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| JOB DESCRIPTION **Job Title:** PIP/FAS Service Manager    **Department(s):** Salus PIP Service CAJE ID: NHSL07/062 **No of Job Holders:**  1 |

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| **2. JOB PURPOSE**  The post holder manages and is accountable for the Salus Personal Independence Payments (PIP) service/Functional Assessment Service (FAS) which includes managing contractually agreed service delivery, physical resources, staff and budget.  The post holder is responsible for managing and monitoring a budget including staff resource, physical and estate resource, overheads and other expenses. The post holder is responsible for ensuring performance, quality and financial targets including projected income generation are met. This also includes meeting targets on performance and quality whereby failure to do so attracts financial penalties.  The post holder is accountable to Salus General Manager and is responsible for the PIP/FAS team, developing and managing a safe and effective delivery of the service via professional and clinical governance systems as agreed with the General Manager, Salus Clinical Director, Salus Senior Management Team and in line with contractual governance requirements. The post holder interprets and executes contractual obligations and implements service specifications to ensure key performance indicators are met.  The post holder is contractually responsible to the appropriate DWP Provider for the operational management and delivery of the PIP/FAS predominantly via a telephony/video based service throughout Scotland & Northern England.  The post holder ensures the PIP service is delivered in line with legislation relating to welfare reform, Department of Work and Pensions and Provider guidance. The post holder is responsible for the development of local policy and procedures to ensure compliance within the scope of the national legislation and guidance.  The post holder works closely in partnership with the contractor and Department of Work and Pensions to ensure the service is delivered throughout the Scotland and northern England, providing a high and consistent standard of clinical and operational service to claimants of PIP/FAS. |

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| 3. ORGANISATIONAL POSITION Salus Occupational Health, Safety & Return to Work Services is an NHS based multi-disciplinary organisation that offers high quality occupational health, safety and return to work services throughout the United Kingdom. It is a leading edge provider in its field.  Saluscore customers are NHS Lanarkshire’s Acute Hospitals, Primary Care and Corporate Services. However Salus offers occupational health, safety and return to work services to various other external business customers.  Salus is currently contracted to deliver Personal Independence Payment (PIP) assessments and Functional Assessment Services (FAS) from 2024 onwards. The post holder is responsible for all aspects of day to day running of the service, including around 60-80 home working staff.  The post holder reports directly to Salus General Manager    Salus General Manager  PIP/FAS Service Manager  Return to Work  Service Manager  OH Commercial Service Manager  Head of Health and Safety  NHSL OH Service Manager  Business Manager x 1 wte  Deputy Service Manager x 1 wte  Team Managers x 10 wte  Administrators x 10 wte  Clinical Assessors/trainers x  80 wte |

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| **4. SCOPE AND RANGE**  The service covers the disabled populations of Scotland & northern England. The number of PIP/FAS assessments projected per annum is circa 25,000-40,000. Salus is contracted to deliver the initial PIP contract until summer 2024 when the contract will convert to FAS under a new provider to summer 2029, with an expectation for a minimum of two years extension.  The PIP service employs circa 100 staff with vast majority home working.  Responsible for management of the PIP budget circa £6 million per annum.  Responsible for developing and maintaining robust partnership relationships with both clinical and operational contractor personnel and hierarchy. |

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| **5. MAIN DUTIES/RESPONSIBILITIES**  Responsible for the effective management and direct delivery of the Salus PIP/FAS Clinical Service which extends across Scotland & northern England.  The post holder is directly accountable for the consistent and equitable delivery of the Salus PIP service which delivers circa 25,000 – 40,000 PIP/FAS assessments per annum, the vast majority via telephony/video platforms.  The PIP/FAS assessment is a clinical/ functional assessment delivered by a skill mix of clinicians that includes a team of clinical trainers, the post holder directly manages clinical staff who directly deliver the Salus PIP service. The post holder is responsible for clinical supervision of PIP staff.  The post holder is required to complete specialist PIP/FAS clinical training and is thereafter accredited by Department of Work and Pensions as a disability analyst.  The post holder is contractually responsible for ensuring a robust programme of Continuing Professional Development for PIP/FAS clinical staff.  As senior Salus PIP/FAS clinician, the post holder is responsible for influencing and advising the National PIP/FAS Clinical Leads Forum and the Contractor/Provider PIP Clinical Director in relation to the on-going development and improvement of the national PIP/FAS clinical assessment tool.  The post holder regularly requires to make high level clinical decisions and provides expert and specialist clinical advice to staff, to inform sound analytical judgement for the most complex PIP/FAS cases.  The post holder is contractually responsible for ensuring a robust clinical quality audit system is in place and that clinical quality and performance standards are maintained.  Across all PIP/FAS staff responsible for providing a visible senior management presence and leadership role and maintaining good communication.  Responsible for management of the PIP/FAS contract including effective planning, scheduling, clinical activity, workforce quota and quality standards to meet contractual targets.  Responsible for quality and performance management whereby highly complex decision making is required on a daily basis involving deployment of resources while taking account of views of others and clinical need to ensure optimum income generation within a framework of target driven financial penalties. For example other professionals may disagree regarding service need but post holder makes judgements taking into account contractual obligations, professional opinion and available resources.  Responsible for management of the PIP/FAS budget over the term of the initial contract until summer 2024 and thereafter within the new FAS contract until Summer 2029 (+2), including business planning and financial profiling to facilitate maximum income generation and minimum financial penalties.  Responsible for establishing positive and robust relationships with key clinical and operational Contractor personnel and all relevant partners and stakeholders.  To meet contractual requirements that are not met within NHS Lanarkshire’s N3 network, establish and maintain the viability of DWP endorsed electronic information management systems required for effective clinical and operational management of the PIP/FAS service.  Within contractual guidance responsible for ensuring suitable supply, timely installation and secure operation of contractor IT equipment.  Responsible for establishing and maintaining suitable risk register, financial profile and performance dashboard for reporting purposes. |

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| **6. EQUIPMENT & MACHINERY**  The post holder is responsible for management and maintenance of estate including tendering and procurement process for facilities management and other technical services. The post holder is also responsible for working closely with contractors and NHSL procurement to ensure timeous completion of procurement of furnishings, fittings, equipment and supplies.  In line with staff recruitment, training and approval and to maximise productivity the post holder is responsible for ensuring appropriate Contractor/Provider equipment is ordered, delivered and installed timeously and securely and in line with contractual guidance.  The post holder is responsible for ensuring staff are equipped with appropriate IT security access and trained in the safe and secure use and storage of Contractor/Provider IT equipment. |

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| **7. SYSTEMS**  Prepare for and represent the Salus PIP/FAS service in monthly performance review meetings with Contractor including analysis of management information relating to performance and quality standards and financial penalties. Negotiate mitigation of financial penalties due to Contractor system and/or process outage.  Ensure adequate on-going training and support for clinical staff to comply with contractual clinical quality audit system whereby clinical staff approval can be revoked by DWP should clinical quality standards fall below contractual requirements.  Participate in regular supervision sessions and 6 monthly PDP interviews with Salus General Manager. |

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| **8. DECISIONS & JUDGEMENTS**  The post holder is responsible and accountable for professional and clinical decision making which informs and underpins service development and clinical practice. The post holder uses initiative, analysis and highly complex decision making skills often within highly emotive and challenging environments relating to highly complex HR issues e.g. under performance where revocation of DWP approval disallows staff to work on the PIP/FAS contract, discipline and employment matters. The post holder acts autonomously within their area of responsibility in deciding the most appropriate course of action when faced with a series of highly complex issues including managing a service where clinician capacity and volume of assessments must be weighed against quality audit and performance with a view to generating projected income within a target driven financial penalty framework while taking account of the differing views of other professionals. |

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| **9. COMMUNICATIONS & RELATIONSHIPS**  Initiate and develop effective working relationships and communicate regularly with key contacts within clinical and operational sectors of the Contractor/Provider and Department of Work and Pensions.  Collaborate with NHSL Corporate Communications and Contractor/Provider PIP/FAS Communication and Stakeholder Engagement personnel to respond appropriately to media and political interest and/or publications concerning PIP/FAS.  Participate in NHSL Corporate Welfare Reform group with a view to providing regular updates on PIP/FAS.  Participate in national Health and Employability Delivery Group (HEDG) with a view to providing regular updates on PIP.  Develop and maintain relationships with Disability Rights Groups as required to enable positive perception of PIP/FAS. |

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| **10. DEMANDS OF THE JOB (physical, mental, emotional)**  Very high levels of stamina and the ability to concentrate on the most complex and challenging issues for extended periods of time with minimal support.  Flexible management skills required when dealing with a staffing group predominantly working full time from home.  Very high levels of emotional resilience to be able to deal with the most sensitive issues e.g. staffing, service development in a competitive arena and complaints from disabled claimants where there may be high levels of media and political interest.  The post holder is a senior manager on site at 14 Beckford Street and can be called upon to speak to dissatisfied claimants and/or relatives and also to de-escalate situations whereby claimants and/or relatives are verbally abusive and/or aggressive towards reception and/or clinical staff.  The post holder is required to undertake regular PAMOVA Level 2 (breakaway techniques) updates. |

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| **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**  Meeting agreed performance targets whilst maintaining contractually agreed quality standards and volumes whilst avoiding incurring financial penalties.  Working in partnership with Contractor/Providor to ensure successful delivery of the PIP/FAS contract across the various geographical areas during a time of political focus and potentially negative media interest in Welfare Reform.  Dealing with complaints and unhappy service users who may become verbally or physically aggressive.  Effective business planning and resource profiling to ensure best use of human and estate resource that maximises income generation and minimises financial penalties.  Profit profiling of anticipated income generation and expenditure that is heavily scrutinised and regularly monitored by Salus General Manager, NHSL Director and Assistant Director of Finance and the Internal Audit Consortium of Lanarkshire.  Promoting and maintaining positive staff morale during a time of political focus and potentially negative media interest in Welfare Reform.  Maintaining adequate on-going recruitment, training and staffing levels to ensure performance and quality targets are achieved recognising the significant level of sickness absence and staff attrition rates and the resultant financial impact.  Ensuring consistent and equitable service delivery across all geographical areas whilst meeting all performance and financial targets. |

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| **12. KNOWLEDGE, TRAINING AND/OR EXPERIENCE REQUIRED TO DO THE JOB**  Registered Clinician with valid NMC/ HCPC Registration.  Educated to/working towards/operating at Masters Level.  Be able to demonstrate knowledge of NHS Scotland’s Leadership Qualities framework or equivalent framework.  Management knowledge gained through experience and continuous professional development.  Professional, leadership and managerial experience within speciality / area of practice that demonstrates the required breadth of knowledge required to lead safety, effectively and efficiently.  Extensive knowledge of clinical guidelines and standards within the health care agenda.  Experience of assessing training needs.  Experience of resource management i.e. financial; human; capital.  Experience in service planning, project management and performance monitoring/reporting.  Knowledge and experience of needs assessment and analysis/interpretation of related data.  A proven track record in sound and effective leadership. Ability to think strategically, corporately and act as a team player.  A proven track record in developing innovative solutions in meeting organisational requirements and motivating staff to affect change.  A proven track record in developing teams/services and integrated solutions to complex and challenging problems.  Working knowledge of basic information technology. |

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| **Job Description Agreement**  **Job Holder’s Signature**  **Print Name**  **Date**  **Head of Department Signature**  **Print Name**  **Date** |