

Job Location:	North or Central base negotiable
Responsible to:	Head of Clinical & Partnership Services
Responsible for:	Lead nurses/therapists/specialist advisors and relevant staff across all three conditions chest heart and stroke

1. The Department of Services

Our mission is to be the community of support, kindness and challenge where people can help each other, can secure the expert help they need, and collectively advocate for the care that matters to them. To do this we will provide the following services:

- Clinical and Partnership Services that ensure medical and clinical services are delivered well and in a person-centred way
- Life support services that enable our people to live well with their condition beyond the formal public services delivered by the NHS, social care and other partners
- Consultancy services – engagement of the service user voice, inputs to redesigning service using best practice health improvement techniques

The top line statistics on our conditions are:

- One in ten people in Scotland affected by chest, heart and stroke conditions
- Stroke: 8902 strokes annually
- Heart Attack: 10,784 heart attacks annually
- Chest: the data is incredibly poor
- Living with stroke: 121,109
- Living with heart disease: 231,820
- Living with COPD: 123,826

2. Job Purpose

To be responsible for the operational management within Clinical & Partnership Services team covering a geographical area within Scotland.

To manage a team of staff and volunteers to deliver services to help people (and their families) who have had a respiratory, cardiac or stroke event, adjust to the changes associated with the event, through the provision of information, advice and support by promoting self management, fostering independence and reducing the effects of social isolation.

To work in partnership with representatives of funding bodies NHS / Integration Joint Boards, and individuals who refer into the services, to develop and design local services which are flexible and responsive to local need in line with CHSS strategy.

3. Key Challenges

- Providing line management and support to dynamic and geographically dispersed staff who may have different reporting structures and challenges within their local area.
- Delivery of continuous improvement and service development, including innovation.
- Working with external bodies and agencies who have different values and priorities from CHSS
- Identifying key priorities within a wide potential field of activity and demonstrating related positive outcomes in line with organisational objectives

4. Key Tasks

Services Planning, Provision and Quality

- Line manage the area lead coordinators/facilitators/managers.
- Establish effective formal and informal communication channels with staff and volunteers and promote effective team work.
- Ensure staff and volunteers receive regular support and development; undertaking, as appropriate, the annual appraisal, objective setting, facilitating the professional development of staff and access to education and training.
- Ensure that staff deliver services which empower service users to achieve their goals
- To be responsible within your geographical area for the internal evaluation and audit of all respiratory, cardiac and stroke services, ensuring continuous quality improvement.
- Ensure services are developed and delivered in line with evidence-based needs and priorities and locally in line with the service level agreements, producing reports and attending monitoring meetings as required.
- In collaboration with the Head of Clinical & Partnership Services identify need and develop proposals for new services; assist with funding negotiations; if successful oversee development of a new service, ensuring it complements and fits with existing health & social care integration provision and our strategy.
- Work with fundraising colleagues to identify sources of funding for ongoing or proposed essential work and new projects.
- Work with the rehabilitation and other internal services to identify ways of assisting in the onward transition of service users into other support services.

External Representation

- Act at all times as a highly-visible, confident and credible ambassador for the organisation externally, promoting organisation-wide interests
- Represent the organisation at an agreed selection of relevant local forums, networks, conferences and events,
- Represent the organisation on local Managed Clinical Networks, Integration Joint Boards, other relevant groups in relation to respiratory, cardiac and stroke where appropriate.
- Work in effective partnerships with other voluntary organisations on defined areas of work in line with CHSS objectives and in collaboration with Head of Clinical & Partnership Services.

5. Key Results/Objectives

To manage service delivery and all operations within a geographical and/or functional remit.

To ensure excellent high quality services are provided, compliant with relevant legislation, including risk management and incorporating best practice.

To ensure that CHSS models of service will be person-centred, people driven and adopt the practice of a human rights based approach.

To identify opportunities for growth and new developments across respiratory, cardiac and stroke services offered in conjunction with Head of Clinical and Partnership Services.

To promote effective knowledge sharing to inform local and national policy development and campaigns.

6. Dimensions

Budget: You will be responsible for the budget within your geographical area.

Contacts:

Internal

Services Operational Managers

Services Department staff

Fundraising staff

Marketing & Business Development staff

Head of Volunteering

CHSS volunteers

External

Health & Social Care professionals

Service users, families, carers and the general public

Representatives from funding bodies e.g. NHS / Integration Joint Boards

Statutory and voluntary organisations

Affiliated Groups

The above job description is not exhaustive and is clarified to include broad duties inherent in the post. Evaluation and development of this post may, in time, indicate a need to revise duties herein.

The holder of this position will have unsupervised one to one contact as part of their normal duties with adults at risk, therefore this position is subject to membership of the PVG scheme.

Person Specification

	Essential	Desirable
Education and Knowledge	<ul style="list-style-type: none"> Recognised professional qualification within health and/or social care. Significant knowledge base in chest, heart and/or stroke and impact on service users and their families. Broad understanding of organisation of stroke, cardiac or respiratory services in Scotland. Management qualification, working towards or significant experience of management. Good understanding of the principles of service evaluation and audit. Understanding of health and safety legislation relevant to services. 	<ul style="list-style-type: none"> Knowledge of commissioning, service development and service improvement. Implementation of service evaluation and audit.
Previous Experience	<ul style="list-style-type: none"> Experience in leading geographically dispersed teams and a diverse range of staff. Experience in managing the delivery of personalised services with a human based approach. Experience in liaising with statutory and voluntary services at a strategic and operational level. Experience in audit & evaluation, focusing on outcomes. Experience in negotiation with diplomacy. Experience of networking out with own work area. Experience of negotiating and influencing skills combined with an ability to develop and manage relationships across a broad spectrum of stakeholders. 	<ul style="list-style-type: none"> Experience in business planning for operational services. Experience in commissioning, change management and service redesign. Involvement in local groups such as managed clinical networks, national groups or guideline work. Experience of advocacy role in promoting service user views. Experience of working with volunteers.
Skills Aptitudes Abilities	<ul style="list-style-type: none"> Experienced, highly motivated and dynamic leader. Highly organised with an ability to prioritise and manage conflicting demands. Ability to motivate, engage, inspire and develop staff to achieve their best and manage change in a positive and constructive manner. Ability to work with as an effective team player, with peers and to develop links with other parts of the organisation. Familiarity with quality assurance, record keeping and performance indicators. Excellent interpersonal skills and communication skills with people at all levels (internally and externally) across a range of media e.g. written, verbal etc. Ability to manage budgets and relate financial information to operational activity. 	
Disposition	<ul style="list-style-type: none"> Willingness to work flexibly and travel. 	

Summary of Terms and Conditions of Employment

Salary: Grade 3*, Scale Points 37-42, £33766 – £38647 per annum

Hours of work: 32.5 hours per week (CHSS full-time is 32.5 hours)

Willingness to work flexibly including travel and, on occasion, to stay away from home

Review of Work: The post holder is subject to the CHSS objective setting, supervision and appraisal process.

Travel: You will be required to use your own car on CHSS business, which is reimbursed at the current rate per mile. All other reasonable travel, subsistence and other necessary expenses are reimbursed.

Annual Leave: CHSS leave year runs from 1st April to 31st March. Employees are entitled to 36 days annual leave in their first year of service (including public holidays). An employee will be awarded one extra day's annual leave for each complete year of service up to a maximum of 42 days (including public holidays). These allowances are pro-rated for part time employees and further pro-rated for those who join or leave CHSS during the leave year.

Pension scheme: CHSS offers a Group Personal Pension Plan, which has been established with Aviva. The Plan is a money purchase arrangement. You can choose at what rate you wish to contribute (subject to a minimum age related contribution) and how to invest your own contributions and those made by CHSS. The emerging fund at the point that you wish to take the benefits is then used to purchase a pension that is paid for the rest of your life.

Employee's and Employer's Contributions are paid on the portion of the employee's salary which is above the National Insurance contributions threshold (the Lower Earnings Limit). Employees who meet the relevant criteria are "automatically enrolled" in the scheme.

There are also schemes which provide death-in-service benefit and permanent health insurance.

Equal Opportunities: CHSS is committed to equality of opportunity and to no discrimination on the grounds of race, religion or belief, age, sex, marital or civil partnership status, disability, sexual orientation, transgender status, pregnancy or maternity.