

Service Manager – Bristol Stop Smoking Service

JOB DESCRIPTION

MAIN PURPOSE

- To be responsible and accountable for the successful, implementation, delivery and development of Bristol's Stop Smoking Service ensuring robust, effective and efficient delivery of all service KPIs, to achieve contractual and financial targets.
- Use best practice and innovation to achieve high quality, excellent patient/client services.
- Secure best value for money in delivery and continuous improvement in the provision of services to achieve Everyone Health's corporate and business objectives.

SUMMARY OF RESPONSIBILITIES AND DUTIES

Responsible and accountable for:

- The strategic planning, management, monitoring and evaluation of the Stop Smoking Programmes and Services in line with the tendered Service submission and contract.
- To deliver the service within budget and to maximise resources available, adding value to the service wherever possible.
- Manage the leadership of a dynamic team including Stop Smoking Practitioners; providing strong and excellent leadership skills, to support, motivate and inspire colleagues to take ownership of service delivery and empower patients / clients to adopt healthier lifestyles.
- Coordinating the recruitment and management of staff, ensuring training and development needs are assessed and appropriate training is provided, and professional registration is maintained through provision of CPD.
- Ensure the service delivery is innovatively integrated across all services, county-wide, through application of evidence-based practice which is reflective of key national guidance and recommendations.
- Working with the Head of Public Health, Clinical Governance Manager, Clinical Leads and Management team to achieve continual service improvement and client/patient-centred services in accordance with participant feedback, NICE guidance, national and local recommendations, professional competences and SLM policies and procedures, ensuring services are delivered in line with CQC and HSCIC's regulations.
- Ensure services are developed and delivered consistently across localities, providing targeted approaches to specific community groups / individuals, adopting a variety of community engagement methodologies, to establish and maintain relationships with individuals who are experiencing the greatest inequalities in health.
- Ensure the efficient and effective monitoring of contractual performance targets (health outcomes and financial), providing data analysis and disseminating meaningful targets to all colleagues to ensure collective accountability for achievement of all indicators.

- Monitor data collection practices, conduct regular audits and disseminate outcomes to the wider team, ensuring collective accountability for achievement of all indicators.
- Rigorous monitoring and evaluation of service delivery and colleague performance, ensuring auditing processes are implemented accordingly to achieve continuous service improvement.
- Utilising Data Informatics Systems (and other relevant systems) and internal reporting procedures to ensure data collection processes are robust to evidence service efficacy through generation of excellent health outcome data, contributing to an internal qualitative and quantitative evidence base, to demonstrate best practice and value for money.
- Contribute to the preparation and production of all written materials (including budgets, activity plans, quarterly reports) for the purpose of documenting contractual activity to both internal and external stakeholders (as relevant) and to the Head of Public Health.
- Generating, establishing and maintaining strong and influential working relationships with key stakeholders / partners and commissioners, and represent Everyone Health on a local, regional and national level as and when required.
- Coordinating and supporting the production and delivery of a Marketing and Communications Plan (reflective of social marketing principles) which incorporates community, partnership and stakeholder engagement; ensure the dissemination of appropriate marketing materials across the county to enable the achievement of key performance indicators through highly effective community engagement methodologies.
- Ensuring a commitment to equal opportunities is reflected at all stages of project planning, implementation, delivery and evaluation, in line with agreed service standards.
- Take an active part in developing own knowledge and skills of others by mentoring, through supervision and review.
- The post holder is expected to work within the requirements of the 6 C's – Care, Compassion, Competence, Communication, Courage and Commitment.
- Contribute to the growth of Everyone Health by working collaboratively and supportively with colleagues to develop the portfolio, with involvement in and management of relevant projects where necessary.

PERSON SPECIFICATION

SKILLS & ABILITIES

- Strong planning and organisational skills, with the ability to set objectives, prioritise, provide sound judgement and decision-making, often within tight timescales
- Experience of interpreting national and regional health priorities and aligning them to corporate agendas and service objectives
- Excellent verbal and written communication skills to ensure effective communication with a wide range of individuals including clients, colleagues, external partners and members of the public including the ability to produce and present clear written reports and guidance, which interpret and effectively communicate/ explain complex issues
- Sound management and interpersonal skills with proven ability to work effectively with all levels of colleagues, including effective partnerships with other agencies and service providers

- Proven problem-solving skills and ability to be flexible, and exercise sound judgement and decision-making.
- Financial management skills / commercial acumen
- Numeracy skills sufficient to analyse/interpret financial and health outcome data and information
- Ability to think creatively, be innovative and realise the opportunities for developing projects
- Ability to confidently and competently use a variety of computer packages including Microsoft Word, Excel and Power Point. The ability to learn quickly when using national and internal databases
- Ability to work as part of a multidisciplinary team, valuing the contribution of others
- Proven influencing and persuading skills sufficient to persuade others to a different course of action in difficult circumstances to ultimately improve the health and services for the local communities
- A desire to play an active part in the successful growth of the business

2. KNOWLEDGE

- Sound knowledge and understanding of primary and secondary health care including the Health and Social Care Act (2013) outlining responsibilities for Public Health in Local Authorities and Clinical Commissioning Groups, with the new NHS structure.
- Knowledge of key relevant health and social policies, including legislation and drivers for improving healthcare community service provision and health health-related behaviour.
- Knowledge of behaviour change theoretical principles.
- Understanding of processes and systems in line with quality assurance systems for effective governance.
- Sound knowledge and understanding of the Patient Confidentiality Act, the Data Protection Act and Information Governance.
- Understanding of the significance of evidence based approaches to healthcare provision.
- Appreciation of the contribution that effective performance management processes can make to service delivery and improvement

3. EXPERIENCE

- Substantial management and project/contract management experience within community healthcare systems.
- Experience of effective budget management and expenditure planning, achieving profitable return.
- Proven ability to lead, manage, motivate and develop a team of staff delivering a responsive, patient focused professional service.
- Proven ability of successful programme delivery targeting marginalised communities.
- Experience of interpreting national, regional and local priorities, aligning them to health agendas.
- Proven ability to manage contractual targets and Key Performance Indicators.
- Experience of service data analysis to interpret and report on data outcomes.

- Experience of leading Stop Smoking Service.
- Experience of working with stakeholders and developing strong, successful partnership arrangements
- Ability to undertake and prioritise a diverse and demanding workload, working on own initiative and working to competing deadlines
- Proven ability of writing reports, procedures, policies and communications for wide circulation

4. QUALIFICATIONS

Desirable: Educated to (health-related) degree level (or equivalent) or relevant experience/ qualifications in project management

5. SPECIAL CONDITIONS

- Highly motivated self-starter with resilience, determination and expert ability to see tasks through to completion.
- Full UK Driving license with the ability to travel for business.
- Proof of Right to Work in the UK.

6. SAFEGUARDING

Everyone Health Ltd is committed to safeguarding and promoting the welfare of the adults, young people and children who use the services. All staff have a responsibility to report any identified concerns of abuse or exploitation through the appropriate route in line with the respective policies and procedures.