

JOB DESCRIPTION

JOB TITLE:	Associate Delivery Director for Clinical Support Services
BASE:	All sites
Group:	Corporate – Chief Development
Department / Team:	MMUH Programme
Band:	TBC
Responsible to:	MMUH Delivery Director
Accountable to:	MMUH Delivery Director

JOB PURPOSE

Our new Midland Metropolitan University Hospital (MMUH) opens in spring 2024. The clinical improvement work and those services supporting this clinical work, require significant transformation ahead of MMUH, including a major transformation of the way logistics is operated in MMUH and across our retained estates.

The Associate Delivery Director for Clinical Support Services acts as an operational expert to the Clinical Support services, having expert knowledge of the MMUH programme and the understanding of what is required from support services to enable clinical groups to deliver their improvements. The post holder will lead and be responsible for a portfolio of highly complex projects across logistics, Soft FM, Corporate readiness and large outsourced contracts, as well as supporting the Delivery Director as part of the senior leadership team.

The post holder will work with senior clinicians and directorate teams as well as executive sponsors, the new hospital commissioning team, Chief Operating Officer and Chief Development Officer. As a key member of this team, the post holder will have a key role in communication and engagement, advising on models of delivery for support services aligned to the clinical services workstream. The post holder will provide senior operational advice, be required to clinically referee and advise the integrated programme on recommendations and make decisions on ways of working where there is more than one opinion. These should always be evidence based and will include interpretation of relevant national policies and strategies

As part of a programme portfolio, the post holder will work with the Delivery Director on external stakeholder projects and highly complex cross cutting projects internally.

Success in this role means that the Trust benefits from enhanced improvement capability and can demonstrate evidence based outputs and value for money from commissioned programme management or project delivery, enabling success against the Trusts 3 strategic objectives.

MAIN RESPONSIBILITIES

1. Senior Manager responsibilities

- 1.1 Lead and responsibility for the Clinical support services Workstream for the MMUH programme
- 1.2 Develop and maintain collaborative working relationships with Executive Directors, Clinical Group Leadership teams and corporate peers.
- 1.3 Lead engagement with internal clinical and non-clinical stakeholders on the delivery of projects related to the MMUH and Trust objectives
- 1.4 Provide Leadership to the development of the new logistics ways of working across the Trust and lead the Change management process with a wide range of staff
- 1.5 Responsible for project information systems across a number of projects

2. Service improvement

- 2.1 The post-holder must provide thorough leadership to large scale programmes of change and improvement across specifically the clinical support work stream but also act in a deputy role for the Delivery Director where required
 - (a) This function, alongside commissioning, and working with the relevant deputy medical directors, is responsible for ensuring that the Trusts clinical support services improvement and re- design work is fit for purpose as we move into MMUH. In particular this requires us to deliver the clinical models, envisages a seven day acute service both for ambulatory and admitted care of adults and of children. The post holder will need to align all support services to work to this 7 day standard.
 - (b) Central to delivery of MMUH is the need to ensure that we wrap pre and post admission services around our sites on a “postcode blind” basis. Whilst there may be differences of who delivers what to whom, the interface with Trust staff must be simple and singular regardless of whether a patient is from Birmingham or from Sandwell. The post holder will need to ensure there are skills and capability to deliver this critical work.
- 2.2 The post holder will work closely with the Head of Improvement, commissioning team and directorates to support readiness.

3. People management

- 3.1 The post holder will be required to manage project teams with multi-professional membership.
- 3.2 Ensure that the internal and external scrutiny process for large scale and critical programmes is calmly managed and confidence in the programmes is retained.
- 3.3 Demonstrate integrated and effective working with advisory or expert partners, creating an improvement network to support our organisational success.
- 3.4 Manage projects within an overall budget. Ensure adequate Quality Impact Assessments (QIA) – implementing changes to deliver efficiency savings or care model changes.
- 3.5 Drive communication within the appropriate services or directorate associated with the project portfolio.

GENERAL INFORMATION

Confidentiality

The postholder must maintain confidentiality of information relating to patients, staff and other Health Service business. The Trust's approach to employee confidentiality is set out in our Confidentiality Circles guidance.

Health and Safety

Employees must be aware of the responsibilities placed on them under the Health & Safety at Work Act (1974) and the Manual Handling Operations Regulations (1992). This ensures that the agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors to the Trust. As a manager you will be responsible for the Trust's Policy on Health and Safety and for taking all reasonable steps to maintain and, where necessary, improve health and safety standards. This will include training to ensure all employees are able to carry out their health and safety responsibilities effectively.

Risk Management

All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and to co-operate with any investigation undertaken.

Equal Opportunities

The Trust has a clear commitment to its equal opportunities policy and it is the duty of every employee to comply with the detail and spirit of the policy. Our related Mutual Respect and Tolerance guidance sets out a practical approach to these issues.

Conflict of Interest

The Trust is responsible for ensuring that the service provided for patients in its care meets the highest standard. Equally it is responsible for ensuring that staff do not abuse their official position for personal gain or to benefit their family or friends. The Trust's Standing Orders require any officer to declare any interest, direct or indirect, with contracts involving the Trust. Staff are not allowed to further their private interests in the course of their NHS duties.

Use of information technology

To undertake duties and development related to computerised information management to meet the changing needs and priorities of the Trust, as determined by your manager and in accordance with the grade of the post.

Safeguarding – children/young people and vulnerable adults

Every employee has a responsibility to ensure the safeguarding of children and vulnerable adults at all times and must report any concerns immediately as made clear in the Trust's safeguarding policies.

Infection control

The Trust is committed to reducing the risk of health acquired infection. Accordingly it is essential that you adhere to all Trust infection control policies, procedures and protocols (to include hand decontamination, correct use of PPE [Personal Protective Equipment] and care and management of patients with communicable infections). You are required to report any breaches/concerns promptly using the Trust's incident reporting system.

No smoking

This Trust acknowledges its responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. Smoking is therefore not permitted anywhere within our sites.

The above duties and responsibilities are intended to represent current priorities and are not meant to be a conclusive list. The postholder may from time to time be asked to undertake other reasonable duties. Any changes will be made in discussion with the postholder in the light of service needs and be commensurate with the grade and competencies of the post.