#### Form JE 5



**JOB DESCRIPTION**

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| 1. JOB IDENTIFICATION | |
| Job Title: **Service Manager, Neurosciences**  Responsible to:  Department(s): Neurosciences  Directorate: Specialist Services Clinical Care Group  Operating Division: Patient Access and Assurance Division  Job Reference: **Sco6-5906N(2024)**  No of Job Holders: | |
| 2. JOB PURPOSE | |
| The Service Manager will be responsible for the strategic development and operational  management of the Clinical Neuroscience specialties in NHS Tayside, currently delivered on the Ninewells Hospital and Perth Royal Infirmary sites, working alongside the Clinical Leads, Senior Nurse, and Service Leads.  The Manager will be responsible for ensuring that effective systems and processes are in  place to manage service demand and capacity, to comply with clinical governance and  health and safety requirements, to provide budgetary control, to ensure effective  management of quality and to report any risks/concerns through the governance framework  for Specialist Services Clinical Care Group. The post-holder will communicate effectively  with Clinical Neurosciences staff and key stakeholders.  The Manager is expected to network with similar services in Scotland and elsewhere to  identify best practice and opportunities for improvement and innovation in NHS Tayside to  ensure service sustainability.  The post-holder will also support compliance with clinical governance and health and safety  requirements across the Clinical Care Group.  The post-holder will participate in the weekend and on-call clinical and managerial  arrangements for the acute hospital sites within NHS Tayside, ensuring the provision of on-  site weekend senior clinical and managerial decision making. | |
| **3. DIMENSIONS** | |
| Tayside Health Board is responsible for commissioning health care services for the residents in the geographical local government areas of Angus, Dundee & Perth and Kinross. The Board’s boundaries are coterminous with these local government areas, which has a combined population of 414,000 this includes services for residents of North East Fife.  The Clinical Care Groups are based on a service line model with devolved accountability from the Operational Leadership Team, ensuring clear lines of accountability for clinical care quality, operational and financial performance, staff governance and management of front-line clinical services, through the site management teams. They will actively engage in and support collegiate working across the whole organisation with visible leadership and management of services on a Pan-Tayside basis to promote safe integrated patient pathways and efficient and effective use of resources. The role of the Clinical Care Group is to work in a single system with secondary care colleagues, Health and Social Care Partnerships, Primary Care Services, and other partner organisations to provide health care services, thus strengthening the interface links and integration between clinical services to provide jointly planned community-based care whenever possible, with fully developed integrated patient journeys.  The role of the Clinical Care Group is to plan and deliver their services by:   * Developing the annual service and supporting workforce plans for their group with all   partners including staff side, aligning it with the operational strategy and within the agreed budget.   * Self-manage within agreed financial, operational performance, clinical quality and staff governance frameworks and budget. * Internally review performance against aims and proactively manage against trajectory   across all eight domains.   * Participate in organisational governance performance management reviews using agreed data sets reflecting a values management approach and refreshed governance framework to measure and monitor safety (Health Foundation, 2014). * Work within a non-hierarchical collective leadership model that values the collective over individual clinical delivery groups. * Management of the medical workforce, including job planning, rota management and ensuring a suitable training environment fordoctors in training and rota compliance. * Engage in Regional Services and Regional Managed Clinical Networks within the context of national and regional strategy.   The Clinical Care Group portfolios are broad, complex, and diverse therefore the post-holder must ensure effective communications and integrated working across the Health & Social Care system.  As services develop and change in response to strategic and local drivers for health care, the portfolio of services may be subject to change and variation, thus ensuring the needs of the service are met. | |
| 4. ORGANISATIONAL POSITION | |
| The management and reporting structure for the post is illustrated in the following organisational chart.  A screenshot of a computer  Description automatically generated | |
| 5. ROLE OF DEPARTMENT | |
| The Clinical Neurosciences Department provides neurological services for Tayside and North East Fife, serving a population of over 500,000. It includes Neurology, Neurosurgery, Clinical Neurophysiology, Neuropsychology and the Chronic Pain Service.  The Neurology service provides regular outpatient clinics in Dundee, Arbroath and Perth. Inpatient and day case treatment is provided for a variety of neurological conditions from the ward at Ninewells Hospital which is staffed by nurses, physiotherapists, occupational therapists and speech and language therapists with a specialist interest in neurological illness and its rehabilitation. There are close links with General Practice and Public Health in addition to local community and charity groups who, along with the specialist nurses, continue to work towards improving the care of neurological illness in the community, particularly for deprived and vulnerable groups.  Clinical Neurophysiology is a busy department providing a comprehensive range of Neurophysiological investigations and monitoring procedures.  The Neurosurgery department is based at Ninewells Hospital and provides outpatient and inpatient services. There is a dedicated inpatient ward which also houses four high dependency beds, and there is close liaison with the Brain Injury Rehabilitation Centre based at the Royal Victoria Hospital. The Neurosurgery service forms part of the Scottish Neurosurgery Managed Service Network with the three other Neurosurgical centres in Aberdeen, Edinburgh and Glasgow.  The Chronic Pain Service is fully integrated providing both inpatient and outpatient pain management. The service is multidisciplinary comprising medical, nursing, psychology, physiotherapy, pharmacy and administrative staff. It is also a tertiary referral service for Neuromodulation and has close links with Palliative care including the Acute Palliative Care Unit on the Ninewells site. | |
| 6. KEY RESULT AREAS | |
| **Operational service planning**  Understand patient demand for services and align capacity across Clinical Neuroscience services to meet patient demand in appropriate timescales. Ensure Access Policy is being adhered to. Identify any risks to delivering care that is high quality, clinically safe and meets government waiting times targets. Continuously seek opportunities to improve efficiency.  **Strategic development**  Support the Clinical Leads, Senior Nurse and Service Leads to ensure the strategic direction of services is reviewed every year, based on national, regional, and local strategy, performance, patient demand and changes in best practice (or the regulatory environment). Communicate strategy to staff.  **Patient focus**  Lead a culture which is patient centred, use patient feedback to inform decision making. Work with third sector organisations to support and enhance service delivery.  **People management**  Ensure best practice is being met across the departments in relation to performance management, recruitment, absence management etc.  **Health and safety management**  Ensure that health and safety is at the forefront of management practice across the department. Meet statutory obligations to keep the workplace safe for staff and liaise with the corporate Health & Safety team to be proactive in the application of health and safety policy and legislation.  **Quality management**  Work with the Clinical Leads, Senior Nurse and Service Leads to develop and maintain a quality system for Clinical Neuroscience services.  **Budgetary management**  Apply strong financial discipline through Clinical Neuroscience services. Identify opportunities to increase efficiency and escalate any concerns that financial balance cannot be achieved.  **Performance reporting**  Establish performance reporting that supports effective systems management and includes government waiting targets.  **Workforce planning**  Work with the Clinical Leads, Senior Nurse and Service Leads to map future workforce requirements and put in place actions required to sustain an effective workforce (e.g. training, personal development, succession planning etc.)  **Governance and risk management**  Lead a culture where risks are reported and managed and where adverse events are  reported openly, with an emphasis on learning. | |
| 7a. EQUIPMENT AND MACHINERY | |
| On a daily basis, the post-holder makes extensive use of office software and equipment, including:  Personal computer/(colour) printer/scanner  Photocopier  Telephone  MS Office applications/Miscellaneous IT applications  Filing systems  E-mail/Internet/Intranet | |
| **7b. SYSTEMS** | |
| NHS Tayside intranet and network  Microsoft office applications  Data analysis systems  Incident reporting and risk management system  Departmental Quality management system  National reporting systems | |
| 8. ASSIGNMENT AND REVIEW OF WORK | |
| The post-holder will work largely autonomously in planning and organising the activities required, alongside the Clinical Leads, Senior Nurse and Service Leads for Clinical Neuroscience services. The post-holder will manage their own workload and will direct the work of any direct reports.  In addition to line management supervision from the Clinical Care Group Manager, the post-holder will be accountable to relevant governance groups who will review service performance. | |
| **9. DECISIONS AND JUDGEMENTS** | |
| The post-holder will be required to manage priorities and competing demands and will work with a degree of self-direction, using their own initiative to make decisions on a day-to-day basis to manage workload. | |
| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB | |
| Working to unpredictable patterns, switching tasks frequently, and dealing with regular interruptions.  Responding to operational problems (e.g. staff sickness, equipment failures) and maintaining service levels to patients as well as possible.  Developing a culture which supports devolved decision making and innovation, fosters improvement and places health and safety at the heart of the way we work.  Working to short timelines including short turnaround times for provision of information from the NHS Board and Scottish Government. | |
| **11. COMMUNICATIONS AND RELATIONSHIPS** | |
| The post-holder must communicate effectively in both verbal and written communications. Exchanges complex, confidential, sensitive, or contentious information with all grades of staff up to and including the Associate Director, Clinical Care Group Triumvirate, Clinical Leads and consultant medical staff. This requires persuasive skills.  The post-holder will be expected to network with other centres to understand best practice and opportunities to collaborate.  There is a requirement to stay abreast of the regulatory environment, drawing on expertise within NHS Tayside (e.g. Health and Safety team, Clinical Governance team) and seeking external support where that is required.  Working with staff partnership is important, particularly when supporting service change.  The post-holder will occasionally be asked to present complex information to senior managers in the organisation and to make recommendations about the future direction of Clinical Neuroscience services.  There will be regular communication with staff on highly sensitive issues of discipline, poor performance and grievance requiring negotiating, persuasive and motivational skills.  Sensitivity is required in dealing with, patients, carers, relatives in day-to-day patient engagement and specifically in the management of complaints. | |
| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** | |
| This post is office-based, with requirements to visit services in PRI. There will be occasional requirements to visit other centres and attend regional/national meetings.  The post-holder requires frequent and prolonged concentration in order to meet the standard of work required to complete tasks.  Accurate keyboard skills are required.  Tight deadlines and timelines for handling negotiations are common. | |
| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB | |
| Educated to degree level (scientific, nursing, medicine) or equivalent experience gained from at least 5 years’ experience in a similar post, is essential.  Significant experience of managing budgets, staff, and the operational delivery of services.  Experience of working within a regulated environment and ensuring compliance with statutory requirements (e.g. Health and Safety legislation).  Experience of systems improvement and quality management is desirable.  A willingness to innovate, and to grow and develop the role.  Advanced computer literacy in Microsoft Word, PowerPoint, Excel is essential – along with an adaptability to work with bespoke systems.  Ability to understand and implement appropriate policies and professional standards of Scottish Government and NHS Tayside. | |
| **14. JOB DESCRIPTION AGREEMENT** | |
| A separate job description will need to be signed off by each job holder to whom the job description applies.  Job Holder’s Signature:  Head of Department Signature:  **(I confirm that the Job Description accurately reflects the duties and**  **responsibilities of the postholder and does not impact upon any other**  **postholders role)** | Date:  Date: |