



Job Code (if applicable):	UK 0108
Job Title:	General Manager – Outpatients Facility
Submitting Institute/Division/Hospital:	Cleveland Clinic London
Submitting Department:	Nursing
HR Business Partner/ Generalist:	Guy Pemberton
Date Submitted:	17.11.2021
Effective Date:	

To be completed by HR Business Partner/HR Generalist or Submitting Manager

Is this job (check one): Clinical Non-Clinical

Is this job (check one): Patient Facing Non-Patient Facing

Job Profile Summary:

The **General Manager** for our Outpatients Facility will support the Director of Acute and Ambulatory Care in delivering key performance targets. The role will be responsible for leading an effective and proactive team, the post-holder will drive the delivery of high quality and innovative nursing practice consistent with regulatory and professional requirements.

Acting as a visible role model the General Manager will create a patient-centric environment recognised for its compassion, evidence based practice and superior service, this will be achieved by managing the recruitment, development and retention of staff, development and adherence to budget, consultant engagement and the development of new services as the need arises.

The post holder will build and maintain excellent working relationships with other departments to ensure a seamless service for our patients and consultants. The General Manager will ensure the professional nursing practice and delivery of care is aligned to the Cleveland Clinic London mission and values.

Job Responsibilities

Please find below the requirements of the role aligned to Cleveland Clinic London's values:

Quality & Safety

- The post holder will lead across Cleveland Clinic London (CCL) teams and actively influence and develop a culture of leadership, continuously improving patient experience, care and outcomes
- Influencing competent best practice, empowering and developing nursing staff to enable growth ensuring compliance to goals and agreed KPI's
- Ensures that nursing and clinical practice is in accordance with the mission and strategic plan
- Supports caregiver engagement through application of Shared Governance principles

- Manage the service providing Board assurance the quality of clinical care is compliant with regulatory requirements
- Ensures the whole system delivery meets the requirements of our professional and healthcare regulators, managing non compliance
- Ensures adherence and timely management in relation to CCL KPIs on recruitment and retention, staff development, MaST, appraisal, sickness management, disciplinary and grievance
- Ensures the CCL's risk management policy is applied at all levels safeguarding staff, patients and visitors within sphere of responsibility. Proactively reporting incidents, risks and/or failings taking responsibility to minimise these
- Ensures personal and team adherence to all CCL policies and procedures
- Manages the delegated budget for the ward/departments, ensuring financial targets are achieved by working closely with the Director of Acute and Ambulatory Care and Finance Business Partner. Identify sustainable solutions where there is budget variance.
- In line with the agreed establishment ensure the provision of safe staffing and skill mix levels. Take responsibility for ratification of ward / department off-duty anticipating problems where they exist and ensuring timely and effective actions are implemented. Formally agree with Director of Acute and Ambulatory Care future planning and/or variance to the agreed skill mix.
- Ensure adherence to the CCL Complaints Management Policy by fully investigating all concerns and verbal/written complaints.
- Monitors and analyses surgical business data and maintains optimum scheduling, utilization and efficiency practices
- Provides feedback on strategies to decrease costs, adherence to safe staffing models, and use of high-cost resources
- Oversees the completion of timely patient interview and assessments, plans and updates plan of care based on individual patient needs
- Ensure safe medicines management auditing the prescription and administration of medicines in accordance with approved policies and protocols
- Identifies risks and takes effective action to eliminate or reduce risks, escalating risks as appropriate
- Manages the ward/departments within area of responsibility when on duty with overall continuing clinical responsibility, in order to carry out safe delivery of care to a complex group of patients.

Empathy

- Continuously monitors and documents the patients' conditions and effectiveness of care and interventions
- Assesses educational needs of patients and significant others considering cultural needs and other special concerns
- Provides teaching and educational material to the patient and/or significant as appropriate
- Ensure safe patient discharge working with relevant agencies prior to and during the patient's admission/transfer/discharge

Teamwork

- Works with the Director of Acute and Ambulatory Care sets unit KPIs as part of the organisational goals and monitors compliance
- Identify and encourage potential nurse leaders within area of responsibility and across the organisation
- Contribute to the senior nursing team meeting to ensure there is rigorous monitoring of quality, nurse development, nursing practice, clinical practice, rigorous management of finance/resources and HR issues. Ensure there is a clear two way pathway of communication to and from the nursing teams prior to and following these meetings.
- Develops and maintains collaborative relationships throughout and external to, CCL anticipating barriers to good communication and takes appropriate action to improve them
- Provides and receives highly complex sensitive or contentious information and manages accordingly
- Works with the team to develop unit business objectives aligned to the strategic plan and values for their service and understand the impact of change
- As part of the team provides direct care and evaluates outcomes, incorporating principles of family centered care
- With the Named Institute Chair, Consultant Lead for Microbiology and Pharmacy Manager ensure the team understand good antimicrobial stewardship, adhering to the Antimicrobial Stewardship Policy
- In conjunction with the estates, facilities and housekeeping teams will ensure team adhere to the CCL Code of Practice for the Prevention and Control of Healthcare Associated Infections
- Work closely with the Senior Nurse for Infection, Prevention and Control to ensure staff compliance with both the CCL Policy and Programme
- As part of reviewing complaints ensure the Lessons Learnt Document is circulated and staff are aware of the outcome of each concern/complaint and changes to practice disseminated and audited for compliance

Integrity

- Competent to articulate our vision across different groups of staff, patients and their families/carers developing strong partnerships to achieve our goals.
- Work with individuals of other professions to maintain a climate of mutual respect and shared values
- Communicates with patients, families, communities, and other health professionals in a responsive and responsible manner that supports a team approach to maintaining health and treatment of disease
- Communicates with patients, families, visitors and external providers in a calm, courteous, helpful manner, endeavoring to resolve difficult issues at the unit/department level
- Communicates patient clinical information clearly and accurately, documenting pertinent information in medical record and ensuring complete documentation of patient care
- Communicate the business strategy including how individual team members affect business success

- Assumes a leadership role for operating models, supply, equipment and process standardization
- Act a role model, leading by example develops an environment and culture that is patient centered, promotes the delivery of safe timely and effective nursing care that leads to improved patient outcomes
- Ensure duty of candour at all times in relation to reporting hospital acquired infections

Inclusion

- Act as an inspiring role model demonstrating effective leadership within a complex work environment
- Creates a climate of support and cooperation, a culture of shared accountability across the organisation whilst holding individuals to account where there is non-compliance
- Appreciates strengths of cultural diversity as contributors to the success of the organization
- Proactive in seeking out different styles methods of communication to achieve the best outcome
- Engages patient and family in the patient's clinical management plan as appropriate
- Provides opportunities for the team to contribute their ideas and views and acts on them including feedback on outcomes

Innovation

- Identifies opportunities to integrate and innovate care delivery
- Participates in research and innovation and the dissemination of EBP in care delivery
- Evaluates, develops and coordinates implementation and revision of core standards of care, policies and SOPs
- Analyses aggregate data to identify trends and opportunities for improvement

Other duties to above as required.

Education and Qualifications:

- Degree or equivalent experience in a Healthcare setting
- Extensive senior management and leadership experience at a senior level in NHS/private healthcare

Languages:

- Ability to speak and write in English is required.
- Equivalent to a level of 7 of the International English Language Testing System or the Occupational English Test (OET) at level B is required

Complexity of Work:

- Problem solving: analysing problems and providing innovative solutions to achieve outcomes

- Judgement: having the ability to make informed management judgements balancing risk and safety
- Financial management skills: including budget management, analysis and forecasting
- People management skills: staff management, development, team building and any potential conflict within the workplace
- Critical thinking skills: decisive judgment and the ability to work autonomously.
- Prioritise workload: in a complex environment and supervise members of the team, ensuring high quality, safe and effective patient care
- Demonstrated leadership: management, communication, counseling, problems solving and decision making
- Communication: succinctly be able to communicate to differing levels across the organisation in order to achieve best practice - both verbally and in writing
- Relationship building

Work Experience:

- Significant track record of senior level management experience gained in a complex acute hospital setting, preferably in the private sector
- Substantial experience of managing both clinical and/ or non-clinical services
- Experience in liaison and negotiation at organisational level internally as well as externally, with a range of stakeholders
- Experience in leading, managing and developing a multidisciplinary team, including objective setting and performance management
- In-depth professional knowledge in a number of disciplines including e.g. financial management, performance management, information systems, staff management acquired through training and experience over extended period
- Experience of managing clinical staff and conducting job planning. E Experience of managing tertiary clinical services
- Experience of working as part of a multi-site department.

Personal Protective Equipment:

- Follows standard precautions using personal protective equipment as required.