



POLICING PROFESSIONAL PROFILE HEAD OF MEDICAL SERVICES

North Wales Police - Other Role Specific Criteria

(Insert details from HR system as appropriate for vacancy)

NWP Job Ref. No.			
Grade/Rank	POE		
Responsible to	Head of People & Organisational Development		
Functional Area	Finance & Resources		
Business Area/Department	People & Organisational Development		
College of Policing Job Family	Business Support		
If applicable, Job Evaluation Ref. No.	A1255		
Post Vetting requirements	Choose an item.		
Agility Status	Fixed - Restrictions on the role prevents it being undertaken in alternative locations		
Minimum Welsh Language Requirements			
Spoken Welsh	Desirable only Should have the ability to communicate through the medium of Welsh to Level 1.		
Written Welsh	Desirable only Should have the ability to communicate through the medium of Welsh to Level 1.		
Core Capability Requirements			
<input checked="" type="checkbox"/>	Not Applicable	<input type="checkbox"/>	CC4 – Evaluate Information
<input type="checkbox"/>	CC1 – Sitting	<input type="checkbox"/>	CC5 – Restraint & Retention
<input type="checkbox"/>	CC2 – Running/Walking	<input type="checkbox"/>	CC6 – Understand/Retain/Explain
<input type="checkbox"/>	CC3 – Decisions/Reporting	<input type="checkbox"/>	CC7 – Full Shifts/CADRE

Role Purpose

(This section summarises the key function of the role)

To lead the four main areas of Medical Services for North Wales Police

- Occupational Health Services
- Wellbeing Services

As a subject matter expert provides specialist advice and strategic direction to the Force and has accountability on all aspects of advice on clinical governance and medical related issues.

The role is a strategic role that works closely with the Force Medical Advisor (FMA).

Key Accountabilities

(This section details the key accountabilities required of the role)

1. To be involved in local, regional and national meetings including responsibility for chairing meetings, for example Clinical Governance Board.
2. To undertake clinical work where cases are not taken to the Force Medical Advisor.
3. To triage the work within the department to ensure delivery and allocation of workload to Occupational Health Manager.



4. To deliver the implementation of a new case management system into Occupational Health Services
5. To ensure the delivery of the People Strategy and Delivery Plan.
6. Take accountability for ensuring department policies are reviewed and updated annually or following incidents (ensuring robust Clinical Governance processes are in place).
7. To provide advice and guidance on clinical matters to key stakeholders internal and external of the Force.
8. Leadership of the Medical Services Teams to include maintenance of contemporaneous and up to date documentation in line with the code of conduct offered by the Nursing and Midwifery Council and requirements, recruitment and retention of staff and PACE Act.
9. Management of contracts, tender agreements and outsourced services used within the Medical Services.
10. Delegate clinical responsibility and tasks to others who have the ability to deliver the desired results, which makes optimum use of colleagues' abilities while providing learning opportunities.
11. Engage with senior managers within relevant Health Boards to maximise scope for developing and strengthening pathways of care between North Wales Police and the NHS with regards to:
 - o Occupational Health Services
 - o Wellbeing Services
12. Ensure accurate completion of management reports which contribute to an executive paper which is reviewed monthly by the NPCC and the PCC.
13. Ensure any clinical incidents or complaints are fully documented and if applicable that the appropriate senior manager is informed and commence the investigation.
14. Ensure North Wales Police have robust safeguarding processes in place for the safe and effective delivery of services for members of the public and Force staff that are either at risk or have come to harm prior to attending Occupational Health/Wellbeing Services.
15. Manage the Ill Health Retirement process liaising with third party Selected Medical Practitioner (SMP) and ownership of the subsequent reports to be submitted to Head of People and Organisational Development.
16. Undertake and delegate the management and organisation of care provision for services delivered and directly commissioned while coordinating the management of North Wales Police Healthcare Services (clinical and administrative).
17. Responsibility for owning and driving forward the Welfare and Wellbeing Agenda, including the ownership of the critical incident de-briefing process, peer support network and the implementation of national frameworks such as the Blue Light Wellbeing Framework.
18. To ensure specialist Occupational Health advice is provided to assist the Force manage sickness absence, rehabilitation processes, work adjustments and the promotion of health and well-being.
19. To have overall responsibility for the Medical Services Budget and private treatment scheme.
20. To manage and implement preventative health surveillance and interventions such as hepatitis vaccination programme for Force members exposed to particular hazards at work.
21. To undertake specialist Occupational Health consulting to assist complex cases and manage risk registers.
22. To regularly undertake clinical audits to ensure we comply with clinical governance Standards.



23. To provide day to day line management of employees, including the proactive management of workplace health and wellbeing.
24. To deal with employee conduct, performance and attendance matters in adherence to Force policy.
25. To effectively analyse performance of the work area, utilising continuous improvement techniques to improve and develop services.
26. To collaborate with other forces and organisations to seek best practice or shared working.
27. To comply and act in accordance with relevant legislation, North Wales Police Policies and protocols, including Code of Ethics, Personal Development Review (PDR), Equal Opportunities, Health & Safety, Management of Police Information, Data Protection and Information Security.
28. Identify possible poor performance (of staff and contractors) and deal with it fairly and consistently by supporting staff through the performance monitoring process.
29. Manage department staffing costs, including variable pay elements and agency costs in accordance with budget requirements.
30. Manage the grievance and disciplinary policy and procedure as appropriate in line with North Wales Police procedures (and where necessary professional governing bodies – i.e. NMC/GMC).
31. Manage the sickness absence process, ensuring that absence is documented accurately and North Wales Police absence policy applied consistently
32. Provide financial and KPI information required by finance and procurement teams in accordance with end of month reporting deadlines for staffing and contracted services.
33. Oversight and management of the performance framework for the Medical Services.
34. Research and suggest workforce requirements that meet departmental needs and legislative functions and lead on the subsequent recruitment of staff, ensuring all staff complete an induction and continue to monitor their progress.
35. Review and approve staff expenses in accordance with the North Wales Police Expenses Policy.
36. Schedule, manage and record annual leave requests ensuring there is no negative impact on the service delivered.
37. Take accountability for ensuring department policies are reviewed and updated annually or following incidents (ensuring robust Clinical Governance processes are in place).
38. Take action to resolve any areas of concern as identified in North Wales Police internal audit or external audit.
39. Offer specialist advice and leadership to senior managers within the Force to optimise healthcare provision and wellbeing services, taking action with regards to underutilisation of key performance targets for managed services.
40. Ensure that clinical governance mechanisms are in place, driven at a local level, ensuring lessons are learnt and experience informs 'best practice'.
41. Maximise full scope for partnership working between North Wales Police and statutory agencies (such as relevant Health Boards).
42. Be a visible, professional role model, providing strong, facilitative and effective leadership for high quality care.



43. To undertake defined projects as agreed by the Service Lead and the Head of People and Organisational Development to support delivery of high quality clinically effective care.

Behaviours

(Outlines the behavioural requirements of the role)

All roles are expected to know, understand and act within the ethics and values of the Police Service.

The Competency and Values Framework (CVF) has six competencies that are clustered into three groups. Under each competency are three levels that show what behaviours will look like in practice.

It is suggested that this role should be operating or working towards the following levels:

Resolute, Compassionate and Committed

We are emotionally aware

Level 3

We take ownership

Level 3

Inclusive, Enabling and Visionary Leadership

We are collaborative

Level 3

We deliver, support and inspire

Level 3

Intelligent, Creative and Informed Policing

We analyse critically

Level 3

We are innovative and open-minded

Level 3

Education, Qualifications, Skills and Experience

(Outlines the skills and educational and qualification requirements to be able to fulfil the role, this criteria should be considered as part of an individual's PDR)

Essential:

- Must be a Registered General Nurse, with a specialist qualification in Occupational Health, OHND or a Specialist Degree in Occupational Health.
- Must have experience of working in an Occupational Health service or similar environment.
- Must have previous experience of dealing with sickness absence referrals.
- Must have a good working knowledge of Information Technology and its use within Occupational Health.
- Must have previous experience of managing health surveillance and health promotion programmes.
- Must be able to demonstrate experience of managing budgets.
- Must have proven experience of leading and managing teams.
- Must have experience of effecting change to improve performance.
- Must show evidence of continuous professional development.
- Must have well developed written and oral communication skills, including delivering high quality presentations.
- Must be computer literate with good knowledge of Microsoft Word, Excel and PowerPoint.
- Must be able to evidence ability to work autonomously, making sound evidence based decisions.



- Must have proven experience of advising, negotiating and influencing with internal and external customers at all levels.
- Must be able to manage a workload and balance competing priorities, redirecting resources quickly and effectively to meet changing demands.
- Must be able to travel throughout the force area.

Desirable:

- Should have the ability to communicate through the medium of Welsh to Level 1.

Continuing Professional Development (CPD)

(Outlines possible continuing professional development activities which will enable the individual to maintain and enhance competence in the role, refer also to College of Policing PD Framework)

Professional Registration/Licences

(Outlines any ongoing registration or licencing requirements of the role)

Registered General Nurse

Hours of Duty

37 hours per week Monday-Friday

Reviews & Version Control

Version No.	Effective Date	Reviewed By (Full Name)	Ratification by Diversity & Date Only when the following sections have been updated: Education, Qualifications, Skills & Experience	
1.0	18/04/2024	Julie Brierley, Head of POD		Click here to enter a date.
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