

BELFAST HEALTH AND SOCIAL CARE TRUST

Muckamore Abbey Hospital

JOB DESCRIPTION

POST:	Operations Manager for Community Integration Temporary until 31 st March 2018
Post Band:	8A
RESPONSIBLE TO:	Head of Service, Learning Disability
REPORTS TO:	Associate Director of Nursing for Learning Disability Hospital Services Manager
LOCATION:	Muckamore Abbey Hospital, Antrim

Purpose

Muckamore Abbey Hospital provides Tier 4 specialist in-patient assessment and treatment people with a learning disability who are resident in the Northern, Southern, South Eastern and Belfast Trust areas of Northern Ireland.

People accessing services at Muckamore Abbey Hospital have learning disabilities and are experiencing difficulties, which because of their severity make in-patient care the treatment of choice.

The aim of the multidisciplinary team is to reintegrate people back into their home, community and to community support and treatment services through planned and time limited processes of centre-based and liaison working.

Within the hospital there are still a small number of individuals who have lived in the hospital for a long period of time. The community integration project aims to resettle those individuals into person centred placements in the community; in line with ministerial strategic direction and the Bamford Vision.

JOB SUMMARY

To manage and deliver, on the community integration project and achieve appropriate and person centred placements for these individual patients. The placements which will be tailored to each patient will represent betterment and meet the patients assessed level of need.

The post-holder will demonstrate measurable achievements of delivering an agreed consistent process of person centred care planning in line with the

agreed action plan and individual processes for community integration and against the Trust's targets for resettlement and those delayed in their discharge.

The post holder will assist in the management cover to the wards as a senior manager in the absence of other senior staff.

KEY RESULT AREAS

The Operations Manager will help drive the community integration project and will have a significant bearing on how the Trust configures its care and business processes to deliver high quality and safe transition to agreed community placements.

He/she will oversee the work of ward teams through line management and the multi disciplinary team to ensure the delivery of assessments and care planning and support the transition to the agreed community placement.

He/she will participate as a member of the Operations Hospital Management Team.

He/she will participate in on call rota and support the duty officer as required to ensure safe and effective care and communication over a 24-hour period.

KEY RESULT AREAS

Setting Direction.

- To provide leadership to staff in wards and multi disciplinary teams, through a period of significant change and transition in relation to resettlement of patients and the community integration project.
- To work closely with the Service Manager to deliver corporate and regional objectives.
- To ensure patient, carer and staff views are evident in influencing service planning and delivery.

SERVICE DELIVERY

- To ensure that high quality services are provided for patients and supports discussion and engagement with families, carers and patients in promoting the principles of resettlement and support discharge for patients experiencing delays in their discharge from hospital .
- Liaise with other senior staff in multidisciplinary teams both within and outside the hospital to ensure that effective team working is in place and co-ordination of activities for the resettlement of patients.

- To participate in patient reviews pre and post placement to monitor the service and its ability to deliver of the person centred care plan agreed for the patient's community integration before discharge from hospital care.
- Ensure that workforce strategy issues are addressed and managed through the agreed processes taking the lead in sub groups and liaison with staff-side for staff information sessions with the Hospital Service Manager.
- To ensure advocacy is offered to all patients and carers as part of the resettlement process.
- To support duty officer to co-ordinate nursing and other services on site on a rota basis.
- To participate in on call rota out of hours to provide support to night staff and respond to emergency or major incidents.
- To ensure good oral and written communication with Colleagues and with Service Manager.
- Informs relevant Senior Staff of any notifiable incidents out of hours
- To liaise with the multi disciplinary team and other departments in respect of patient care.
- Acts as investigating officer in relation to complaints in liaison with Service Manager for Governance and Service Improvement and Hospital Service Manager.
- Conducts investigation and produces reports in respect of queries, disciplinary, complaints or litigation as required.

DEVELOPMENT AND INNOVATION

- To take lead role in conjunction with the Service Manager in the Service Improvement and Capital Projects to meet the community integration projects needs working collaboratively with Trust Contract and Finance departments.
- To work with community colleagues and capital planning to assist the development of innovative accommodation, discharge options and support for those leaving hospital.
- To ensure the implementation of evidence based practice.
- To ensure Clinical Operational policies are completed for new developments and updated in other areas as required.

PEOPLE MANAGEMENT AND DEVELOPMENT

- Participate in the recruitment and selection of staff as required ensuring that it complies with current legislation and trust policies.
- Reviews staffing establishment for the projected service developments and agrees safe staffing and skill mix to meet the assessed needs of individuals referred to a service; provides updates and reports to service manager as required.
- Provides Supervision to agreed staff within remit. Ensures availability of Clinical supervision as appropriate in line with Trust Policies.
- Carries out staff development and performance reviews annually and ensures that these are completed for all multi-disciplinary staff in line with service and corporate objectives.
- Keeps Service Manager informed of all relevant issues.
- Ensures that all staff visiting the hospital as part of the community integration project are supported and that proper record of induction is held at ward level for all staff involved with individual patients.
- Delegate's appropriate responsibility and authority to the level of staff within his/her remit consistent with effective decision making whilst retaining responsibility and accountability for the results.
- To deputise for Service Manager when required.
- To take responsibility for his/her own performance and take action to address identified personal development areas.
- To maintain good staff relationships and morale amongst the staff reporting to him/her through effective feedback, recognition, appraisal and development.

QUALITY

- To ensure that all Trust policies and procedures are available to staff and implemented accordingly and takes appropriate action if any breaches occur.
- To ensure compliance with the hospital's standard in Evaluating Quality Care and other Audit processes.
- Ensure any recommendations and agreed Quality Improvement Plan from RQIA are actioned.

- Ensure full compliance with Governance Standards in the designated areas of responsibility.
- Keep abreast of Service Developments and implement where appropriate.
- To work collaboratively with other Senior Manager colleagues to share good practice and learning.

FINANCIAL AND RESOURCE MANAGEMENT

- Monitors the staff and placement costs and advises Service Manager on any cost pressures on a daily basis as required.
- Co-ordinates staffing resources on the hospital site whilst supporting the duty officer and authorises the use of bank staff as appropriate, informing Service Manager when any unusual pressure arises.
- Monitors the use of stock and non-stock requisitions for areas of designated responsibility within community integration and informs finance department of cost pressures.

PROFESSIONAL MANAGEMENT

- Ensures that all Trust and Department of Health policies, procedures and legislation standards are, implemented and monitored particularly in relation to the Children Order, Child Protection, Mental Health Order and Vulnerable Adult protocols.
- Take responsibility for appropriate communication and networking in relation to particular areas relating to specific area of responsibility.
- To ensure that Standards comply with Professional Codes of Practice.,

LEADERSHIP

- To provide in conjunction with the Service Manager leadership to the Multi disciplinary Team, to meet corporate and regional objectives for the community integration project.
- In conjunction with the Service Manager contribute to the Trust strategy and to Learning Disability Operational Management of patient services ensuring that priorities meet both corporate and service group objectives.

Personnel

The post holder will:

- Reflect on own practice and learn from it.
- Continue to train and develop own knowledge and practice in keeping with clinical and personal need.
- Participate in regular supervision, a formal review annually by completing/agreeing a personal contribution plan and personal development plan using appropriate frameworks.

General Responsibilities

Employees of the Trust will be required to promote and support the mission and vision of the service for which they are responsible and:-

At all times provide a caring service and to treat those with whom they come into contact in a courteous and respectful manner.

Demonstrate their commitment by their regular attendance and the efficient completion of all tasks allocated to them.

Comply with the Trust's No Smoking Policy.

Carry out their duties and responsibilities in compliance with health and safety policy and statutory regulations.

Adhere to equal opportunities policy throughout the course of their employment.

Ensure the ongoing confidence of the public in service provision.

Comply with the HPSS code of conduct.

Records Management

All employees of Belfast Health & Social Care Trust are legally responsible for all records held, created or used as part of their business within the Belfast Health and Social Care Trust, including patient/client, corporate and administrative records whether paper based or electronic and also including e-mails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environment Regulations 2004 and Data Protection Act 1998. Employees are required to be conversant with the Belfast Health and Social Care Trust policy and procedure on records management and to seek advice if in doubt.

Environmental Cleaning Strategy

The Trusts Environmental Cleaning Strategy recognizes the key principle that " Cleanliness matters is everyone's responsibility, not just the

cleaners” Whilst there are staff employed who are responsible for cleaning services, all Trust staff have a responsibility to ensure a clean, comfortable, safe environment for patients, clients, residents, visitors, staff and members of the general public.

Infection Prevention and Control

The Belfast Trust is committed to reducing Healthcare associated infections (HCAIs) and all staff have a part to play in making this happen. Staff must comply with all policies in relation to Infection Prevention and Control and with ongoing reduction strategies. Standard Infection Prevention and Control Precautions must be used at all times to ensure the safety of patients and staff. This includes:-

- Cleaning hands either with soap and water or a hand sanitiser at the appropriate times (WHO ‘5 moments’);
- Using the correct ‘7 step’ hand hygiene technique;
- Being ‘bare below the elbows’ when in a clinical environment;
- Following Trust policies and the Regional Infection Control Manual (found on intranet);
- Wearing the correct Personal Protective Equipment (PPE);

Clause: This job description is not meant to be definitive and may be amended to meet the changing needs of the Belfast Health and Social Care Trust

Terms and Conditions

Full-Time

The NHS Terms and Conditions (Agenda for Change) will apply to this post.

Salary will Band 8a

In addition to 10 public holidays, the annual leave allowance will be as follows:-

- On appointment - 27 days
- After 5 years service - 29 days
- After 10 years service - 33 days

He/she may be required to travel throughout Northern Ireland, the United Kingdom, the Republic of Ireland and elsewhere. The successful candidate should, therefore, have access to a form of transport that will permit them to meet the requirements of the post in full and be prepared to travel as required.

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**Operations Manager for Community Integration Project
(Temporary until 31st March 2018)
Learning Disability Services**

Essential Criteria:

Hold a Professional Qualification in Nursing, Social Work, AHP or Psychology and is currently registered with the relevant professional body and have 2 years experience at Band 7 or above

Delivered service improvement and experience in meeting targets for a minimum period of 2 years.

For a minimum period of 2 years, worked with a diverse range of stakeholders, both internal and external to the organisation, to achieve successful outcomes.

Successfully demonstrated people management, governance, leadership and organisational skills for a minimum of 2 years.

Experience of financial and budgetary Management.

The person appointed is required to hold a full driving licence valid in the UK with access to a car, - this criterion will be waived in the case of an applicant whose disability prohibits driving but is able to organise suitable alternative arrangements.

NOTE:

Where educational/professional qualifications form part of the criteria you will be required, if shortlisted for interview, to produce original certificates, and one photocopy of same, issued by the appropriate authority. Only those certificates relevant to the shortlisting criteria should be produced. If educational certificates are not available an original letter and photocopy of same detailing examination results from your school or college will be accepted as an alternative.

If successful you will be required to produce documentary evidence that you are legally entitled to live and work in the United Kingdom. This documentation can be a P45, payslip, National Insurance Card or a birth certificate confirming birth in the United Kingdom or the Republic of Ireland. Failure to produce evidence will result in a non appointment