Job Description

Title | Healthaction Clinical Director
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Directorate | Operations Directorate
Professional Accountability | Medical Director
Managerial Accountability | Associate Director
Responsible for | Medical staff within Healthaction
Key Relationships | Healthaction Contracts Manager, Medical Director, Executive Director of Operations, Director of Knowledge Management, Associate Directors; Director of Scotland, Chief Pharmacist; Chief Nurse, Head of New Business and Contract Retention, Healthaction Board Members

Job Summary

1. To develop multi-disciplinary clinical leadership across Healthaction and national leadership to develop Healthaction and lead in primary care.
2. To provide medical appraisal, when required, for eligible medical staff, in co-ordination with the Appraisal Lead.
3. To work collaboratively with senior staff in the Operations Directorate to deliver high quality medical care to patients ensuring Healthaction’s staff understand clinical governance issues in relation to delivery of services.
4. Ensure there is a standardised approach to delivery of medical treatment, liaising with the Medical Director regarding practice.
5. To champion good clinical practice and lead cultural change to meet recognised clinical standards.
6. To lead the development of new clinical standards as practice changes within the field to ensure Addaction/Healthaction remains at the forefront of good clinical practice.
7. To facilitate change management through dynamic leadership
8. To work alongside the Healthaction Contracts Manager to strategically develop effective working relationships with primary care colleagues, leading the development of clinical relationships and services

MAIN RESPONSIBILITIES/ DUTIES

Strategy and Leadership

1. Responsible for championing and creating a culture of excellence and continuous improvement across the organisation, ensuring service areas comply with agreed standards and frameworks.
2. Responsible for building effective working relationships with stakeholders (partner organisations, commissioners, patients and internal stakeholders) in order to understand patients needs and support a co-productive approach to contract design, delivery and development.
3. To work in collaboration with senior staff to shape Healthaction business strategy and implement new treatment models with approval from the Healthaction Board.
4. To communicate complex clinical concepts and ideas to patients, stakeholders and employees in a way that is understandable and explains Healthaction and Addaction’s strategic direction and priorities
5. In collaboration with other directorates to undertake horizon scanning activities across the sector in order to position Addaction/Healthaction to prepare for and respond to the changing operating environment.
6. To challenge conventional approaches and drive forward change wherever necessary, participating in research and service development within the Addaction value framework.
7. To understand, assess and manage strategic, reputational and operational risk ensuring services work collaboratively with stakeholders.
8. To remain of Good Professional Standing.

Service Delivery
1. To clinically lead the delivery of services that take into account the evidence in delivering best value and innovation within the financial constraints, contractual requirements, and local & national targets.
2. To work collaboratively, across professional and organisational boundaries, for the delivery of safe, effective, caring, responsive and well led care to the patients of Healthaction and their families.
3. To maintain a robust clinical governance system, based on transparency and evidence-base, across Healthaction.
4. To oversee the quality of clinical services and ensure there is continuous improvement in clinical services to ensure Healthaction remains at the forefront of clinical practice. This will include participation in clinical audits and analysis of internal reporting mechanisms, and implementation of recommendations to improve clinical practice.
5. Ensure clinical programmes meet minimum recognised standards by developing systems to quality assure programmes and ensure there is consistency of practice across Healthaction.
6. To be responsible for ensuring an ethos of excellent clinical treatment that supports recovery of patients.
7. Support the creation of processes for the evaluation and validation of innovative programmes and interventions that provide assurance of safe, fair and effective treatment in a consistent manner and learning is shared to promote organisational learning.
8. To ensure that local incidents (critical or near misses) are reported through the appropriate mechanisms; incidents are analysed to ensure learning from incidents and improves clinical practice. To chair or contribute to (subject to review of local and national structures) the Healthaction Clinical Governance Hub (CG Hub) and Critical Incident Review Group (CIRG).
9. To ensure Quarterly Monitoring Reports for Controlled Drugs are reported to the relevant committee or meeting e.g. Local Intelligent Networks.
10. To take appropriate action if the monitoring systems and/or the workforce operate below the required clinical standard.

Service Development
1. In conjunction with the local management (Contracts Manager and Practice Managers), to ensure that services are continually monitored, reviewed and adapted to meet changing needs of Healthaction, Addaction and strategic commissioning requirements.
2. To ensure that patients, carers, community organisations and other key stakeholders are involved in the development of services.
3. To ensure that Healthaction services are kept continually up to date with legislative and policy changes and developments.
4. To build and maintain good working relationships with a broad range of external stakeholders, in particular key system partners, including:
   b. CCG Clinical leads and Executives.
   c. CCG Locality teams.
   d. Local Medical Committee.
e. Senior Clinicians, Managers, Senior Officers and representatives within local NHS Provider organisations, the Local Authority, Independent and Voluntary Sector organisations

5. To ensure that changes to the planning and commissioning of clinical services are anticipated and addressed in service delivery plans.

**People Management**

1. To ensure that the doctors across Healthaction are members of a peer group; are registered for CPD (continuing professional development); undergo an annual appraisal within a set revalidation cycle; and have relevant job plans.
2. To notify the Medical Director of any concerns arising out of the way doctors exercise their duties.
3. To ensure that Non-Medical Prescribers (NMP) and Independent Prescribers (IP) operate in the well developed standardised Addaction framework.
4. To ensure that staff and relevant others are aware of and comply with expected Information Governance working practices.
5. To develop open working relationships to ensure staff operate in line with Addaction values and work collaboratively with internal colleagues and external partner organisations.
6. Responsible for influencing remote teams working on clinical issues to ensure standard services are delivered.

**Financial responsibility**

1. To work within budget limits set and raise any issues in relation to increase in costs or under spends in agreed budgets
2. In conjunction with the local managers, to provide the leadership in clinical innovation that reduces high cost without compromising quality.

**General Responsibilities**

1. Confidentiality: Ensure confidentiality at all times, only releasing confidential or personalised information externally with prior consent from a line manager or the Medical Director.
2. Information Governance Including Data Protection : To comply with the requirements of the Data Protection Act and its amendments to ensure integrity and security of information entrusted to Addaction
3. Clinical Performance Standards :
   a. To ensure that the clinical practice in the locality is aligned with the provisions of the appropriate national frameworks as filtered through the organisational policies, procedures and guidelines. Examples of relevant national frameworks include: The Orange Guidelines (Drug Misuse and Dependence: UK Guidelines on Clinical Management, 2007); the guidelines from the appropriate Health Technology Assessment bodies (such as NICE in England and SIGN in Scotland) and other agencies (such as PHE; Health Improvement Scotland) and the guidelines from the relevant professional bodies (Royal College of General Practitioners and Royal College of Psychiatrists).
   b. To be familiar with the processes of Quality Inspection bodies (CQC in England and Care Inspectorate in Scotland) and ensure that the clinical areas that are subject to inspection by those bodies operate to required standards and would pass an unannounced inspection.
   c. To ensure, in association with the local pharmacist, that the medicines management is both of impeccable standards and very efficient.
d. To ensure that any medical input to Healthaction patients takes place within a person centred care plan agreed with the patient.

e. To ensure that physical health and mental health needs of Healthaction patients are addressed in the person centred care plan and are appropriately managed through the relevant agency (; Primary Care; Secondary Care).

4. Conflict of interest: All applicants to any post within Addaction are required to declare any involvement either directly or indirectly with any firm, company or organisation that has a contract with Addaction. Failure to do so may result in an application being rejected or dismissal after appointment.

5. Equal Opportunities and Diversity: To ensure that all service users, patients, their partners and carers, colleagues both in Addaction and other partner organisations are treated as individuals within Addaction’s Diversity and Equality framework.

6. Health and Safety: Compliance at all times with the requirements of the Health and Safety regulations and Addaction's Health and Safety Policy and Procedures, ensuring reasonable care is taken with regard to yourself as well as any colleague, service user or visitor who might be affected by an act or failure to act by yourself.

7. Quality Assurance: To ensure all activities are delivered in a way that supports and maintains Addaction's registration with the Care Quality Commission and appropriate agencies in the devolved administrations.

8. Any Other duties: To undertake any other duties that are reasonable and are commensurate with the role as directed by the Medical Director in line with the changing needs of the service and legal requirements.

9. Self-Development: To ensure continuous professional development both personally and professionally through training supervision and other appropriate methods.
Person Specification

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<th>Post Title</th>
<th>Healthaction Clinical Director</th>
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<td>Directorate</td>
<td>Operations</td>
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Technical Competencies & role requirements

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<th>Education/Qualifications</th>
<th>Essential Criteria</th>
<th>Desirable Criteria</th>
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<tr>
<td></td>
<td>• GMC registration and licence to practice</td>
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<tr>
<th>Experience</th>
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<td></td>
<td>• Experience operating as a GP</td>
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<td>• Experience of delivering clinical services to service users in the voluntary sector</td>
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<td>• Experience of successfully supporting the development of quality assurance schemes</td>
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<td>• A successful track record of developing and implementing high quality clinical services that deliver effective outcomes for patients</td>
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<td>• Experience of managing discrete clinical budgets ensuring resources are managed cost effectively</td>
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<td>• Experience of clinical leadership in a multi-disciplinary environment including clinical services</td>
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<td>• Experience in leading a major change initiative with entrepreneurialism in a challenging organisational environment</td>
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<th>Skills/Ability/Knowledge</th>
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<td></td>
<td>• Understanding of the regulatory frameworks that govern primary care, health and social care that underpin service design and monitoring</td>
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<td>• Ability to work effectively between strategic and operational activities where required</td>
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<td>• High degree of analytical and problem solving skills</td>
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<td>• Ability to build effective relationships with a range of internal and external stakeholders at a strategic and clinical level</td>
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<td>• Influencing skills</td>
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<td>• Strong prioritisation skills with the ability to manage competing / conflicting demands.</td>
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<td>• Communication skills: able to present complex information intelligently to a varied audience using different media (written, verbal, presentation)</td>
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<td>• Demonstrate a range of appropriate ambassadorial skills to suit a range of business situations</td>
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<td>• Excellent IT skills, including Word, Outlook, Excel, PowerPoint and digital media</td>
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<td>Essential Criteria</td>
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<td><strong>Personal Circumstances</strong></td>
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<td>• Flexibility of working times required as this is a senior national role</td>
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<td>• To maintain the highest standards of conduct and personal integrity</td>
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**Guiding Principles and Behaviours**

Addaction’s Guiding Principles are listed below along with a selection of behaviours we look for in all those working for our organisation. The Guiding Principles describe how we expect our staff to behave when fulfilling their duties.

Consider how you have demonstrated each of the Guiding Principles, detailed below.

**Collaborative** - We are outstanding team players and committed to a One Team approach. Examples might include:
- Where you have worked collaboratively with others to achieve a great outcome
- Where you have supported in building a team and gaining commitment to the team

**Ethical** – We are open, honest and transparent; we are powered by our integrity and principles. Examples might include:
- When you have followed through and delivered an activity you agreed to complete
- Where you have challenged bias or intolerance, either directly with an individual or in a group situation

**Inspiring** - We are exceptional communicators who empower our service users and each other to reach our potential. Examples might include:
- Where a need has been recognised which resulted in you coming up with or progressing an idea/concept and developing it as you bring the idea to conclusion
- Where you have inspired and guided an individual or group through a challenging time

**Resilient** - We embody a positive, solution focused and “can do” approach. Examples might include:
- Where you have demonstrated flexibility in a changing situation
- When you have overcome a challenging circumstance achieving a positive outcome

**Self-challenging** - We strive for personal excellence, outstanding service quality and continual service improvement. Examples might include:
- When you have organised your time/activities in such a way to ensure that all is completed while at the same time keeping your life in balance
- Where you have taken the initiative in your personal development