

JOB DESCRIPTION

JOB DETAILS

Job title:	SARC Service Manager
Job code:	GHC748
Band:	8a
Location:	Hope House
Accountable to:	Deputy Service Director

JOB PURPOSE

Responsible for operational and day to day management of SARC Services. Ensuring that services are delivered to agreed activity, financial and quality standards including those covering patient safety.

Responsible for developing services as required by GHC and commissioning intentions, driving forward the service improvement agenda and ensuring those services are delivered in line with local and national frameworks.

To be the quality lead for SARC Services and make decisions regarding the Quality Management System in liaison with First Light.

Responsible for establishing, implementing and maintaining the ISO15189 Quality Management System (QMS). To ensure the compliance of SARC services to ISO15189 and the Forensic Science Regulators (FSR) Codes of Practice and Conduct and its relevant appendices.

To achieve and maintain United Kingdom Accreditation Service (UKAS) accreditation, ensuring that processes needed for the quality management system are established, implemented, and maintained.

DIMENSIONS

- The SARC Service Manager is responsible for working closely with the Clinical Director and Deputy Service Director overseeing the delivery of evidence based clinical standards, ensuring high quality care is provided at all times.
- To be responsible for delivering the SARC service which will include; recruiting to new posts, implementing new pathways, embedding policy and procedure, realising the intended benefits from the business case (key metrics and outcomes) and creating a successful team.
- Support the Clinical Director and SARC Governance team in the future development of SARC services, including new roles and advanced practice in line with the delivery and redesign of SARC Services, in line with best practice.
- Overall responsibility for the SARC premises, equipment, client care and all staff.
- Liaising with UKAS (United Kingdom Accreditation Services) regarding ongoing ISO15189 accreditation requirements and reviews.
- Liaison with Third party sub-contractor First Light to ensure continuing service quality, improvement and compliance to ISO standard.

CORE KEY RESPONSIBILITIES

SARC Services

- Day to day delivery of SARC services implementing, monitoring and evaluating the service, providing monthly, quarterly and annual reports for the trust and external organisations
- To hold overall accountability for services budget, with support from Operational Finance Manager and oversight from Deputy Service Director and support the organisations delivery of CIP.
- Be responsible for ensuring services are delivered in accordance with the agreed clinical pathways, reviewing in accordance with local and national guidance, and interpreting how organisational policies are implemented across the service.
- Responsible for all aspects of staff management, recruitment, training & competency, on call rotas and the resolution of HR issues within the services.
- To operationally line manage the lead nurse, and ensure all team members receive appropriate supervision as per the trust policy.
- Work with the Deputy Service Director ,Sexual Health Service Lead and other key stakeholders to review and develop the SARC service in line with the relevant business, organisational and strategic plans.
- To work collaboratively with commissioners and other providers to identify needs, evaluate priorities and where necessary implement the appropriate changes in service delivery to deliver the required outcomes.
- Be responsible for ensuring that patient/care/ service user feedback is used to review/improve, and that clients, carers, staff and key stakeholders are involved in service developments.
- Ensure that Information Governance requirements are observed with receipt, provision and processing of highly complex and sensitive service related information.
- Managing service flow and capacity management, which includes organising a broad range of complex activities across the services.
- Works closely with Clinical Director, professional leads and system partners to ensure a joint operational and clinical approach across the service. Promote effective communication and networking with multi-disciplinary and multi-agency teams to ensure seamless care and integrated service delivery for patients, whilst developing a shared understanding of the pressures and priorities of partner organisations.
- Works with staff to identify clinical risks and implements actions to reduce or remove the risks.
- To lead in the investigation of concerns and complaints received and ensure that any learning points are actioned/shared along with taking a lead on wider policy implications.
- Using advanced communication skills ensure that colleagues from different partner organisations and patients are engaged with service developments and enabled to make a full contribution to the services programme of work.
- To represent the service at, and contribute to GHC, NHSE and ICS strategic and governance meetings including GHC NHSE Contract Meetings, and First Light Contract Meetings
- Ensure that performance management arrangements are in place within accountability areas to measure the impact of service delivery and developments on client groups including suitable outcome measures.
- To lead in the development and embedding of an inclusive, adaptable, learning culture within the service.

- Ensure appropriate processes are in place in order to measure the quality of service delivery, identify areas for improvement and monitor progress against expected outcomes, including analysis of complex service data.
- To monitor, deliver and improve the quality and responsiveness of the SARC

Quality Manager

- Implementing, maintaining and managing the service Quality Management System for ISO15189 accreditation purposes, ensuring appropriate levels of access to relevant staff groups
- Work with third party provider (First Light) SARC Manager to develop the QMS to ensure compliance and governance across the pathway
- Fully support all areas of the SARC services by providing specialist advice and guidance on all matters appertaining to quality systems and accreditation, as the first point of contact for all communications relating to quality.
- Representing the organisation at regional and national level forums regarding quality and ensuring the service the organisation provides is fit for purpose, remains consistent and meets both external and internal requirements.
- Maintain an awareness of current legislation, updates, changes and introductions of new legislation ensuring procedures are in place to control business activities and processes.
- Develop relationships and work closely with UKAS, Forensic Capability Network (FCN), FSR/Home Office, Policing, NHS and stakeholders to ensure smooth and effective external assessment of the SARCs, minimising risk of loss of accreditation.
- Be accountable for the management of non-conformance and (if required) inform customers, UKAS and the Forensic Regulator of any significant non-conformance
- Be responsible for pro-actively seeking improvement to service delivery, responding to complaints or dissatisfaction and implementing effective corrective actions.
- Plan and manage internal audit schedules as well as external surveillance and re-assessment visits for accreditation. Supervise, train and mentor new internal auditors, and personally undertake audits of key areas.
- Participate, plan and manage available Proficiency Testing Schedules
- Promote a culture of continuous improvement. Comply to the Forensic Science Regulators codes of conduct.
- Report to top management on QMS performance and areas in need of improvement.
- required for the effective operation of the Quality Management System.

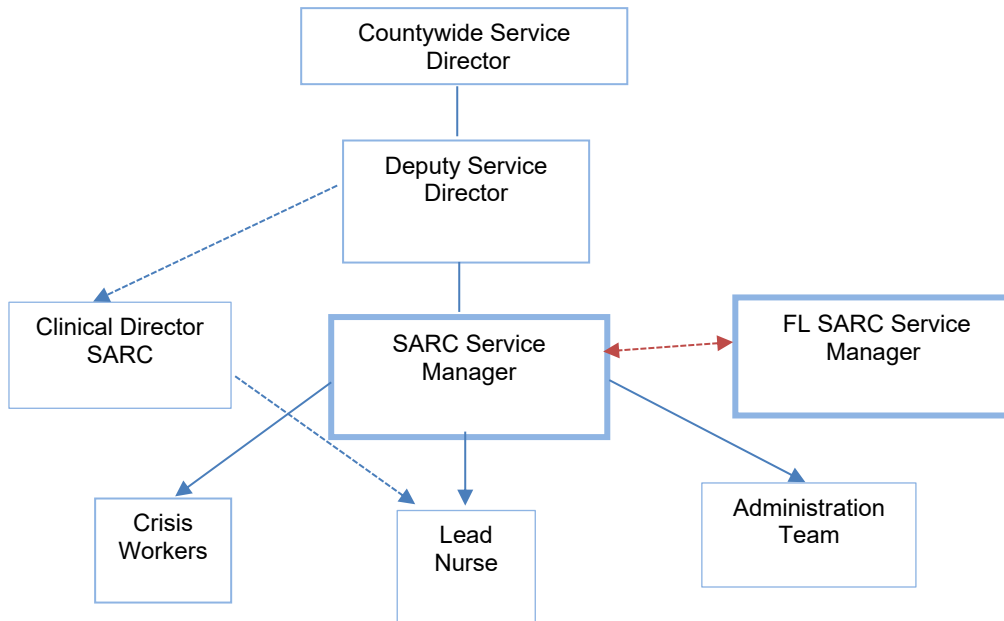
SPECIFIC KEY RESPONSIBILITIES

Other

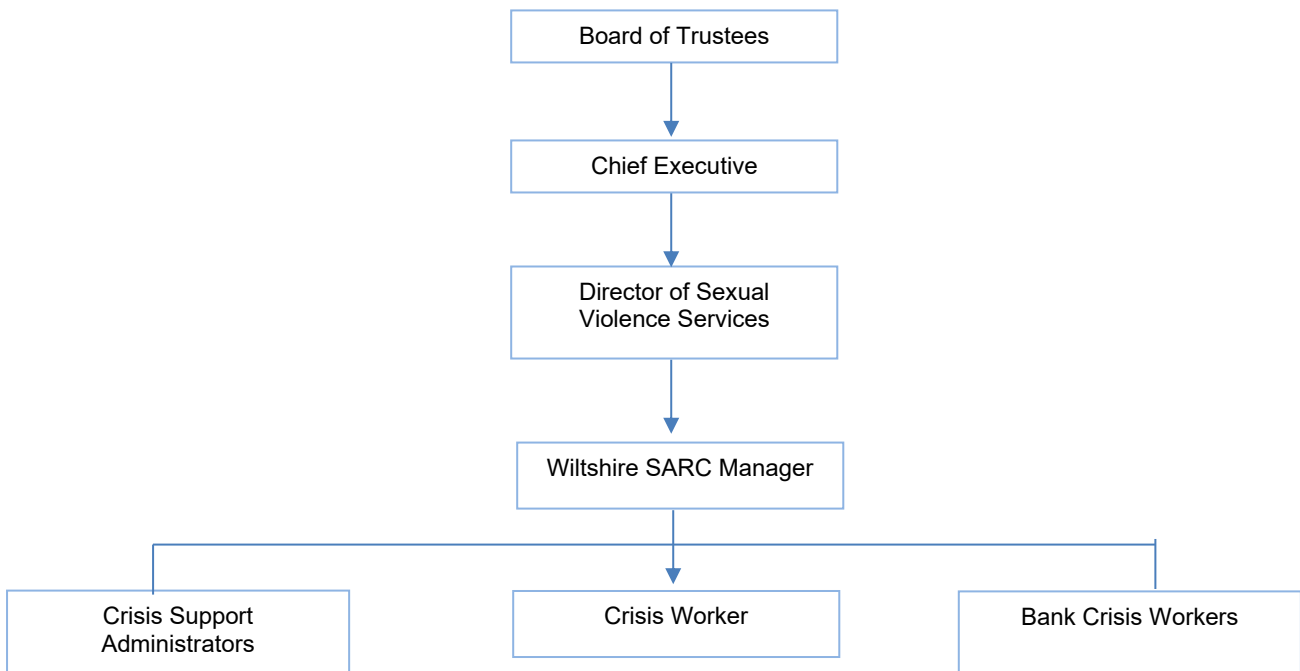
- Any other duties which are in line with the grade and general level of responsibility of the post

ORGANISATIONAL CHART

Gloucestershire Health and Care NHS Trust



Swindon and Wiltshire SARC Organisational Chart



COMMUNICATIONS AND WORKING RELATIONSHIPS

The post holder will be highly skilled in communicating effectively with partner agencies and staff and able to deal appropriately with complex and sensitive information.

This will involve having an acute awareness of the interface and interdependencies involved when working with vulnerable adults as well as demonstrating a range of communication skills, including tact and empathy. They will also have a good awareness of barriers to communication including championing principles of Language that Cares.

- Service Director and Deputy Service Director
- Team Managers/Leads
- Finance Business Managers
- Business Intelligence Teams
- Clinical Systems Lead
- Quality and Assurance Teams
- Acute clinical and non-clinical colleagues
- ICB
- NHSE
- First Light
- United Kingdom Accreditation Service (UKAS)

EFFORT AND HEALTH & SAFETY FACTORS

- Use of VDU.
- Lone working.
- Managing difficult conversations/change.
- To manage conflicting priorities and ensure that all duties are carried out to the timelines to meet mandatory requirements.
- To analyse complex issues and in doing this is required to concentrate for intense periods of time to ensure accuracy
- To be non-judgemental and equitable in approaches to sensitive issues/topics and individuals
- To make complex judgements in relating to partnership working about priorities, timescales and levels of engagement
- Following trauma, the service user is likely to be distressed and may react in unpredictable ways.
- Some clients may be under the influence of alcohol or drugs.
- In some cases, clients may experience acute mental health symptoms psychotic episode following the trauma of sexual violence.

MOST CHALLENGING PART OF THE JOB

- Managing competing demands across the service
- Liaison with Third Party sub-contractor First Light to ensure continuing service improvement and quality for ISO compliance.

GENERIC RESPONSIBILITIES – ALL POST / ALL EMPLOYEES

The following are applicable to all posts and all employees:

Trust Values

The post holder will be expected to work in line with the Trust values which are:

- Working together
- Always improving
- Respectful and kind
- Making a difference

General Duties

To undertake any other reasonable duty, which is appropriate to the band when requested by senior staff.

To be familiar with and comply with all Trust and departmental policies, procedures, protocols and guidelines.

To demonstrate an understanding and commitment to Trust values and Staff Charter.

Professional and Personal Development

All staff must ensure that they are aware of their responsibilities by attending the Trust Mandatory Training and Induction programme.

All staff will have a formal appraisal with their manager at least every 12 months. Once performance/training objectives have been set, the staff member's progress will be reviewed on a regular basis so that new objectives can be agreed and set, in order to maintain progress in the service delivery.

Those with management/supervisory responsibility are required to ensure that their direct reports have an appraisal in line with Trust policy.

All staff will be expected to take responsibility for their own professional development and will be supported by the Trust to achieve development opportunities as appropriate.

Infection Control

All staff have a responsibility to ensure that infection control policies, procedures and guidelines are adhered to and to support the Trust's commitment to preventing and controlling healthcare associated infections (HAI).

Health and Safety

All staff have a responsibility to maintain health and safety of self and others within the performance of duties in accordance with Trust health and safety policies, and to undertake specific health and safety responsibilities as directed. All staff have a responsibility to adhere to the Trust's Risk Management Policies & Procedures.

All staff are required to contribute to the control of risk, and must report immediately any incident, accident or near miss involving patients, service users, carers, staff, contractors or members of the public using the Trust Datix system.

Confidentiality

All staff may gain or have access to confidential information about the diagnosis or treatment of patients, information affecting the public, private or work related staff information, or Trust matters. A breach of confidentiality will have occurred where any such

information has been divulged, passed (deliberately or accidentally) or overheard by any unauthorised person or person(s). Breaches of confidentiality can result in disciplinary action, which may involve dismissal.

All staff must maintain a high standard of quality in corporate and clinical record keeping, ensuring information is always recorded accurately, appropriately and kept up to date. Staff must only access information, whether paper, electronic or in other media which is authorised to them as part of their duties.

All staff must ensure compliance with the data protection legislation.

Safeguarding: Adults and Children (Section 11 of the Children Act 2004)

Safeguarding: Adults (Care Act 2014) and Children (Section 11 of the Children Act 2004)

Every member of staff has a responsibility to be aware of and follow at all times, the relevant national and local policy in relation to safeguarding children and safeguarding adults. This includes keeping up to date with relevant training and seeking supervision.

Freedom of Information

All members of staff must be aware of their responsibilities under the Freedom of Information Act 2000. The Act gives individuals or organisations the right to request information held by the Trust. Staff must manage information they hold in such a way that meets the requirements of the Act. All requests for disclosures under the Act must be passed to the Freedom of information Officer.

Working on Non-Trust Premises

All staff when working on non-Trust premises are bound by Trust policies and procedures, including home working policy; IT security policy; email and internet acceptable use policy information.

Smoke Free Premises

The Trust is committed to protecting and improving the health and welfare of staff, service users, carers, visitors and contractors, and protecting smokers and non-smokers from the health dangers of second-hand smoke. Therefore all Trust premises are 'smoke free' and staff (and external contractors and visitors) must refrain from smoking in Trust buildings, vehicles and grounds.

Diversity and Promoting Dignity at Work

The Trust recognises the contribution of all employees to deliver responsive and quality services. We expect staff to value and respect the diversity of those who use or contact our services and to respond to the differing and diverse needs of others. We aim to have an environment free of bullying or harassment which would create an intimidating and unpleasant atmosphere impacting on staff wellbeing and service delivery. We want staff to be able to report issues knowing they will be dealt with promptly and sensitively.

All forms of bullying and harassment are unacceptable and will not be tolerated.

Data Quality

The Trust recognises the role of reliable information in the delivery and development of its services and in assuring robust clinical and corporate governance. Data quality is central to this and the availability of complete, comprehensive, accurate and timely data is an essential component in the provision of high quality mental health services. It is therefore

the responsibility of all staff to ensure that where appropriate, information is recorded, at all times, in line with the Trust's Policy and Procedures for Data Quality

On Call Rota (Band 8a and above only)

The Trust provides an on-call rota to ensure that appropriate senior clinical and operational expertise is available on a 24 hours a day, 7 days a week basis, so that significant issues are managed, patients receive continued quality of care and staff on duty out of hours and at weekends have access to the right support at all times. You are therefore required to participate in the Trust's on-call rota (clinical or operational) subject to an assessment of knowledge, skills and experience. Full training and support will be provided.

This job description seeks to provide an outline of the duties and responsibilities of the post. It is not a definitive document and does not form part of the main statement of Terms and Conditions. The job description will be reviewed as part of the annual appraisal process and will be used as the basis for setting objectives.

PERSON SPECIFICATION

Job title: SARC Service Manager
Job code: **GHC748**
Band: 8a
Location: Hope House
Accountable to: Deputy Service Director

QUALIFICATIONS	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
Professional clinical knowledge acquired through a degree, supplemented by specialist training to masters or equivalent level. Non-registered staff with considerable examples of leadership in health care services	Essential	Application
Evidence of ongoing professional and managerial development	Essential	Application
Recognised Health Professional Field	Desirable	Application

LENGTH AND / OR NATURE OF EXPERIENCE	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
Significant experience managing multidisciplinary teams	Essential	Interview
Experience of successfully leading clinical teams	Essential	Interview
Experience of managing competing priorities	Desirable	Interview
Experience working in a clinical role	Desirable	Interview
Ability to work successfully in an environment characterised by change	Essential	Interview

PROFESSIONAL / MANAGERIAL / SPECIALIST KNOWLEDGE	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
Ability to plan, organise and control resources within budget and deploy resources in a cost-effective way	Essential	Interview
Strong communication skills, written and oral, with individuals and groups	Essential	Interview
Knowledge and understanding of implementing effective governance arrangements to manage performance, quality, workforce and finance	Essential	Interview

PERSONAL SKILLS ABILITIES AND ATTRIBUTES	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
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Ability to think and work strategically to achieve agreed objectives	Essential	Interview
Ability to identify service strengths and weaknesses and take appropriate action to enhance and correct them	Essential	Interview
Strong communication skills, written and oral, with individuals and groups	Essential	Interview

OTHER REQUIREMENTS	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
Able to attend and participate in all mandatory and statutory training events	Essential	Interview
Able to travel between sites across Gloucestershire, where required	Essential	Interview
Prepared to provide DNA sample for DNA elimination database	Essential	Interview