

JOB DESCRIPTION

Job Title:	Associate Chief Operating Officer
Band/ Grade:	AfC 8d
Directorate:	Division
Professionally Accountable to:	Chief Operating Officer
Responsible to:	Managing Director
Responsible for:	<p>Associate Chief Operating Officers are senior members of the Trust management and are responsible for the strategic and operational management of their respective Division. Post holders are responsible for developing and delivering strategic plans for their divisional and directorate services.</p> <p>The Associate Chief Operating Officer will be expected to provide visible leadership and promote high standards by modelling the Trust's values and behaviours. They will have a professional line of accountability to the Chief Operating Officer.</p>
Key Working Relationships:	Managing Director, Executive Directors, Divisional Management Teams, Associate Medical Directors, Senior clinicians in the Trust, Senior personnel within the STP including other providers, CCG and Social Care partners, Foundation Group colleagues, Professional Networks, All staff and trade union representatives

VISION, MISSION and VALUES

Our Vision

To improve the health and well-being of the people we serve in Herefordshire and the surrounding areas.

Our Mission

To provide a quality of care we would want for ourselves, our families and friends. Which means: Right care, right place, right time, every time.

Our Values

Compassion, Accountability, Respect and Excellence

- Compassion – we will support patients and ensure that they are cared for with compassion
- Accountability – we will act with integrity, assuming responsibility for our actions and

decisions

- Respect – we will treat every individual in a non-judgemental manner, ensuring privacy, fairness and confidentiality
- Excellence – we will challenge ourselves to do better and strive for excellence

JOB SUMMARY

Key areas of responsibility are:

- Be accountable for the operational performance of the Division. This will include accountability for the delivery of high quality patient care, clinical governance, patient safety, clinical quality, and delivery of performance and financial targets.
- Have joint responsibility with the other members of the Divisional management team for driving forward divisional wide strategic programmes of work and service development.
- Work closely with the Chief Operating Officer to shape and implement the corporate objectives for the Trust
- Ensure the Division is closely aligned with the Trust's overall strategy to deliver high quality patient care.
- Ensure that the necessary corporate governance arrangements are in place across the Division in line with the requirements of Commissioners and Regulators

MAIN FUNCTIONS OF THE JOB

Risk and Clinical Governance:

- Manage the implementation of systems, control processes and risk management arrangements to support monitoring of compliance with clinical governance standards, other Trust-wide policies and procedures and best practice requirements.
- Manage the resolution of complaints, conflicts and issues from patients, staff, suppliers, other internal and external service providers and partner organisations in a timely and appropriate manner in line with Trust policy, procedures and service delivery values and priorities.
- Support, alongside clinical staff, root cause analyses and trend analyses of all complaints and adverse incidents.

Performance Management

Manage the delivery of all agreed outputs for the Division, as set out in the business plan by:

- Delivery of agreed performance indicators in relation to clinical outcomes, clinical efficiency, service line reporting and workforce KPIs
- Ensure the Division has clearly defined performance objectives supported by a management regime to deliver continuous improvement.
- Develop and implement effective reporting arrangements to accurately record and monitor performance against targets and to pro-actively manage any variances.

- Provide regular reports to the Chief Operating Officer and Executive Directors with assurance that appropriate follow up actions will be completed.
- Hold lead clinicians, lead nurses and General Managers to account for delivery of their objectives through regular performance review meetings.

Training & Development:

- Manage the development and implementation of R&D, teaching and training programmes within the Division.

Managerial Responsibilities:

- Support the Associate Medical Director in the management of consultant medical staff including effective job planning
- Monitor compliance within the Division with Trust-wide staff management policies and procedures and take remedial action with accountable managers where shortfalls occur;
- Ensure that managers and supervisors in the Division have been trained in core workforce policies and are competent to deal with first line workforce issues.
- Ensure that all staff have annual appraisals and Personal Development Plans which support the Trust's values
- Work with the HR Business Partner to develop a workforce agenda that closely supports the overall strategic aims of the Trust
- Ensure that staff are deployed in a safe, cost effective way and that controls are in place to meet key workforce performance indicators on bank and agency spend, sickness absence reduction, turnover etc.
- Provide divisional leadership to the Finance, HR and governance support to the Division
- Establish new ways of working in conjunction with clinicians, other health care professionals, support and HR staff. This includes skill mix reviews, new role development and other workforce strategies
- Develop a culture that enables the realisation of individual and team potential.

Financial responsibility

- Act as an authorising signatory for capital and revenue budgets within agreed limits and ensure compliance with financial procedures and Standing Financial Instructions.
- Achievement of key deadlines for financial reporting and planning.
- Work with the Finance Business Partner in developing and engaging clinicians and managers in a collaborative approach to financial management.
- Develop effective use of Service Line Reporting and benchmarking tools within the Division to drive service improvement, efficiency and improved financial contribution.

- Lead Divisional service transformation projects to deliver quality improvement through efficiency and productivity

Service Development and Improvement

- Challenge existing practices, ensuring that progressive solutions, which take into account models of best practice, are incorporated into service plans.
- Support clinicians to re-design services to deliver improved clinical outcomes for patients, reduced waiting times and efficient use of resources
- Manage service improvement programmes within the Division and the Division's contribution to Trust-wide service transformational projects within agreed timeframes and financial targets.

General Information

This job description is not intended to be an exhaustive list of duties, but merely to highlight the current main responsibilities of the post. The Trust reserves the right to change terms from time to time. Along with your main duties; you will also be expected to carry out any other duties that are reasonably asked of you. It may be reviewed from time to time in agreement with the post holder and line manager of the Service Unit. The post holder will be required to comply with all policies and procedures issued by and on behalf of Wye Valley NHS Trust.

Safeguarding Vulnerable Adults & Children

Wye Valley NHS Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees, volunteers and contractors to share this commitment.

All staff have a duty to safeguard and promote the welfare of patients, their families and carers. This includes practitioners who do not have a specific role in relation to safeguarding children or adults, you have a duty to ensure you are:-

Familiar with the Trusts safeguarding policies. Attend appropriate training for safeguarding. Know who to contact if you have concerns about an adult or child's welfare.

Health and Safety

The post holder is required to conform to the Trust's Policies on Health and Safety and Fire Prevention, and to attend related training sessions as required.

Confidentiality

To maintain confidentiality at all times. In the course of their duties employees will have access to confidential material about patients, members of staff and other Health Service business. On no account must information relating to identifiable patients be divulged to anyone other than authorised persons, for example, medical, nursing or other professional staff, as appropriate, who are concerned directly with the care, diagnosis and/or treatment of the patient. If there is any doubt whatsoever, as to the authority of a person or body asking for information of this nature, advice must be sought from a superior officer. Similarly, no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given. Failure to observe these rules will be regarded as serious misconduct, which could result in serious disciplinary action being taken including dismissal.

Policies and Procedures

The post holder will be required to comply with all policies and procedures issued by and on behalf of Wye Valley NHS Trust, which the Trust may amend from time to time.

Infection Control

It is a requirement for all Trust staff to comply with all trust infection control policies and procedures. All Trust staff should ensure that they fulfil their responsibilities for infection prevention and control, that they provide leadership where appropriate in infection control matters and that they challenge poor infection control practice in their workplace. All staff should have infection control training at induction and annual infection control updates via the Department of Health e-learning package, via the local infection control CD-Rom training tool or by attendance at an annual Health and Safety refresher. All clinical staff will have annual infection control objectives set and these will be reviewed at appraisal.

No Smoking Policy

In recognition of the Trust's commitment to health promotion and its health and safety responsibility, the Trust has a no smoking policy that prevents all staff from smoking whilst on duty.

Equal Opportunities

The Trust is an Equal Opportunities employer and the post holder is expected to promote this in all aspects of his / her work. The Trust's duty is to ensure that no existing or potential employees receive less favourable treatment on the grounds of sex, sexual orientation, race, colour, nationality, ethnic origin, religion, marital status, age or disability, or are disadvantaged by conditions or requirements that cannot be shown to be justifiable. This also applies to patients – the Trust has a duty to ensure patients have the right to equal access, care and treatment. All employees are expected to comply with this policy.

Financial

To order and receipt goods in accordance with the Trust's financial framework. To comply with standing financial instructions.

Data Quality

The information that you record as part of your duties at the Trust must be 'fit for purpose', reliable and easily accessed by appropriate/authorised personnel. To achieve this standard the information must be: Accurate, Legible (if hand written), Recorded in a timely manner, Kept up-to-date, appropriately filed. All staff must monitor and take responsibility for data quality throughout the areas of the system used locally, all users maintain timely input, and ensuring that data is checked with the patient, and staff (in relation to their staff record), whenever possible, and to support initiatives to improve data quality.

N.B. Recorded information includes: patient information entered in case notes and entered on any computerised care records system, financial information, and health & safety information e.g. incident reporting and investigation, personnel information recorded in personnel files etc. Failure to adhere to these principles will be regarded as a performance issue and will result in disciplinary action.

Records Management

All employees of the Trust are legally responsible for all records that they gather, create or use as part of their work

within the Trust (including patient, financial, personnel and administrative), whether paper or computer based. All such records are considered public records and all employees have a legal duty of confidence to service users. Employees should consult their manager if they have any doubt as to the correct management of records with which they work.

Conduct

The post holder is an ambassador for the directorate and the Trust and his / her actions and conduct will be judged by service users as an indication of the quality of the service provided by the directorate and the Trust as a whole. The post holder will also comply by the NHS Core Values and the Constitution.

Other

The Trust is committed to continuous improvement in managing environmental issues, including the proper management and monitoring of waste, the reduction of pollution and emissions, compliance with environmental legislation and environmental codes of practice, training for staff, and the monitoring of environmental performance.

Manager Name:	Manager Signature:
Date:	
Post holder Name:	Post Holder Signature:
Date:	

PERSON SPECIFICATION

Job Title Associate Chief Operating Officer

Band/ Grade AfC 8d

Attributes/ Skills	Essential	Desirable
Education	<ul style="list-style-type: none"> • First degree or equivalent experience • Evidence of other specialist knowledge at higher degree or masters level • Extensive knowledge of the NHS in the acute sector with up to date knowledge of patient services • Evidence of CPD 	
Experience	<ul style="list-style-type: none"> • Significant experience in clinical service management at a senior level in a complex clinical environment, including track record of staff management, financial management, performance management and change management • Demonstrable success in delivering large scale change and performance with and through management and clinical teams • Track record of financial delivery • A good understanding of the changing NHS environment. • Excellent IT and financial skills including the ability to create and handle large documents using word processing skills, producing spread sheets and analysis for presentation at meetings, presentations and Board level events • Excellent inter-personal and communications skills, with a track record in writing complex business cases and policies; • Experience of managing and deciding on 	<p>2 years experience working as a general manager (or equivalent) managing complex, multi specialties teams and services.</p> <p>Experience of managing clinical specialties relevant to the Division.</p>

	complex employment issues	
Leadership Competencies	Essential	Desirable
Demonstrating Personal Qualities	<ul style="list-style-type: none"> • Demonstrates self-awareness • Acts with integrity; values respects and promotes equality and diversity; service excellence; patient-centred approach; teamwork and mutual respect • Able to organise and manage themselves while taking into account the needs and priorities of others • High level of work organisation, self-motivation, drive for performance and improvement, and flexibility in approach and attitude; • Ability to manage and deliver to deadlines and within resources 	
Working with others	<ul style="list-style-type: none"> • Highly developed leadership, engagement and influencing skills; the ability to enthuse, motivate and involve individuals and teams, and have them understand the Trust's and your performance expectations • Ability to network and collaborate constructively with internal and external partners to deliver and improve services • Able to lead a team, and to adopt a team approach to deliver and improve services • Able to lead by example and challenge the status quo constructively and effectively 	
Managing Services	<ul style="list-style-type: none"> • Ability to think and plan strategically, tactically and creatively, and to prioritise work programmes in the face of competing demands • Ability to manage and deliver services within resources • Ability to critically analyse complex financial and clinical data sets • Able to effectively manage performance by holding themselves and others to account for service outcomes • Able to actively contribute to plans to achieve service goals • Manage people, by providing direction, reviewing performance, and motivating others 	
Improving Services	<ul style="list-style-type: none"> • Ability to think and plan strategically, 	

	<p>tactically and creatively, and to prioritise work programmes in the face of competing demands</p> <ul style="list-style-type: none"> • Able to ensure patient safety by assessing and managing risks associated with service developments • Able to facilitate transformation and change to improve services 	
Setting Direction	<ul style="list-style-type: none"> • Able to demonstrate sound political judgement and astuteness in understanding the context for change. • Ability to analyse highly complex problems and to develop practical and workable solutions using knowledge and evidence • Able to make sound decisions using all available evidence, and evaluate their impact 	