NHS Grampian

**Job Description**

# SECTION 1

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| JOB IDENTIFICATION |  |
| **Job Title:** | Head of Occupational Health Services |
| **Department(s):** | Directorate of People and Culture |
| **Location:** | NHS Grampian |
| **Grade and Salary:** | Band 8C £79,466 - £85,181 |
| **Job ID:** | MH152641 |
| **Contract:** | Permanent |

###### SECTION 2

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|  | **Job Purpose**  -  The post holder is directly accountable to the Director of People and Culture for the leadership, development, direction and management of the Occupational Health services to NHS Grampian, which has a key role in delivering the colleague health and wellbeing ambitions in the Board’s Plan for the Future. This is via a shared leadership model with the Clinical Lead and Nurse Manager, and line with National and Local operational plans and implemented in partnership with other NHS and non NHS partner organisations.  Responsible for the long term strategy and business plan of NHS Grampian’s Occupational Health Services, including provision of services to the Board’s workforce and service to a number of external contracts of circa £400K within an overall budget of £1.5m. In addition, there are a number of related services and projects the post holder will oversee, including provision of a first-aid training service, the wellbeing hub, and support for Long-Covid rehabilitation in collaboration with Occupational Therapy.  The post holder will influence and affect change at executive, clinical, service development and administrative levels within the organisation and within national networks, ensuring that national and local requirements for Occupational Health are both influenced and delivered timeously and agreed quality standards. The emphasis is on delivering continuous improvement in service delivery and minimising risk and harm to employees and the employing organisation via strategic vision and partnering, defined occupational health standards, and robust systems of quality assurance. | |
|  | **Organisational Chart**  - (Please identify this post clearly in the structure – as a minimum show 2 levels above and 2 levels below (where relevant).  Chief Executive  Director of People & Culture  Business & Admin Manager  IM&T Specialist  Improvement & Development Manager  Clinical Lead/  Consultant  Nurse Manager  Business & Administration  Clinical Services Clinical Lead  Head of Occupational Health Services  (this post) | |
| **1** | **Communication and relationship skills**  Demonstrate political judgement and an astute approach to handling diverse interests and complex relationships – clear about referring upwards when necessary  The post holder is required to exercise maximum flexibility, expertise and sensitivity to gauge style and mode of communication depending on target audience. This regularly includes 1:1 written and oral communications with individuals ranging from employees to the Board, national level fora, and large groups of employees (30+) both within and out with the NHS. This may include presentations to prospective clients as part of the external contract tendering process with large and medium sized private companies. This frequently involves highly sensitive /confidential information in terms of organisational issues, or communicating complex information that is controversial or hard to hear, all of which need to be delivered with diplomacy and tact.  High level communication of information and excellent relationships are required on a daily basis with areas internal to NHS Grampian such as Infection control, public health, finance, Human Resources, Estates, GP’s, dental services etc. This level is also required for communication with Central Legal Office, Scottish Government, other Central Government Agencies, and in respect of External Contracts.  Employing appropriate dialogue and techniques to support change in behaviour, influence existing culture and overcome barriers to the acceptance of Occupational Health interventions.  Lead, develop and manage all external contract activity including seeking new income generating opportunities. Lead tender presentations for new business, manage high level discussion and contract meetings. Postholder must communicate highly complex information relating to multi-stranded business cases during these meetings. Highly developed negotiating and influencing/ skills in persuasion are required.  Formulate business and logistical plans for the development of services.  Contribute to national policy, liaising with government in consultation with specialist Occupational Health groups.  This post holder will lead systems to promote understanding of OH in the wider organisation, liaising with system leadership and partner groups leading to an improved interface within NHS Grampian. |
| **2** | Knowledge, training and experience The post holder is required to be educated to degree level with additional specialist knowledge acquired through training and experience to Masters level equivalent.  Extensive knowledge of services, both national and local, on the OH agenda and its relevance to the strategic direction and corporate objectives and values of both NHS Grampian and NHS Scotland in order to develop, deliver and implement wide reaching OH strategy.  Experience of a senior Manager role within the NHS or other large organisation, including effectively leading and motivating other managers and teams.  Demonstrable contemporary leadership skills gained through leadership development programmes such as nationally approved NES training or equivalent experience/training.  Skilled in quality improvement / innovation with evidence of business development / generating income and contributing to the healthy workplace strategic agenda.  Intellectually robust and self-motivated to deliver against challenging strategic targets. |
| **3** | Analytical and judgemental skills Ability to assimilate information quickly, advise and act decisively, and make reasoned judgements.  Full autonomy is delegated to the post holder in terms of Occupational Health Services delivery, they therefore have responsibility for :-   * Decisions regarding all non-clinical aspects of service provision within agreed budgets and objectives. * Supporting the Clinical Lead and Nurse Manager in decisions regarding clinical aspects of business service provision * Exercising judgement concerning the interpretation and application of national initiatives, new legislation etc. at local level, balancing resource issues against risk management issues. * Decisions as to how to exercise freedom to generate income through contracting with external customers.   Representing NHS Grampian at national level ensuring that the organisations interests are reflected in national and regional Occupational Health initiatives.  Evaluate feedback from local targets and performance indicators.  Monitor and analyse statistical information on activities for both NHS and non-NHS contracts and in relation to all services performance indicators.  Freedom to define service priorities in accordance with specific needs in line with current legislation and Scottish Executive direction deliver against targets and performance indicators, e.g. ISD dataset.  Ability to assess and prioritise a range of both long term and daily work scenarios, taking appropriate action to deal with situations promptly and efficiently. |
| **4** | Planning and organisational skills To plan, develop and manage the delivery of a proactive strategically focussed OHS Service in accordance with the needs of users, local and national initiatives, ensuring the linking of plans and integration with service partners, Risk Management and Infection Control Team.  Formulate business and logistical plans for the long-term development of OH services in line with direction, local and national guidelines and develop and agree the long-term strategy and business plan.  Develop, gain acceptance for, and implement OHS strategies and policies within the national framework, which will enable NHS Grampian to fulfil their wider objectives.  Directs and sustains the commissioning of strategies, policies and implementation plans to deliver the occupational health national and local Agendas.  Develop and implement all Occupational Health Service aspects of Go Health Services, ensuring that OH activities support the clinical agenda of the Board and recognise the national Occupational Health Strategy of NHS Scotland. |
| **5** | Physical Skills Advanced keyboard skills – requirement for accuracy due to critical nature of reporting and/or notetaking in various circumstances.  Able to travel to meetings where remote attendance would be a disadvantage or is not possible. |
| **6** | Responsibilities for patient/client care Accountable for the direct delivery of OHS service within NHS Grampian  To plan, develop and manage the delivery of a proactive strategically focussed OHS Service in accordance with the needs of users, local and national initiatives.  To provide and maintain the health and welfare of all employees in NHS Grampian – in partnership with others.  To extend this service to non–NHS staff as appropriate.  To ensure equity of service provision across staff numbers in a large geographical area. |
| **7** | Responsibilities for policy and service development implementation In line with direction, local and national policies and guidelines agree with NHS Grampian Director of People and Culture the strategic and business plan for OHS services across NHS Grampian, and through external contract provision.  Responsible for developing service plans and tender proposals for new OHS business for non-NHS clients.  In collaboration with the clinical team provide advice on behalf of the service to appropriate committees and working groups to develop NHS Grampian policy.  Responsible for developing the services delivered in line with appropriate local and national guidelines.  Leads the development of services awareness within the organisation and external contracts.  Freedom to define service priorities in accordance with specific needs in line with current legislation and Scottish Government direction and deliver against targets and performance indicators, e.g. ISD dataset.  Freedom to recommend service developments including OHS service extension (Income Generation) with non-NHS clients. |
| **8** | Responsibilities for financial and physical resources Main Budget holder for Occupational Health Services. This budget covers several sub Departments which is equivalent to several services within Occupational Health Services including immunisation clinics, wellbeing hub, pre-employment health screening, health surveillance, management referral, self referral, first aid training. Also has responsibility for budgets for several external clients e.g. University students, other services aligned to healthcare within Grampian.  The post holder is responsible for managing a total budget of circa £1.5 million, including income generation from several external contracts.  Manage all budgets by interpretation of statement, identifying current spend against cash flow.    Authorised signatory and oversees the completion of monthly payroll returns, travel expenses and invoices.  Responsible for all service physical resources including several clinical locations throughout Grampian. |
| **9** | Responsibilities for human resources Recruit, lead, develop and motivate providing appropriate leadership, strategic direction, operational overview and support.  Accountable for the service to ensure that it is professionally structured, resourced and managed in such a way as to deliver a service to agreed standards within agreed budgetary levels.  All staff within Occupational Health Services report to postholder through their respective line structures. The postholder directs and co-ordinates the activities of medical and nursing professionally qualified staff as well as a range of support staff.  Responsible for staff performance, appraisal and development, training, monitoring absence levels and taking appropriate action as necessary in grievance and disciplinary procedures for Senior level staff.  Ensure that all of the multi-disciplinary team have access to and undertake the required education, training and development; undertaking and contributing to practice and service development, and supporting research and evaluation.  Ensure that training plans and training content within clinical leadership reflect clinical governance priorities and ongoing factors identified as risk areas. |
| **10** | Responsibilities for information resources Prepare and present documentation for the Annual Report.  Providing statistical reports and information to the Occupational Health and Wellbeing Committee and to the Government on an occasional basis.  As custodian of all confidential medical records, both current and archived ensure adherence to secure and confidential storage of same in accordance with Data Protection Act 2018.  The postholder is also responsible for ensuring that effective information systems are provided/maintained by others in the Department to produce necessary data for the Board. These tasks are undertaken by others who are line managed by the postholder and ensure that we havean effective, welldeveloped and maintained information systems across the service that support the recording, monitoring and evaluation of clinical governance activity. These systems ensure that robust clinical occupational health management systems which are underpinned by an IT system aiming to reduce reporting error and improve systematic and timely management of, supporting effective governance and providing data for controls assurance. |
| **11** | Responsibilities for research and development Participate with national and local initiatives and research projects.  Use of Microsoft Excel spreadsheets for auditing purposes. |
| **12** | **Freedom to act**  The postholder is expected to work independently within the delegated authority from the Director of People and Culture, in line with direction, local and national guidelines and the long-term strategy and business plan.  The postholder will agree objectives annually with the Director of People and Culture, ensuring regular briefings. Will seek advice and consult on major decisions  Able to work independently guided by broad health and social care strategies and organisational polices and specific local and national guidelines, provide advice on these can be interpreted and implemented within the field of OH.  Freedom to interpret advice and direct policy and strategy in relation to Occupational Health services to ensure NHS Grampian sets and achieves goals and standards  Freedom to define service priorities in accordance with specific needs in line with current legislation, Scottish Executive direction and deliver against targets and performance indicators, e.g. ISD dataset.  Freedom to recommend service developments including service extension (Income Generation) with non-NHS clients. |
| **13** | Physical effort Sitting for extended periods of time, on train or in car, travelling both locally and nationally.  Often sitting at workstation accessing a VDU screen for extended periods. |
| **14** | Mental effort Work pattern often unpredictable in meeting the demands from all levels of staff for information/support/advice.  Concentration is required for report writing and statistical analysis of service(s) required at least monthly.  There will also be a requirement to write commercial bid specifications. |
| **15** | Emotional effort Dealing with and responding to complaints and adverse events face to face, telephone and written, in compliance with NHS Grampian policies, on a frequent basis.  Dealing with multi-disciplinary teams across several services in various physical locations across Grampian.  Dealing with investigation of service practice and performance, taking appropriate actions, disciplining staff, presenting cases and attending hearing. |
| **16** | Working conditions May occasionally be subjected to verbal aggression when de-escalating incidents of conflict within the clinic and when dealing with complaints and adverse events  Frequent ‘hot desking’ due to physical environment and constraints on work space.  Lone working  Requirement to travel outwith Grampian and to be away from home. |

**PERSON SPECIFICATION**

**JOB TITLE: Head of Occupational Health Services**

**LOCATION: Aberdeen**

**SALARY: BAND 8C £79,466 - £85,181 per annum**

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| **QUALIFICATIONS:** | Educated to degree level with additional specialist knowledge acquired through training and experience to Masters level or equivalent. |  |
| **EXPERIENCE** | Experience of a senior managerial role within the NHS or other large complex organisation, including effectively leading and motivating other managers and teams. |  |
| **KNOWLEDGE & SKILLS:** | Extensive knowledge of issues, both national and local, on the OH agenda and its relevance to the strategic direction and corporate objectives and values of both NHS Grampian and NHS Scotland.  Demonstrable contemporary leadership skills gained through leadership experience and development.  Skilled in quality improvement / innovation with evidence of business development / generating income.  Ability to assimilate information quickly, advise and act decisively, and make reasoned judgements.  Knowledge of planning, developing and managing the delivery of a proactive customer and organisation focussed Service  Formulate business and logistical plans for the long-term development of services |  |
| **PERSONAL QUALITIES:** | Intellectually robust and self-motivated to deliver against challenging strategic targets.  Professional and personal credibility to earn the confidence and respect to motivate and inspire staff and a range of stakeholders.  High level of personal integrity.  Highly effective influencing and , interpersonal skills.  Personal resilience with ability to multi- task and operate effectively under pressure. |  |
| **OTHER REQUIREMENTS:** | Ability to travel.  Demonstrates Continuing Professional Development. |  |