

## **SYMPHONY HEALTHCARE SERVICES LTD**

### **J O B   D E S C R I P T I O N**

**Job Title:** Clinical Director  
**Reports to:** Medical Director  
**Hours:** 4 sessions as CD and up to 5 sessions in Clinical Practice  
**Salary:** Dependant on skills and experience

### **J O B   P U R P O S E**

A key member of the SHS Management Team, responsible for ensuring that the highest standard of clinical care is delivered and that all targets and objectives are met in line with national and local standards.

- To have day to day operational responsibility for supporting the SHS practices in providing safe and effective care and ensuring that the clinical standards set by the SHS Clinical Forum and by Commissioners are achieved by the SHS Practices.
- To lead on the implementation of an effective multi-disciplinary workforce in the organisation, and support the multi-disciplinary professionals working in the SHS practices operationally and in relation to their professional development.
- To be responsible for Quality Improvement, Clinical Innovation, and Research in SHS, developing and implementing strategic and operational plans in these areas, supported by the Education and Research Clinical Leads in SHS.
- To foster a capability in relation to Quality Improvement, Clinical Innovation, and Research among clinical teams including independent contractors.
- To support the Medical Director in the leadership of SHS clinical staff, including performance management and appraisal.
- To contribute to the strategic development of SHS as a member of the SHS Management Team.

The successful candidate will be an experienced General Practitioner with existing leadership skills, a clear commitment to and experience of improving quality within their workplace, and a champion of innovation in Primary Care. They will need to be flexible, innovative, approachable, and have excellent influencing skills.

## **KEY RELATIONSHIPS**

Medical Director  
Managing Director  
Chief Operating Officer  
Head of Nursing and Quality  
Head of Operations  
Head of HR  
Locality and Practice Managers  
PCN Clinical Leads  
SHS Clinical Leads and General Practitioners  
SHS non-medical clinical professionals  
Other Clinical Directors in Acute and Community Trusts, OOH service, etc.  
Independent contractors working in SHS

## **MAIN DUTIES and RESPONSIBILITIES**

### **Operations**

- To operationally support the SHS practices to provide safe and effective care. This might occasionally necessitate providing clinical sessions in an SHS practice in an emergency.
- To participate in the duty clinical lead rota, providing day to day clinical advice to clinicians in the SHS practices.
- To manage clinical queries escalated by the duty clinical lead, and escalate these to the Medical Director where appropriate.
- To provide advice and support to practice safeguarding leads.
- To manage clinical conflict within the SHS practices where this is escalated through lack of resolution.

### **Leadership**

- To communicate and promote the values, objectives and strategy of SHS and ensure that clinical activity in the SHS practices is aligned to this.
- To work closely with the Medical Director and Head of Nursing and Quality on delivering clinical leadership across SHS and ensuring that SHS is Clinically Led, in line with the SHS Vision.
- To lead on the successful implementation of the agreed multi-disciplinary workforce model in the SHS practices.
- To lead and support Clinical Leads and GPs to deliver organisational objectives.
- To support the Education Lead in developing SHS as a Post-graduate training organisation, implementing a mentoring system for newly employed clinicians, and developing further educational initiatives in SHS.
- To support the Research Lead in developing SHS as a research active organisation.
- To support the Head of Nursing and Quality in implementing a system of mutual support for each group of clinical professionals working in SHS.
- To support the Medical Director and Managing Director in developing SHS strategically.

### **Quality Improvement and Clinical Innovation**

- To support the Medical Director and Head of Nursing and Quality in developing a culture where Quality Improvement and Clinical Innovation has the highest priority.
- To Chair the SHS Governance & Quality Committee.
- To develop and implement a robust internal appraisal system for SHS clinicians.
- To ensure that advice and actions cascaded to SHS practices through patient safety initiatives are properly executed.
- To ensure that all SHS Policies and Procedures are adhered to and make recommendations on their amendment where necessary.
- To work with the Education Lead and the Head of Nursing and Quality in designing and delivering a robust programme of Continuous Professional Development appropriate to the needs of all employed clinical staff and, where appropriate, Independent Contractors.
- To ensure that both Independent Contractors and directly employed staff are compliant with clinical governance requirements appropriate to their role.
- To ensure that clinical teams are aware of and compliant with NICE guidance and other appropriate and relevant local and national clinical policy and guidance.
- To lead on the development and implementation of clinical innovation in SHS, supported by the Medical Director.

### **Governance**

- To support the SHS Management Team in ensuring that systems for corporate governance and application of SHS's assurance framework are in place and adhered to.
- To monitor performance of clinicians against SHS Clinical Standards and initiate appropriate action to ensure these standards are achieved and maintained.
- To support the Medical Director and Head of Nursing and Quality in managing concerns in relation to employed and contractor clinical professionals whose performance gives cause for concern, in accordance with agreed protocols and prescribed regulations.
- To be an active **(and voting?)** member of the SHS Board.

### **Business and Financial Management**

- To promote and secure value for money, ensuring that SHS services operate in an efficient manner.
- To operate within SHS's Standing Orders, standing Financial Instructions and Scheme of Delegation.

### **People**

- To adhere to all SHS OD & Workforce policies and procedures, ensuring compliance with employment legislation and regulation at all times.
- To support the operation of effective communication systems resulting in all staff being aware of the important issues facing the organisation.
- To ensure all staff including clinical staff have an annual appraisal and have development needs identified in a personal development plan.
- To ensure that there is a robust system of support and mentoring for SHS clinicians.

## **TERMS and CONDITIONS**

- Sufficient time will be allocated in the job plan for the performance of the Clinical Director role, to be negotiated and regularly reviewed.
- It is anticipated that the Clinical Director management role will require four sessions per week.
- In addition, the successful candidate will work sessions providing Direct Clinical Care (flexible by agreement but a minimum of 2 sessions per week).
- Flexibility will be required of the successful applicant in relation to the mix of clinical and Clinical Director sessions worked during the course of the appointment.
- One additional session per month will be reserved for personal and professional development of the Clinical Director role.
- A management supplement will be paid annually in addition to the salary of the post holder's substantive/main employment, subject to achievement of targets and Key Performance Indicators (KPIs) agreed with the Managing Director and Medical Director.
- The appointment will be for a fixed term of five years, renewable by mutual agreement.

<b>PERSON SPECIFICATION</b>		
<b>AREA</b>	<b>ESSENTIAL CRITERIA</b>	<b>DESIRABLE CRITERIA</b>
<b>Education/Qualifications</b>	<p>Current GMC Registration or equivalent Full Inclusion in Medical Performers List for minimum of five years.</p> <p>Evidence of continuing professional development and Revalidation.</p>	<p>MRCGP or equivalent.</p> <p>Formal management qualification.</p>
<b>Knowledge &amp; Experience</b>	<p>Proven record of leading complex, multi-faceted Quality Improvement change aimed at raising standards.</p> <p>Proven track record of commanding respect amongst colleagues, of problem solving and of achieving service improvement and change.</p> <p>Demonstrable experience of building, maintaining and utilising successful partnerships across organisations.</p> <p>Demonstrable experience of successful influencing and negotiating skills.</p> <p>Experience of ensuring that systems for clinical governance are in place and evidence of monitoring their continued effectiveness.</p> <p>Evidence of successful management of sensitive situations in the fields of medical performance, conduct and discipline.</p> <p>Demonstrable experience in effective peer group leadership.</p> <p>Thorough knowledge and understanding of integrated governance with a track record of driving up clinical standards whilst ensuring maximum efficiency and value for money.</p> <p>Track record of success in delivering national and local targets.</p> <p>Strong networker and relationship builder.</p>	<p>Medical management experience.</p> <p>Formal Quality Improvement qualification.</p> <p>Sound knowledge of the Somerset Health and Social Care System, its current challenges, and future strategy.</p>

	Sound knowledge base of the NHS, the current issues, its values and principles of timely local access for the population.	
<b>Skills &amp; Ability</b>	<p>A strategic thinker with highly developed communication and negotiation skills, coupled with commercial acumen.</p> <p>Political astuteness, understanding what can and cannot be delivered at senior level.</p> <p>A proven ability to obtain and consistently achieve results and targets.</p> <p>The ability to shape the future and bring staff with you.</p> <p>Proven ability to deal with wide range of data and information and take appropriate decisions from it.</p> <p>A demonstrable ability to come up with flexible and creative solutions to difficult problems.</p> <p>Excellent collaborative working skills and able to build strong relationships with clinical leaders and professional staff groups and a proven ability to influence and change those groups.</p> <p>Effective and strategic influencing skills at all levels in the organisation including influencing at Board level.</p> <p>Proven ability of leading change through people.</p> <p>A management style that empowers others and evidence of successfully driving a learning coaching culture for all staff in your area of control.</p> <p>Holding to account others to ensure they deliver to their targets and dealing effectively with performance.</p> <p>A deep motivation to drive and improve performance in the service and in</p>	<p>Experience of partnership working, evidence of playing a major role in an organisation change programme</p> <p>Formal project management training</p> <p>Presentation/media experience</p>

	<p>others.</p> <p>The confidence to succeed and overcome individual and organisational obstacles.</p> <p>Being able to manage own emotions and be resilient in a range of complex and demanding situations.</p> <p>A strong commitment to openness, honesty, inclusiveness and high standards in leadership.</p>	
<b>Other Requirements</b>	<p>Ability to travel within a geographical area.</p> <p>Flexibility of working arrangements.</p>	