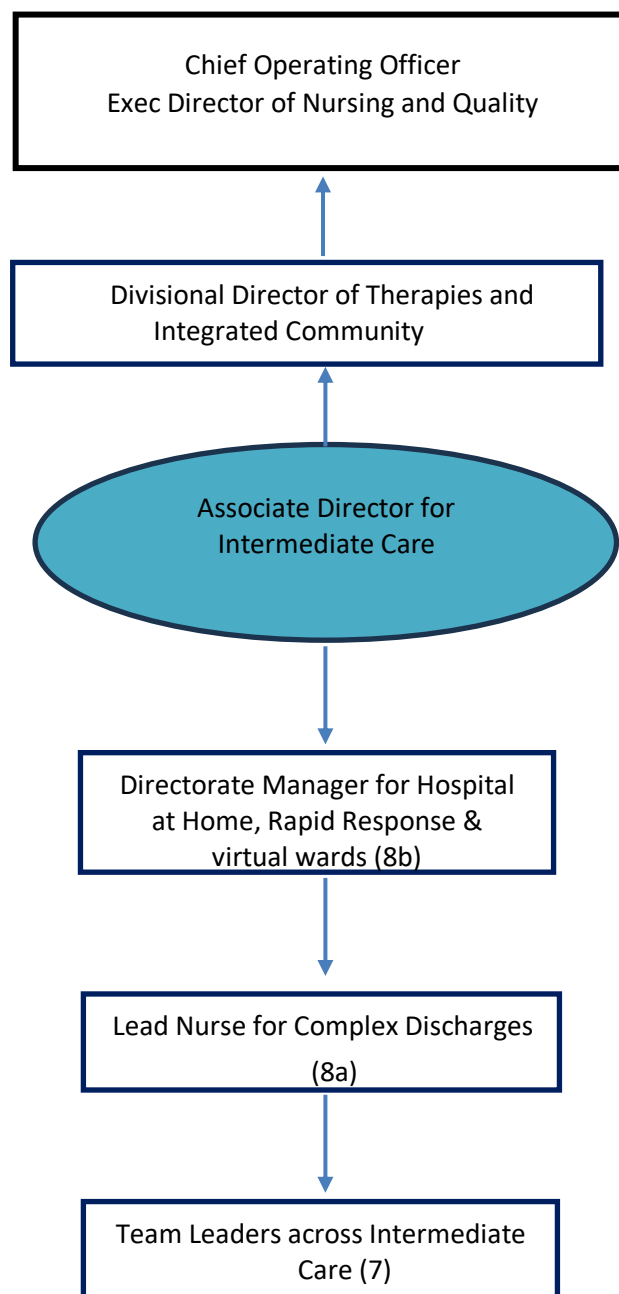


Welcome to the Countess of Chester

Associate Director of Intermediate Care Band 8c



Your Opportunity

Accountable to and line managed by the Divisional Director of Therapies and Integrated Community Services. The Associate Director of Intermediate Care is responsible for the operational management and planning of services, ensuring that the key quality, service performance, and financial objectives are met. Responsible for the delivery of services with maximum efficiency, promoting service improvement and best clinical pathways and responsibility for ensuring that regulatory targets and compliance against quality, risk and governance standards are met. Leading the development, motivation, and inspiration of teams within the Therapies and Integrated Community Care Division (TICC), the Associate Director of Intermediate Care has responsibility for the adherence to the Trust's values and behaviours.

To provide professional leadership and clinical accountability for staff working across Intermediate Care, in partnership with Cheshire and Wirral Partnership Foundation Trust.

To work with system partners to put in place clinical pathways that provide care and rehabilitation for patients in the most appropriate settings whilst reducing inappropriate or unavoidable demand on acute services.

Scope of services –

- Intermediate Care Services (Hospital at Home, Rapid Response, Discharge Liaison and Virtual Wards) providing a range of Intermediate Care services for the Countess of Chester Hospital Foundation Trust and Cheshire and Wirral Partnership Foundation Trust.

Key indicators –

- Relevant national and local performance targets and quality standards; achievement of relevant CCG commissioning intentions and delivery of the Cheshire West Place Plan. Achievement of financial balance and cost reduction strategies

The list below is to outline the main duties involved; however, this is subject to change and will vary within the given role. We ask all employees to be flexible in their role, to always ensure we are delivering Safe, Kind and Effective care.

Clinical Responsibilities

Responsible for quality of care, risk management, service delivery, and optimal efficiency and productivity in the delivery of services by:

1. Acting as an expert for Intermediate Care Services, demonstrating expert knowledge by being visible, accessible, and using critical thinking skills within the workplace.
2. Ensuring patient flow pathways and processes are designed to meet operational best practice and eliminate waste, inefficiency, and delay.
3. Undertake regular assessment of demand and make complex decisions to formulate plans to optimise capacity to meet this demand.
4. Ensuring designed rehabilitation, intermediate care pathways and processes, align to best practice and are consistently applied in practice.
5. Responsible for risk management (identification, mitigation, control mechanisms) and making recommendations and leading change to reduce these risks, escalating through Divisional Board as appropriate.
6. Ensure compliance with the relevant CQC standards and commissioning contracts, acting as a Divisional



lead.

7. Ensure that the Directorate meets national and Trust standards which include the setting of trajectories.
8. Accountable for the delivery of achievements against these specified targets and measures, providing assurance to the Divisional Director Of TICC
9. Initiate and encourage participation in approved research programmes and clinical audit activity, to support the advancement of TICC services.
10. Ensuring that teams/staff engaged in the pathways are achieving maximum productivity within their available time.
11. In conjunction with the TICC Associate Medical Director and Divisional Director, and Professional Leads across Nursing and Allied Health Professionals develop and implement clinical best practice and patient experience in pathways within the acute trust and wider community.
12. Responsible for all aspects of Intermediate Care operational performance, including managing within the defined budget and supporting the delivery of the CRS programme whilst maintaining safety, quality, and service user experience.
13. All employees of the Trust have the responsibility to comply with the Trusts Infection Prevention and Control policies and procedures at all times, strict adherence to hand hygiene is essential.
14. Responsible for Intermediate Care Services including the operational deployment of staff to maintain safe services and patient pathways.
15. Set the direction for the management of staff training and development within Intermediate Care services.
16. Ensure that effective patient care is delivered by appropriately trained and competent staff developing a culture that encourages staff to be innovative, creative, and challenging in the interest of patient care and professional practice.
17. Responsible for staffing strategies to: reduce vacancies, increase retention, decrease sickness and absence, decrease staff turnover, and promote career development.
18. Act as commissioning manager for investigations as necessary and proportionate, ensuring Human Resources policies and procedures are followed.
19. Support the development and implementation of strategic clinical and business plans for the TICC Division.

Education, Development and Improvement Responsibilities

1. Work in partnership with Cheshire and Wirral Partnership Foundation Trust to improve care for those patients in Intermediate Care Services.
2. Responsible for benchmarking and identifying best practice.
3. To have a key role in supporting the Divisional Director of Therapies and Integrated Community Services in identifying Intermediate Care priorities and objectives including the annual planning cycle.
4. To have a key role in supporting the Divisional Director of Therapies and Integrated Community Services in setting the direction of Intermediate Care services within the AHP strategy.
5. To ensure that proposed service developments are supported by robust business cases which fully plan and operationalise their implementation.
6. To ensure effective communication to the respective Trust and partner Groups and Boards (including the Local Authority), senior management teams, staff, and other relevant stakeholders.
7. To provide robust professional leadership, clinical governance and continuing professional development for all Intermediate Care staff working within scope of the TICC Division.
8. Maintain productive relationships with stakeholders and liaise with commissioning bodies as required on service pathways and configuration, and other commissioning issues.
9. Responsible for ensuring regulatory targets and standards and Trust quality & safety requirements are met.

10. Co-ordinate and implement Research & Development and audit programmes relevant to Intermediate Care.
11. Ensure Business intelligence systems are robust, effective, and accurate to monitor TICC activity.
12. Ensure that service improvement is underpinned by robust information and business intelligence.
13. Evaluate/analyse complex data/information and assess performance against local and national performance benchmarks. Where performance is low, develop plans with teams to address this.
14. Lead change management processes with a particular focus on safe pathways, efficient deployment of resources and people management.
15. Ensure that quality improvement methodology is used and embedded across the teams.
16. Actively participate in procurement activities.
17. Responsible for the identification of areas for service development. Propose and authorise (using identified governance route) the development of policies, procedures, and guidelines to support changes in Intermediate Care services.
18. Actively engage the workforce in the Intermediate Care services vision, objectives and plans to achieve commitment and ownership.
19. Act as a driver for equality and diversity, both as an employer and provider of care, ensuring that effective policies and procedures are in place and promoted.

Leadership Responsibilities

1. Provide effective line management of staff within Intermediate Care Services, ensuring all staff are appropriately managed and supported.
2. Responsible for ensuring that Intermediate Care Services within scope of the TICC Division remain within financial budgets and have robust financial plans to support financial recovery.
3. Overall responsibility for the management of all staff within Intermediate Care Services across multiple departments; leading the development, motivation, and inspiration of teams within the TICC Division and adherence to the Trust's values and behaviours.
4. Communicate effectively with staff to ensure staff feel empowered to contribute to services and improved service user pathways.
5. Always communicate effectively and maintain a harmonious working environment.
6. To role model the Trust's values and behaviours.
7. Participation in the Hospital On-call Manager Rota.
8. Line managers have a responsibility to check in regularly with staff and recognise stress symptoms, know how to access support, and promote the health and wellbeing of their staff.
9. Take responsibility for self-development, identifying areas for improvement and actively seeking out personal and professional development opportunities.

Governance

1. To lead on the governance arrangements across the directorate, taking overall responsibility for the directorate risk register and action plan.
2. To lead and chair risk and safety committees as appropriate to deliver a safe, kind and effective Intermediate Care service.



3. Lead responsibility for ensuring compliance against identified care assurance metrics (internal and external).
 4. To ensure that support is available to lead staff and area managers, to ensure a robust and active Governance programme is maintained within the Directorate.
 5. To ensure that the Directorate complies with health and safety requirements and legislation, including staff attendance at all mandatory training e.g., Fire, Manual Handling and Health & Safety Executive.
 6. Lead responsibility for listening to & responding to patients and/or service users concerns through the Trust's identified feedback mechanisms.
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Person Specification

Qualification	Essential	Desirable
	<ul style="list-style-type: none"> • Degree in a therapy/ nursing profession or business equivalent. • HCPC/NMC registration or business equivalent • Masters degree. • Management and/or Professional qualification at postgraduate level or equivalent relevant experience • Professional specialist knowledge covering more than one relevant discipline e.g., clinical services, finance, personnel, IT, gained through Masters Degree or significant proven experience • Evidence of continuing personal and professional development 	
Knowledge and Experience	<ul style="list-style-type: none"> • Extensive experience in a management role within the NHS with current knowledge Intermediate Care. • Demonstrate extensive resource management experience within an operational environment, including clinical service provision, Finance, HR, change management & service improvements. • Demonstrate successful management of change within a large complex organisation. • Demonstrate thorough understanding of the ICP services and the impact on service provision of current national and local strategy. • Experience of developing business plans which support/deliver corporate and divisional objectives. • Proven performance management of services and delivery of targets within agreed timescales. • Knowledge of key performance indicators and compliance against quality/risk/governance agendas. • Demonstrate sound financial management across multiple services. 	<ul style="list-style-type: none"> • Multi-agency working at strategic level • Demonstrate thorough knowledge of the NHS and the modernisation agenda particularly in relation to service delivery

	<ul style="list-style-type: none"> • Demonstrate working knowledge of Clinical Governance • Experience of delivering to tight deadlines. • Experience of staff development and appraisal including performance management. • Experience of implementing and supporting change e.g., working practices and redesign of services. • Ability to effectively network locally and nationally and benchmark to ensure use of best practice. 	
Skills and Abilities	<ul style="list-style-type: none"> • Well-developed leadership and motivational skills. • Excellent interpersonal skills. • Patient focused. • Excellent planning and organisational skills. • Political awareness. • Judgement and analytical skills. • Ability to influence, persuade and negotiate at all levels. • Conflict resolution. • Ability to prioritise own and others' workloads effectively to meet tight deadlines whilst managing conflicting priorities. • Enthusiastic and self-motivated. • Demonstrates an understanding of current issues e.g., capacity and demand/quality/governance and risk agendas. • Experience of research and audit e.g., either/or specific projects Post Graduate studies along with an understanding of the audit cycle, value and when to use it. • Ability to manage resources (capital and revenue), including cost improvement programme. • Strong commitment to staff engagement and empowerment. • Ability to work independently as well as part of a team. • Capacity to build and develop teams and maintain constructive working relationships at all levels. • Ability to communicate effectively at all levels. 	

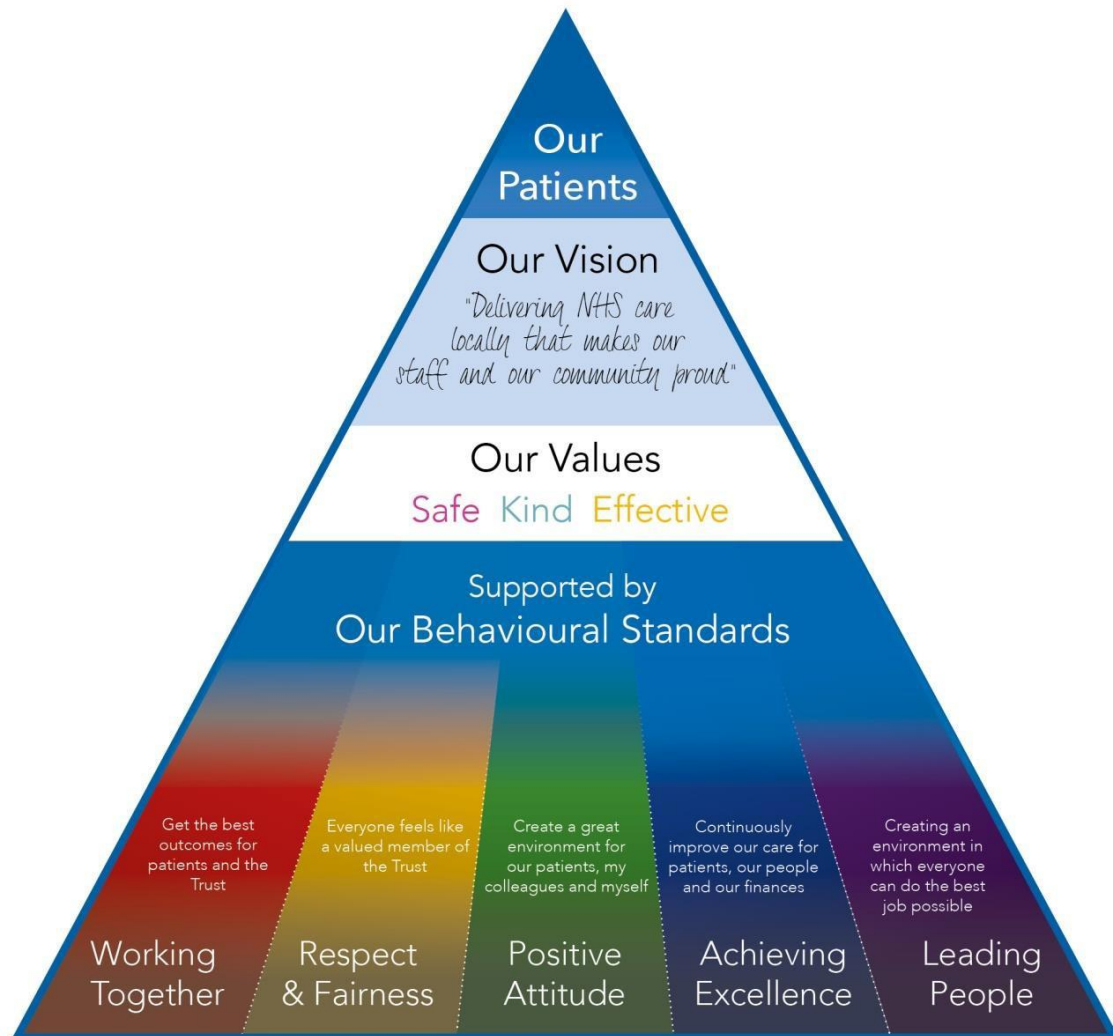
- IT literate – Proficient in using Microsoft office applications and other software applications.

Occupational Health

Health Screening	What You Need	Conducted By	Essential
	Paper documentation & Health Assessment	Occupational Health Nurse	Yes
Immunity Required	Measles Rubella (German Measles) Varicella (Chicken Pox) Tuberculosis Hepatitis B	Occupational Health Nurse	Yes - Vaccination recommended
EPP: Exposure Prone Procedure Requirements	Screened for: Hepatitis B Hepatitis C HIV	Occupational Health Nurse	Yes - If role requires EPP

Please note that the above may vary dependent on job role and risk assessments. Should you need further clarification please contact the Occupational Health Department on 01244 365045

Our Culture



***Safeguarding:** You have a responsibility to respond to any Safeguarding Children or Adult concerns that you encounter in your everyday duties. You must report any concerns as appropriate to your immediate & the relevant Safeguarding Lead within the Trust