

Job description: Clinical Operations Manager

Service: Connect for Health

Reports to: Service Manager

About us

We are a school nurse-led service working to identify and meet the health & wellbeing needs of children, young people and families and give individuals the best possible start in life. We support school-age children (aged 5-19 years, or up to 25 with special educational needs) in Warwickshire in collaboration with partner services and key stakeholders.

We deliver key elements of the Healthy Child Programme, including the National Child Measurement Programme and key-staged Health Needs Assessments. We develop and lead preventative services and universal public health programmes across schools and community settings, based on innovative, evidenced models that address local need. This activity takes place within an annual cycle of evaluation and planning using evidence derived from the universal offer, as well as other strategic needs assessment data.

About the role

As clinical operations manager, you will report to the service manager and work closely with them to build upon our track record of delivering high-quality services. The role is strategic, requiring the post-holder to interpret local health needs via the evidence available and coordinate staff activity, interventions and public health programmes accordingly. This will include providing clinical leadership across the service, helping ensure staff receive all necessary training and support, and line managing the county-wide practice educator and mental health & wellbeing lead. You will be named nurse for safeguarding for the service, promoting the highest standards of safeguarding practice underpinned by national, local and organisational legislation, policies and procedures.

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The hard work, commitment and professionalism of the staff team continues to shine and ensures we have a robust, reliable service in the county, supporting our children, young people and their families.

*Commissioner
feedback*



Service structure

Our service consists of teams of nurses, school nurses and supporting healthcare professionals based in three hubs across Warwickshire, supported by a county-wide team with a range of relevant specialisms. The school nurses (SCHPN) lead their teams in providing the services offered as part of the Healthy Child Programme. Each hub is overseen by a school nurse team leader and supported by the service manager, clinical operations manager, practice educator and administration team leader.



In detail: the clinical operations manager is expected to...

1. Service Delivery

- Support the service manager in the planning and coordination of the annual activity cycle to deliver the service specification, including the universal Healthy Child Programme and the provision of universal plus activities for specific vulnerable groups (e.g. CiC, young carers).
- Together with the service manager, be responsible for all aspects of delivery, performance, quality improvement and development.
- Work with the service manager and team leaders to manage the allocation of workload across the service, addressing any shortfall/reduction in activity to maintain performance.
- Provide line management for the county-wide practice educator and mental health & wellbeing lead.
- Be the named safeguarding lead for the service.
- Support practitioners with the implementation and development of systems, processes and practices, ensuring a consistent service is delivered.
- Support the service manager in the delivery of Compass' Clinical Governance framework, policies and procedures including regular audits.
- Deputise for the service manager when required.
- Contribute to and support the service manager with service improvement and staff development projects.
- Support and guide staff through any safeguarding concerns/incidents, including disclosures and breaches of confidentiality.

How we do things - the Compass values:



With integrity



Valuing each individual



Being solution-focused



Consistent and reliable

- Have detailed knowledge of the key performance indicators, reporting monthly and quarterly activity through the collation, analysis and evaluation of performance data.
- Lead on service improvement by responding to recommendations from service audits, learning from incidents and near misses and in line with annual service development plans.
- Identify, create and take opportunities to develop the service in line with the Compass Health and Wellbeing Strategy.
- With the team leaders and practice educator, ensure effective induction, supervision and delegation of workload to all permanent and temporary staff.
- Lead on the service monthly audits as per the Compass annual audit cycle and carry out any audits requested locally, such as Section 11.
- Ensure the service is compliant with health and safety, data protection and information governance standards, reporting any incidents via the Compass Accident and Incident reporting procedure as required.

2. Developing effective relationships



- Provide leadership that is underpinned by strongly held values around equality, diversity, and openness; effectively build and maintain relationships with employees and other key individuals across the organisation.
- Be a proactive member of the wider Compass management team and reflect Compass' values.
- Develop and sustain effective working relationships with partner agencies in accordance with Joint Working Agreements/Service Level Agreements. Represent the service at key operational and strategic meetings, including head teacher consortium meetings.
- Build strong links with key departments within Compass and develop key relationships with colleagues in other services.
- Take ownership and contribute to the development of sustainable partnerships, care pathways and shared expertise to promote effective information sharing.



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Consistent and reliable

3. Leading and managing people



- Effectively lead and line manage staff to deliver results; inspire others to be positive in their everyday practice, service delivery and development.
- Lead others in planning, implementing and evaluating projects and initiatives, taking on direct leadership and management wherever necessary.
- Work effectively with the local management team led by the service manager and supported by the team leaders to ensure the delivery of a uniform and cohesive service across Warwickshire.
- Provide regular individual and group supervision, annual appraisals and individual performance targets linked to service KPIs as outlined in Compass frameworks, policies and procedures.
- Ensures adequate cover for the service throughout the year in collaboration with team leaders and service manager, adopting a corporate working approach
- Recruit and induct new staff members in accordance with the Compass Safer Recruitment Policy and Learning and Development Framework.
- In partnership with the service manager, work with and manage staff, establishing and maintaining ongoing contact and regular meetings to set and monitor individual and team objectives, performance and discuss personal development.
- Together with the team leaders, provide regular individual and group safeguarding and clinical supervision, annual appraisal and individual performance targets linked to service KPIs, as outlined in Compass frameworks, policies and procedures.
- Ensure that individual staff objectives are clearly defined and in line with Compass/Service objectives.



With integrity



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Consistent and reliable

4. Managing Self



- Prioritise own workload within agreed objectives using your own initiative.
- Take responsibility for own learning and professional development in line with Compass' Learning and Development framework and NMC guidelines for professional practice.
- Participate in the Compass appraisal system, matching organisational aims with individual objectives and undertaking appropriate training as required.
- Take responsibility for your own and others' health and safety at work.
- Promote equal opportunity and diversity within Compass.
- Ensure that confidentiality is upheld at all times in line with Compass policy.
- Ensure safeguarding responsibilities are delivered.
- Works in accordance with Caldicott principles and Data Protection principles and adheres to all relevant Compass policies, procedures and guidelines.
- Maintain accurate records in line with the Compass policies and procedures.
- Be skilful at managing conflict that may arise whilst working on behalf of Compass.
- Ensures their own actions support the equality, diversity, rights and responsibilities of individuals.
- Promote and adhere to equality of opportunity and diversity within Compass.
- Act as a role model in applying good infection control prevention and control policy and practice within Compass.

- In addition to these functions, the post holder is expected to carry out other duties as may be reasonably expected in accordance with the responsibilities/competency level of the post.
- It is essential that the post holder carries out their work within The Code: Professional Standards of Practice and Behaviour for Nurses and Midwives (NMC 2015) and Standards of Proficiency for Specialist Community Public Health Nurses (NMC 2008).
- Key Working Relationships: the post holder is required to build effective operational and strategic sustainable partnerships with key stakeholders. Whilst not an exhaustive list, key relationships include School Heads, Deputy Heads and key Health and Wellbeing leads within education; CiC Health Team; leads within MASH, CSC teams and safeguarding teams within health; children and family services; Health Visiting and Family Nurse Partnership services; primary care services; School Consortiums; Fitter Futures, RISE (CAMHS), sexual health and substance misuse services; A&E, paediatricians and managers within acute services.



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Who we're looking for

Key competencies/personal attributes

Strategic thinking

Able to identify and manage risk with the ability to elicit information to make an assessment of need.

Communication skills

Excellent communication skills (both written and verbal) and ability to adjust communication style and content to the audience.

Interpersonal Skills

Able to develop, establish and maintain positive relationships with others both internal and external to the organisation.

Autonomy

Able to work without direct supervision, prioritising work and acting on own initiative where appropriate; pre-empting problems and working to solve them.

Team player

Able to work as part of a team, co-operate to work together and in conjunction with others and willing to help and assist whenever possible and appropriate.

Self-awareness

Able to empathise with others, maturity to admit and rectify mistakes and strong degree of personal integrity to adhere to acceptable standards of behaviour.

Confidence & resilience

Able to deliver messages in a confident manner with excellent presentation skills and group work skills.

Flexible & adaptable

Positive attitude to dealing with change; flexible and adaptable, and open to exploring new ideas

Motivated

Highly motivated and reliable and organised to plan and meet deadlines and manage time effectively.

Analysis ability

Excellent analytical skills, able to analyse information and interpret data.

Leadership

Ability to lead, motivate, influence, delegate and supervise staff.

Who we're looking for:

Person specification (essential - these attributes will be identified through your application, interview and relevant certificates.)

Qualifications	Experience
<ul style="list-style-type: none"> • Management or Leadership qualification Degree or equivalent i.e. NVQ Level 5 in Health and Social Care • Registered Nurse 	<ul style="list-style-type: none"> • At least 3 years' experience of working in a relevant children and young people's community setting • Managing people and leading change • Individual or group staff supervision • Experience of child protection case management and knowledge of national safeguarding, legislation, policies, guidance and procedure • At least 2 years' experience as a team leader • Multi-agency and partnership working • Experience of leading and managing projects through to successful conclusion • Involving users in the design of the service • Data analysis and management
Skills & Attributes	Knowledge
<ul style="list-style-type: none"> • Demonstrate leadership and the ability to delegate and supervise staff • Recognition and escalation of risk, contributing to control measures • Planning workload, time management. Work under pressure and able to manage changing priorities • Understand need for evidence and statistical data collection, and achieving targets. • IT skills • Team player and a dynamic personality • Multi-agency/disciplinary working • Excellent communication skills and able to relate to children, young people and families • Innovative practice and ability to influence others • Ability to analyse, evaluate and rationalise data and enable progressive models of delivery and intervention • Visionary approach to managing change and transition • Positive attitude; flexible and adaptable; solution focused; and tenacious • Flexible and adaptable to meet business need • Has a strong degree of personal integrity 	<ul style="list-style-type: none"> • Safeguarding children and adults at risk guidance and legislation • Equality and diversity guidance and legislation • Confidentiality, consent and mental capacity • Data protection guidance and legislation • Mental health and emotional wellbeing • Establishing administrative systems

Other requirements

- Able to work all year round and flexibly as part of a team to best meet business need.
- Full UK driving license and access to a vehicle.
- Able to undertake the demands of the post with reasonable adjustments where required

Safeguarding

The post holder must share and demonstrate our commitment to safeguarding, working pro-actively to safeguard and promote the welfare of children, young people and vulnerable adults.

Safer recruitment process

Compass is committed to promoting the welfare of all those we serve, as well as complying with best practice in the application of safeguarding and we expect all staff and volunteers to share our commitment. As part of our safer recruitment process, an enhanced DBS check will be undertaken before appointment as part of our pre-employment checking process and will be rechecked as and when determined by Compass. For further information about what is required in this process please go to www.gov.uk/disclosure-barring-service-check.

Compass is also committed to equal opportunities and expects all those employed or who volunteer to share our commitment.

The post holder should exemplify the Compass values:



Integrity

Committed to honesty and openness in all our activities.



Valuing each individual

Respecting the needs of each person and helping them gain greater control of their life.



Being solution-focused

Responding quickly and flexibly to current and emerging needs.



Consistent and reliable

Always delivering on our commitments.

Compass

www.compass-uk.org