



## HERTFORDSHIRE PARTNERSHIP NHS FOUNDATION TRUST

### JOB DESCRIPTION FORMAT

<b>Title:</b>	Senior Service Line Lead – Learning Disabilities and Rehabilitation Services
<b>Band:</b>	Agenda for Change 8c
<b>Directorate:</b>	Learning Disabilities and Forensics SBU
<b>Responsible to:</b>	Managing Director - Strategic Business Unit
<b>Accountable to:</b>	Executive Director Service Delivery and Transformation
<b>Base:</b>	Hertfordshire

#### Summary:

The Senior Service Line Lead is responsible for ensuring the successful delivery of high quality Care Pathways which effectively meet the needs of the people with learning disabilities in Hertfordshire and Buckinghamshire and adults with a mental health diagnosis in rehabilitation services and placements.

As a member of the Learning Disability and Forensic (LD&F) Business Unit Leadership team the Senior Service Line Lead will play a leadership and implementation role in supporting the delivery of HPFT's vision, strategic goals and organisational objectives.

The Senior Service Line Lead has responsibility and accountability for service user safety and adherence to quality standards. Within the LD&F Strategic Business Plan they also have responsibility for policy, management, strategic planning, priority setting, financial/workforce management, partnership development and operational management.

As a senior manager the Senior Service Line Lead will be required to act with limited guidance or direction, routinely acting within their own authority.

The Senior Service Line Lead will work closely with the senior management teams of other Strategic Business Units to ensure the effective co-ordination and operational delivery of health & Social care services in HPFT.

Particular key responsibilities will be to:

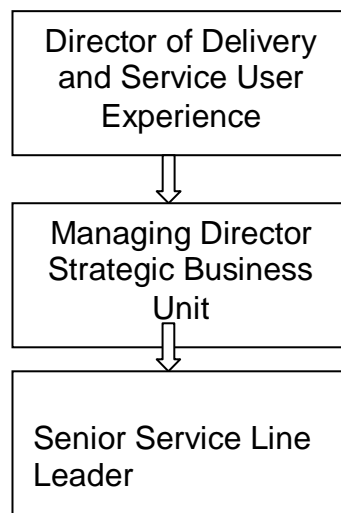
- The post holder will lead the delivery of services taking account of the Trusts transformation agenda and implementation of care pathways ensuring a cohesive, effective and seamless service is provided for service users.
- Ensure the effective delivery of 24-hour care services for the Strategic Business Unit, working on a whole systems approach to achieve required levels of performance.
- Support Management of relationships with primary care general practitioners, local NHS partners, local authorities and ICBs and Third Sector organisations to engage them in

developing the Strategic Business Units strategic direction and participating fully in the Strategic Business Unit's priorities and work programmes.

- Accountable for the financial planning, financial balance and performance management of the Strategic Business Unit.
- Play a significant senior role in local partnerships to ensure clear leadership and tangible inter-agency collaboration to deliver broader long term service planning.
- Enable a strong and effective team by providing strong and visible leadership and a clear strategic vision and direction for staff working within the Strategic Business Unit.
- Deliver effective communication of Strategic Business Unit strategy and service delivery to the community served including external bodies, the media and the public.
- Work together with Managing Directors and other Service Line Leaders to ensure equity across HPFT in accessing services and take a lead role on priority areas across HPFT as and when required.
- Deputise as necessary for the Managing Director.

All staff should comply with the Trust's Anti-Discriminatory Statement, Employee Charter, Trust Policies and Procedures, Code of Conduct and Equality and Diversity.

#### **Organisational Chart:**



#### **Job Responsibilities:**

##### **Safe and Effective Services**

- Responsible for the provision of the quality care within a highly complex range of health and social care services that interface across HPFT and with other healthcare providers.
- Accountable for the effective operational management of all care pathways, requiring effective liaison and co-ordination with secondary care clinicians, managers, local politicians, primary care, commissioners and other independent contractors.
- Lead the establishment of clear frameworks and processes by which the Strategic Business Unit will manage and monitor capacity on a day to day basis, ensuring effective escalation

arrangements are in place to maintain safety with the ability to respond where capacity issues present a challenge.

- Lead the development and delivery of services for health promotion and prevention, working closely with other agencies.
- Ensure compliance with all statutory requirements e.g. CQC, HSE and implement relevant assurance systems to demonstrate compliance.

### **Service Delivery**

- To work with the Managing Director to implement care pathways that deliver cohesive and effective seamless service to the service user, embedding models of recovery and creating new organisational arrangements in the form of networks and service solutions to facilitate this approach. Ensure that the voice of service users and carers is well represented in service planning and delivery
- Develop relationships with primary care practitioners that enable the effective development of services within the Strategic Business Unit.
- Manage service contracts in an efficient and effective manner ensuring that the focus remains the development and continuous improvement of services to service users.
- Ensure rapid spread of Best Practice to deliver improvements in quality for service users and reduction in demand in secondary care.
- Working with the Local Authorities devise and implement effective assessment and decision making processes with regard to social care supported by appropriate cost effective service models.
- Working with other public services to build community-wide alliances with the public, service users, carers and their representatives, to support the development of locally appropriate services, ensuring the views of service users inform the planning and delivery of services.

### **Working Relationships and Communication Requirements of the Job**

#### ***Working relationships***

GP Commissioning  
Service users and their relatives/carers  
Executive Board  
Senior clinicians, directors and management team  
Other NHS organisations  
Local Authorities  
Third Sector employers  
Local and national voluntary organisations  
Staff representatives and trade unions  
The public  
Professional and regulatory bodies  
Independent Contractors  
Media  
Educational institutions (higher and further)  
Criminal Justice Agencies

## **Governance Responsibility**

- Ensure high standards of staff governance are established and implemented, adhering to standards laid down in NHS code of conduct for managers and professional standards.
- Ensure effective practice governance arrangements are implemented to support delivered services, giving the appropriate assurance to the Strategic Business Unit that services are being managed and delivered in accordance with legal, statutory and strategic frameworks.
- Ensure that effective arrangements are in place for managing incidents and complaints, with a focus on lessons learned.
- Represent the Trust at formal processes where the safety and appropriateness of services is under external scrutiny.
- Operate within the HPFT's Standing Orders, Standing Financial Instructions and Scheme of Delegation at all times, establishing and monitoring internal processes to ensure that throughout the management hierarchy due probity and compliance is a factor in all decision making.
- Ensure effective utilisation of information systems to appropriately manage all types of data/records across the Business Unit, between primary and secondary care and integration with health and social care information systems.
- Responsible for ensuring that feedback from service users and carers is collected and used routinely to inform performance management and planning, ensuring that local processes are robust, practical and serve the interests of patients and patient safety.
- Ensure involvement of senior clinicians and professional heads in local practice governance to ensure high standards of care are provided.

## **Leadership and Staff Management Responsibility**

- Create a strong and effective service team by inspiring others, providing motivational and visible leadership and a clear strategic vision and direction for staff working within the Strategic Business Unit.
- Enable service modernisation and improvement across Strategic Business Unit to ensure effective use of resources and the reduction of waste, variation and harm.
- Ensure that innovative ideas and suggestions for improvement are captured and acted upon when appropriate. Routinely promote the work of the Strategic Business Unit through exposure to national awards and recognition
- Maintain and improve own knowledge, learning and ability to excel in the role setting an example for others.
- Provide effective leadership across the Strategic Business Unit to ensure that the workforce is fit for purpose and delivers objectives, including staff learning and development opportunities in line with individual PDRs to maximise talents and expertise.
- Lead organisational change to deliver and implement agreed service initiatives across the area of control.
- Support opportunities to develop joint posts and integrated teams with other partner agencies. This will often be where there may be significant barriers, organisational or personal to the adoption and acceptance of such plans.
- Responsibility for ensuring that individual performance issues are addressed through appropriate policies and procedures.

### **Financial responsibility**

- Accountable for the financial planning, financial balance (including financial resources and physical assets) and performance management for the service line, acting on their own initiative with minimal supervision and being accountable to the Managing Director for their own decision making and local management.
- Ensure effective budgetary and resource controls and monitoring processes are in place to support delivery of financial plans, devolving budgets as appropriate but with the necessary controls in place to ensure they have an oversight of financial/workforce management on a month by month basis.
- Ensuring that appropriate clinical and performance information is available to support aims and objectives of the Strategic Business Unit in conjunction with Informatics and Performance Teams.

### **Service Development and Improvement**

- Support the implementation of the Strategic Business Unit's Workforce Plan linked to the above.
- Support the development of business cases and option appraisals that support long term strategic service developments in accordance with national and local strategy guidance, which are of sufficient quality to adequately inform decision making and ensure that service changes or developments represent value for money and have clear funding sources.
- Support development and implementation plans and change programmes for a range of policies that impact across the organisation in order to deliver service redesign and development in line with corporate requirements.
- Play a significant senior role (on behalf of HPFT) in local statutory partnership frameworks to ensure clear leadership and tangible inter-agency collaboration to deliver broader long term service planning and deliver integrated public services.
- Deliver effective communication of the Strategic Business Unit strategy and service delivery to large bodies of senior staff within the Trust, to external bodies and the public where such proposals impact upon the broader community.
- Responsible for local control over the estates management of the facilities and building within their area of control, contributing and where required leading on the development of the Trust's estate strategy as it applies to their Strategic Business Unit. This will include the development and delivery of briefs and proposals for primary care estates developments, including representing the Trust as needed with external planning bodies both local and national.

### **Additional Information:**

#### **Knowledge and Skills Framework:**

The post holder will be expected to meet the requirements of the NHS Knowledge and Skills Framework (KSF) appropriate outline for the post.

*Approved outlines are available on the HPT e-ksf local library*

### **Health and Safety**

The post holder has a duty of care to themselves and to others with whom they come into contact in the course of their work as laid down in the Health and Safety at Work Act 1974 and any subsequent amendment or legislation.

### **Infection Control**

All Trust staff will:

Act as a role model and champion for the highest standard of all aspects of infection prevention and control and implementation of all Infection Prevention and Control Trust policies and guidelines.

Demonstrate respect for the roles and endeavours of others, in implementing good standards of hand hygiene.

Value and recognise the ideas and contributions of colleagues in their endeavours to reduce the incidence of healthcare associated infection.

### **Equality and Diversity**

Hertfordshire Partnership NHS Foundation Trust is committed to providing an environment where all staff, service users and carers enjoy equality of opportunity.

The Trust works to eliminate all forms of discrimination and recognise that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

Providing equality of opportunity means understanding and appreciating the diversity of our staff, service users & carers and ensuring a supportive environment free from harassment. Hertfordshire Partnership NHS Foundation Trust actively encourages its staff to challenge discrimination and promote equality of opportunity for all.

### **Confidentiality**

All staff must be aware of the Data Protection Act 1984, and its subsequent amendments, which is now in force. This means that protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, the Trust and the individual may be prosecuted.

### **Standards of Business Conduct and Conflicts of Interest**

The Trust has adopted a Standards of Conduct Policy, which reflects NHS Management Executive Guidelines. It is the responsibility of staff to ensure that they do not abuse their official position for personal gain or seek to advantage or further private business or other interests in the course of their official duties. Staff should be informing their line manager if they are working for any other organisation to ensure that this Trust complies with the Working Time Regulations.

### **Information and Records Management**

The post holder must be competent in using IT and have the relevant skills to carry out the activities required for the post.

To comply with the Data Protection Act 1998, Freedom of Information Act 2000 and Department of Health Code of Confidentiality in line with Trust procedures.

To adhere to the Trust's policies on records management including creation, use, storing and retention and disposal of records.

Adhere to the Trust's Corporate Identity (using the standard templates – available on Trustspace).

### **Safeguarding Adults and Children**

The Trust is committed to ensuring adults and children are protected and come to no harm from abuse. All employees have a responsibility to be aware of national and local policies, their individual responsibilities with regards to the protection and safeguarding of both adults and children, and must adhere to them at all times.

### **Organisational Change**

As services develop and change, the post holder may be required to undertake other responsibilities within the Trust.

### **Review:**

This job description is an outline, which reflects the present requirements of the post and is not intended to be an inflexible or finite list of duties and responsibilities. As these duties and responsibilities change and develop the job description will be amended from time to time in consultation with the post holder.



