:** | The appointment maybe subject to you completing a declaration of health form, which may lead to a full medical examination upon request. |
| **Notice:** | Giving notice – you are required to give the Trust 4weeks written notice of termination of your employment.Receiving notice – with the exception of ‘Summary Dismissal’ you will be entitled to receive notice of 4 weeks or your statutory notice entitlement whichever is the greater. Statutory entitlement is:For staff with more than 4 weeks continuous service, entitlement to notice is 1 week for each year of completed service up to a maximum of 12 weeks. |
| **PROFESSIONAL REGISTRATION** Where it is a requirement as part of this job role to be registered with a Professional Body, you are required to maintain and update your registration in line with the Trust’s Professional Registration Policy. You are required to provide proof of your registration status on your appointment, at renewal of registration or at any other time as requested by the Trust. It is also a requirement for you to comply with any Codes of Professional Conduct and to update/satisfy any Continuous Professional Development conditions.It would also be a requirement for you to comply with any Codes of Professional Conduct and to update/satisfy any Continuous Professional Development conditions.**REHABILITATION OF OFFENDERS ACT 1974**Because of the nature of the work for which you are applying, this post is exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974. Applicants are, therefore, not entitled to withhold information about convictions which for other purposes are 'spent' under the provisions of the Act, and, in the event of employment any failure to disclose such convictions could result in dismissal or disciplinary action by the Trust. Any information given will be completely confidential and will be considered only in relation to an application for positions to which the Order applies.**DBS CHECK (Formerly CRB)**This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure & Barring Service to check for any previous criminal convictions.The Trust is compliant with the Disclosure & Barring Service ‘Code of Practice’, a copy of which is available on request.The Trust welcomes applications from a wide range of candidates including those with a criminal record. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of a conviction or other information revealed. A full Trust policy on the Recruitment of Ex-offenders is available on request.**SECTION 11 COMPLIANCE****Safeguarding Children and Vulnerable Adults**All employees are required to act in such a way that at all times safeguards the health and well being of children and vulnerable adults. Familiarisation with and the adherence to the Trust’s Safeguarding policies is an essential requirement of all employees as is participation in related mandatory/statutory training.**ORGANISATIONAL AND STATUTORY REQUIREMENTS**All employees should understand that it is their personal responsibility to comply with all organisational and statutory requirements, e.g. Health and Safety; Equal Treatment and Diversity; Confidentiality; Infection Prevention and Control.**MENTAL CAPACITY ACT (MCA 2005 CODE OF PRACTICE)** This Act applies to all persons over the age of 16 who are judged to lack capacity to consent or withhold consent to acts which are considered by health and social care professionals to be in the best interests of their welfare and health. The Mental Capacity Act 2005 imposes a legal requirement on health and social care professionals to ‘have regard to’ relevant guidance within the Code of Practice when acting or making decisions on behalf of someone who lacks capacity to make the decision for themselves. Furthermore, they should be able to explain how they had regard to the Code when acting or making decisions. Detailed guidance is available in the Mental Capacity Act 2005 Code of Practice http://www.dca.gov.uk/legal-policy/mental-capacity/mca-cp.pdf**NOTE**This job description does form a part of the contract of employment and indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the postholder. **JOB SHARE**This post is suitable for job sharing and when filled on this basis will attract all normal terms and conditions of service outlined above, but on a pro rata basis if appropriate.**SMOKING**The Trust operates a no smoking policy and is smoke free. |

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PERSON SPECIFICATION – Operational Head of Service - IAPT

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| **Attributes** | **Essential** | **Desirable** | **Method of Assessment** |
| **QUALIFICATIONS****& TRAINING** | Professional degree or diploma in relevant fieldIf required, qualification specific to specialist field Post graduate learning to Masters level or equivalentAppropriate statutory professional body registration (where applicable)Must be willing to participate in any relevant training identified to develop skills required to carry out duties Maintains a portfolio of CPD in line with regulatory body standardsTeaching, training or mentorship qualification or experience to an equivalent level | Specific CPD modules relevant to specialist fieldLeadership and management qualificationProject management qualification | Application InterviewReferences |
| **EXPERIENCE** | Experience in the specialist area of workExperience in operational management including human resource managementExperience in leading the teaching and training of others in a variety of settings e.g. clinical, academic | Working in community or primary care based teamsBudget management experience and delivery of savings targetsExperience of role/service redesign | Application Interview |
| **KNOWLEDGE & UNDERSTANDING** | Highly specialist knowledge of professional roles and responsibilitiesKnowledge of corporate responsibilityKnowledge of business planning and financial management theoryAdvanced knowledge of relevant current issues in health and social care, ethics and innovation and application in practiceDemonstrates awareness of limits to knowledge baseLeads the implementation of strategy, clinical governance, service development and quality measures in practiceKnowledge of specific innovation techniques / initiatives e.g. Productive Community / Ward Series (Leeds Approach)Knowledge of current research and / or clinical audit methodology  | Experience of practical application of innovation techniquesCommissioning and contracting knowledge | Interview |
| **PRACTICAL & INTELLECTUAL SKILLS** | Highly complex analytical and creative problem solving skills in unpredictable situationsWorkload management including delegation of tasks, team leadership and delivery of strategic targetsCompetent IT skills in order to collect and interpret data, present reports and compile presentations in a range of contextsAdvanced verbal, non-verbal and written communication skills including communicating complex or potentially distressing information to patients / carers and managing conflict when appropriateHuman resource management skills and techniquesChange management skills Risk assessment skillsReflective practice skills – able to give clear and effective feedback and support others to develop | European Computer Driving Licence or equivalent IT skills | ApplicationInterviewTest |
| **ATTITUDE & BEHAVIOUR** | Able to demonstrate clear and inspiring leadership internally and externally behaving as a role model at all timesDisplays care, compassion, sensitivity and responsiveness to other peoples’ feelings and needsAble to work as part of a team, co-operating to work together and in conjunction with others and willing to help and assist wherever possible and appropriate appreciating the value of diversity in the workplaceAble to develop, establish and maintain positive relationships with others both internal and external to the organisation and with patients and their carersAble to work under pressure, dealing with peaks and troughs in workloadmanaging unpredictable service demandsPositive and flexible attitude to dealing with change; able to respond to the changing needs of the patient in an appropriate and timely manner; willing to change and accept change and to explore new ways of doing things and approachesHighly motivated and reliableHas a strong degree of personal integrity; able to adhere to standards of conduct based on a culture of equality and fairnessDemonstrates values consistent with those of the Trust | Evidence of leadershipExperience of change management theory  | Application FormInterviewReferencesTest |
| Car owner/driver or suitable alternative transport to enable you to undertake the job (it is unlikely that public transport will meet this requirement). Reasonable adjustments can be considered in accordance to the Equality Act. |