



Department of Health and Social Care

Rbeynn Slaynt as Kiarail y Theay

Job Description

Job Title:	Care Group General Manager
Grade:	PSC Pay Band 38 (£77,360 to £90,238)
Division:	Health and Care
Responsible to:	Chief Operating Officer

Job Summary

The General Manager (GM) role is a full time position, accountable to the Chief Operating Officer. The key purpose of this position is to support the Chief Operating Officer by managing the delivery of a range of complex clinical services within the Care Group and for implementing and managing systems and processes to ensure that all services are delivered in accordance with Department of Health and Social Care (DHSC)-wide policies.

The post holder will be accountable for the delivery of high quality, cost effective patient care within allocated budgets. They will provide strong leadership to enable the services to respond effectively to the challenges it will face, whilst providing efficient clinical services and sustained improvements.

The role will be responsible for the legal and governance agenda across the clinical areas which will be a significant and challenging agenda to take forward.

Key Relationships

The General Manager (GM) post holder will have regular contact with a diverse range of multidisciplinary team members including, Clinical Lead, Matron, Business Manager, Consultants and Junior Medical teams, together with Nursing colleagues other General Managers, Service Managers, Allied Health Professionals, Professional and Technical, and Administrative and Clerical Support colleagues within the Care Group and across the organisation.

CARE

In the DHSC we pride ourselves on being committed, appreciative, respectful and striving for excellence. CARE represents what we are about, what we stand for and what we value. All our recruitment, performance management and development is based on our CARE ethos.



Job Purpose

Leadership and Performance Management

- Together with the Clinical Lead and Head of Nursing, provide leadership to the Care Group staff, ensuring clear communication of the DHSC values, vision, priorities and expectations to ensure the engagement of teams to deliver services of the highest quality,
- Responsible for managing the highly complex nature of the business area and ensuring that the appropriate strategic plans are delivered within the complex operating framework,
- In conjunction with the Clinical Lead develop and deliver the strategy and performance management of clinical services,
- Responsible for the development and delivery of complex capacity plans to ensure that the Directorate achieves activity performance and other waiting time reduction targets,
- Take a leading role working with a range of complex clinical specialties and other support departments to improve throughput in outpatient, inpatient and day care settings,
- Exercising delegated authority on behalf of the Chief Operating Officer, the post holder will provide leadership to resolve day-to-day management issues within the Care Group,
- Ensure that Lead Clinicians, and Service Managers are held to account for delivery of their objectives through regular performance review meetings,
- Ensuring sufficient data availability within the Care Group to monitor and track performance as per reporting requirements,
- Provide input and challenge to clinical and business plans where necessary,
- Participate in the Directorate on-call rota.

Risk and Governance

- Develop and manage the implementation of systems, control processes and risk management arrangements to support monitoring of compliance with clinical governance standards, decontamination requirements, other DHSC-wide policies, processes and best practice requirements,
- Manage the resolution of complaints and issues from patients, colleagues, suppliers, other internal and external service providers and partner organisations in accordance with DHSC policy, procedures and service delivery values and priorities,
- Support, alongside the Head of Nursing and other clinical teams, root cause analyses and trend analyses of all complaints and adverse incidents,

- Prepare briefing reports for the Chief Operating Officer, Medical Director, Executive Leadership Team and the Department Board in relation to the performance of services within the directorate.

Management of teams and individuals

- Provide senior leadership within the Care Group and influence service design and delivery across the organisation,
- Ensure that the workforce is appropriately utilised and long term service needs are appropriately planned for in terms of staffing levels and skill mix,
- Monitor compliance within the Care Group with Isle of Man Government-wide people management policies and procedures and take remedial action with accountable managers where shortfalls occur,
- Line manage, coach and develop lead clinicians and other senior colleagues and conduct their annual performance appraisal in conjunction with the Clinical Lead,
- Support others in the coaching, mentoring and development of service managers.

Financial Management:

- Responsible for ensuring that financial obligations are met and that all Care Group colleagues work within defined budget parameters and that they comply with Isle of Man Government Standing Financial Instructions,
- Act as an authorising signatory for capital and revenue budgets within limits agreed with the Chief Operating Officer,
- Manage reporting on budget positions across the Care Group to support the Chief Operating Officer to discharge his or her accountability for ensuring internal and external financial targets are achieved, including the maximisation of income opportunities and the delivery of efficiency savings,
- Manage large, complex and multi-stranded budgets in an environment that constantly fluctuates and ensure effective resource utilisation and expenditure against control totals.

Strategy, Change Management and Service Improvement:

- Support the Chief Operating Officer in identifying both new opportunities for the individual services within the Care Group arising from changes in the external environment or internal innovation and potential threats and ways to respond to them,
- Contribute to the development and delivery of the DHSC strategy and policies, and ensure that the Care Group supports the delivery of national standards/ requirements,

- Lead change management programmes within the Care Group and across the DHSC, ensuring completion of the most complex and challenging projects to time, budget and quality targets, ensuring successful implementation of programmes and initiatives which may impact DHSC-wide,
- Provide leadership to facilitate the development and implementation of a comprehensive estates strategy for transforming the environments for the delivery of elective and / or emergency activity and associated critical care facilities across the hospital sites, in collaboration with Capital and Engineering teams and external contractors,
- Manage service improvement projects within the Care Group and Directorate as well as contribute to DHSC-wide service improvement projects within agreed timeframes and financial targets.

R&D, Teaching & Training

- In partnership with Learning, Educations and Development (LEaD) manage the development and implementation of Research and Development, teaching and training programmes within the Care Group.

Competencies

All colleagues within the Department of Health and Social Care are expected to recognise that the everyday business of the Department requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all business and to uphold such confidences both in administering the business of the office and outside of the office.

As a member of DHSC, the role holder represents the Department in a wide range of business settings, forums, committees and officer level working groups. It is expected that they will be a committed ambassador of the Division and the work that it seeks to achieve.

The job holder reports to the Chief Operating Officer.

The Chief Operating Officer, as Line Manager is responsible as 'Reporting Officer' for the implementation of, and compliance with, the provisions of the Isle of Man Civil Service Performance & Development Review Scheme.

The Reporting Officer, the will ensure that in line with the timescale set out in the scheme, amongst other things, an annual:

- Personal Delivery Plan and a Personal Development Plan is agreed with the job holder,
- Review and assessment of the job holder's performance and competency/behaviours is made, and
- Performance and Development Review meetings are conducted.

Performance management and improvement

All Civil Servants have a personal responsibility for performance management. The job holder will be expected to contribute to their annual performance and development review and all interim performance reviews.

The role holder is responsible for his/her own health and safety and the impact of his/her actions on others. The role holder will be responsible for identifying any possible risks or near misses to a responsible manager and or the Health & Safety Review Group.

Competency Levels For This Post Are:

Leading and Working Together	Level E
Communicating and Influencing	Level E
Achieving Results	Level E
Delivering a Quality Service	Level E
Changing and Learning	Level E
Showing Commitment and Resilience	Level E

The post holder is required to follow DHSC policies and procedures which are regularly updated including:

This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder.

Person Specification

Job Title:	Care Group General Manager
Department:	Health and Social Care
Division:	Hospital's
Grade:	PSC Pay Band 38 (£74,411 to £86,975)

Attributes	Essential (E) or Desirable (D)	Method of Assessment
Credibility		
<ul style="list-style-type: none"> ○ First degree in a relevant subject 	E	CV/Checks
<ul style="list-style-type: none"> ○ Masters level or equivalent professional qualification 	E	CV/Checks
<ul style="list-style-type: none"> ○ Post graduate management qualification 	D	CV
<ul style="list-style-type: none"> ○ Evidence of continued managerial professional development including regular attendance on internal and external study programmes 	E	CV
Capability		
<ul style="list-style-type: none"> ○ In depth professional knowledge of: commissioning, ○ commercial healthcare, ○ general management, ○ financial management, ○ business planning, ○ clinical strategies, 	D D E E E	Interview CV/Interview CV/Interview CV/Interview CV/Interview
<ul style="list-style-type: none"> ○ In depth professional knowledge of transformation and performance management 	E	CV/Interview
<ul style="list-style-type: none"> ○ Significant experience of healthcare leadership, including management of staff, resources and budget 	E	CV/Interview
<ul style="list-style-type: none"> ○ Experience of implementing change management projects to develop or improve services 	E	CV/Interview
<ul style="list-style-type: none"> ○ Ability to lead the strategic development of a portfolio of clinical services 	E	Interview
<ul style="list-style-type: none"> ○ Proven conceptual and analytical skills 	E	Interview

<ul style="list-style-type: none"> ○ Able to make and take decisions, after analysis of options and implications 	E	Interview
<ul style="list-style-type: none"> ○ Strong communication skills (written, verbal, presentational and interpersonal) 	E	CV/Interview
<ul style="list-style-type: none"> ○ IT literate (proficient in MS Word, Excel, powerpoint) 	E	CV/Interview
<p>Character</p> <ul style="list-style-type: none"> ○ Able to relate and adapt to the perspective of others ○ Confident of management ability and ability to be credible and confident in dealing with both clinicians and senior management staff ○ Calm and rational approach to situations where conflict is likely ○ Clarity of thought and articulate ○ Able to lead by example, and role model DHSC behaviours and values 	E E E E E	Interview Interview Interview Interview Interview
<p>Circumstances and Interests</p> <ul style="list-style-type: none"> ○ Isle of Man Worker ○ Valid Driving Licence and own vehicle for work ○ Acceptance of no smoking policy 	D D E	Application/Checks CV Interview
<p>We expect all candidates to demonstrate at interview they share our CARE values, which are:</p>		
<p>CARE</p> <p>Show commitment by:</p> <ul style="list-style-type: none"> ○ Adapting communication to achieve win-win outcomes, collaborating and compromises for the greater good ○ Providing positive and constructive feedback for supporting improvement, welcoming and valuing feedback ○ Creating two way, supportive networks internally and externally ○ Delivering on targets and owning work ○ Presenting self and work in a positive way ○ Putting customers at the heart of everything <p>Show appreciation by:</p> <ul style="list-style-type: none"> ○ Showing respect for others, listening and understanding and welcoming different opinions 		



<ul style="list-style-type: none"> ○ Giving direction, providing answers and explaining why to customers and colleagues ○ Sharing information and knowledge in a timely way ○ Managing all levels of performance to create improvement ○ Preventing conflict where possible, dealing with it positively, constructively and confidently ○ Demonstrating consistency and equality <p>Show respect by:</p> <ul style="list-style-type: none"> ○ Delivering on promises, setting goals and achieving them, doing what they say they will do ○ Displaying moral courage, authenticity, even when the truth is difficult ○ Having confidence in others, working autonomously without issue, inspiring confidence ○ Recognising achievement, valuing the contribution of others, giving credit ○ Having high personal standards ○ Understanding the individual, getting the best from each person and empathising ○ Preparing, understanding the true problem and considering impact on task and people ○ Being fair, accountable and trustworthy ○ Acting with urgency and recognising others are impacted by your actions <p>Show pursuit of excellence by:</p> <ul style="list-style-type: none"> ○ Working towards a shared direction linked to Programme for Government ○ Monitoring progress to goals, identifying and mitigating against challenges ○ Continually seeking to develop professionally ○ Creatively seeking innovation for sustainable improvement ○ Adapting to change, recognising own way may not be the only way, agile learner and worker ○ Awareness and anticipation, constantly developing service ○ Striving to achieve, showing perseverance and commitment ○ Applying pace and importance to the right things, focused and dynamic ○ Belief in the service, enthusiastic, speaks positively about Government 		
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