

JOB DESCRIPTION AND PERSON SPECIFICATION

NB: Please do not change the Word format or Page Set Up of this document.

1. JOB DETAILS

Job Title: Head of Occupational Health Services
Reports to: Director of HR & OD
Accountable to: Director of Nursing (Corporate)
Band: 8b
Unit/Department: Occupational Health
CSU Directorate: COR
Location¹ Leeds General Infirmary/St James's University Hospital
AfC Job No: 3083

2. JOB PURPOSE

The jobholder will have responsibility and accountability for the management of clinical and non-clinical staff and the management of all resources/budgets within the Occupational Health Service. The jobholder will ensure provision of a timely, high quality effective and efficient service within available resources.

The job holder will take the lead role in reviewing the roles of all staff to ensure service needs are met now and in the future.

The jobholder will provide strong leadership through a visible presence and provide support, advice and assistance to staff and users of the service.

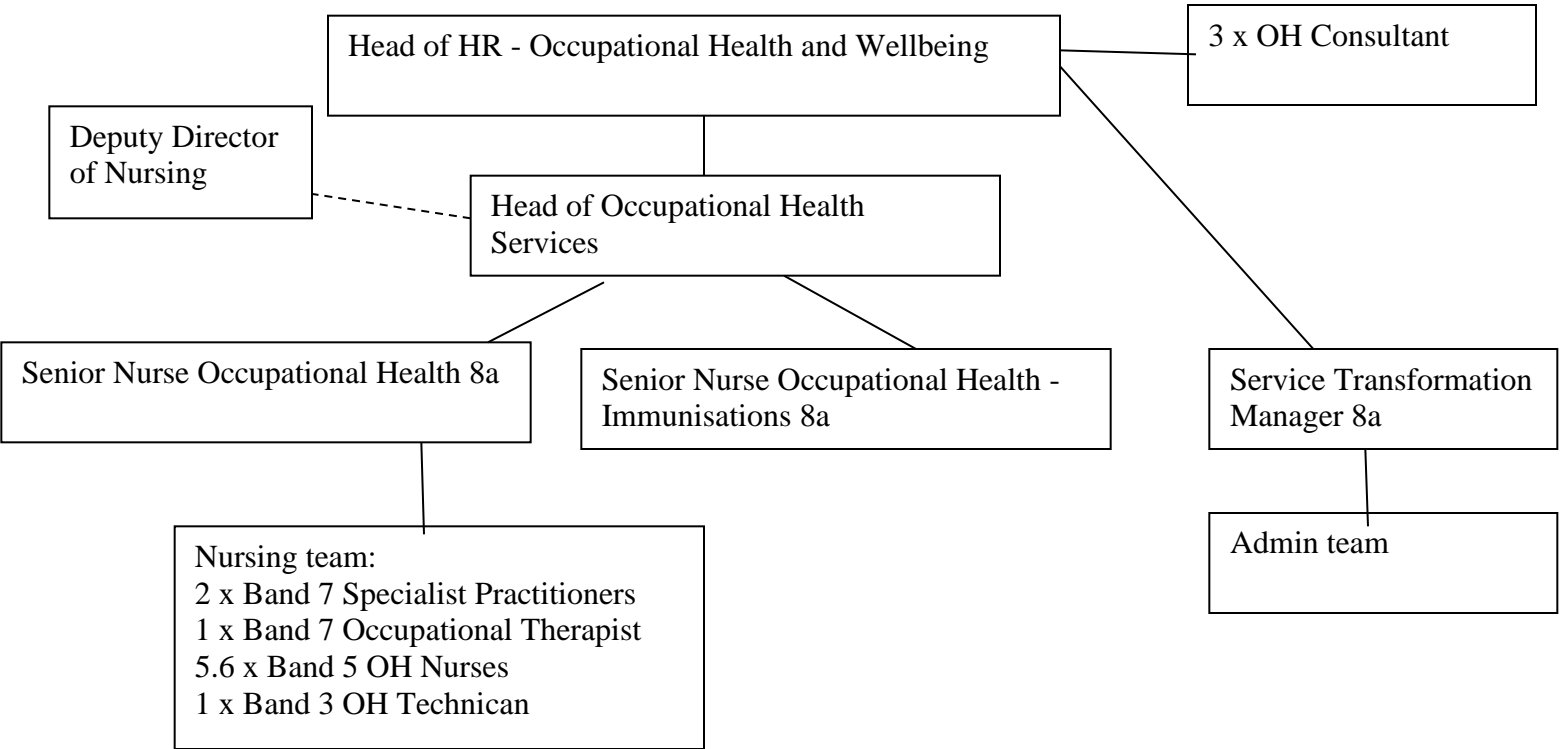
The jobholder will take a lead role in raising the profile of the Occupational Health Service with line managers within the Trust and external Customers

3. JOB DIMENSIONS

Current services comprise Occupational Health Departments across two hospital sites but providing services to many external customers. The pay budget for the service is approximately £1.5 million, the non-pay budget is approximately £500,000 and the income target is approximately £500,000.

¹ The Trust reserves the right to require employees to work either temporarily or permanently at or from any other of the Trust's establishments at any time

4. ORGANISATIONAL CHART



5. **KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED**

Qualifications:

- Registered Nurse (Part 1 and Part 3 (OH) of the NMC register)
- Evidence of Continuing Professional Development over last 3 years
- Occupational Health Nursing Qualification (essential)
- Masters level education or evidence of working at masters level

Experience:

- Significant clinical and management experience
- Understanding of specialty
- Experience of managing and leading staff of different disciplines
- Budgetary management experience
- Service development/change management
- Experience of using variety of computer software systems, clinical and word processing and spread sheets.
- Business planning

Skills

- Ability to analyse complex and conflicting data and/or situations in order to reach judgements
- Influencing and negotiating
- Communication – may need to communicate complex/sensitive information to large or small groups of people or to individuals
- Strong Leadership
- Ability to balance considerations of service performance and risk management
- Project Management
- IT skills
- Presentational skills. Presentations can be at local or National Level.
- Proven change management skills
- Conflict management. Both internal and external to Occupational Health

Knowledge

- Performance Management
- NHS Plan
- Modernisation Agenda
- Benchmarking
- Risk Management
- Knowledge and understanding of disciplines allied to Occupational Health e.g. Infection Control, Health & Safety, COSHH and Human Resources
- Audit and research Methods

Personal Attributes

- Strategic influencing

AfC number (3083)

- Intellectual flexibility
- Seizes the future
- Drive for results
- Holds to account self and others.
- Political astuteness
- Excellent interpersonal skills
- Ability to influence others.

6. THE LEEDS WAY VALUES

Our values are part of what make us different from other trusts, so we see this as a strength, as well as a responsibility. They have been developed by our staff and set out what they see as important to how we work. Our five values are:

- Patient-centred
- Collaborative
- Fair
- Accountable
- Empowered

All our actions and endeavours will be guided and evaluated through these values

Additionally the following are core values which relate specifically to this post:

- Commitment to creating collaborative teams working across disciplines, specialities, teams, groups and the Trust.
- Commitment to ensure the Trust plays a full part in contributing to Leeds city-wide reconfiguration programmes, including tackling health inequalities
- Commitment to ensure high quality evidence based care is delivered.

7. CORE BEHAVIOURS AND SKILLS

- Uses a range of influencing strategies to bring about change in modernising services
- Clarifies complexity when there is a barrier to understanding.
- Articulates a compelling vision of change
- Places a focus on improving performance
- Sets boundaries for accountability
- Is confident in own ability
- Demonstrates resilience
- Empowers others allowing freedom with accountability

8. CORE KNOWLEDGE AND UNDERSTANDING

- Understanding of the underlying social, political and historical factors shaping local and national realities of health services both in the wider Trust and healthcare arena but specifically with regards to Occupational Health.
- Understanding of the 'politics' – with both a small and large 'p' of the health and social care context.

9. PRINCIPAL DUTIES & AREAS OF RESPONSIBILITY

- To develop further external contracts to generate income to the occupational health service and ensure the income generation targets are met.
- Value for Money.
- Responsible for the analysis of a range of complex and potentially conflicting data and variables in relation to the service and for responding accordingly.
- Responsible for the development of the 3-5 year service strategy
- Responsible for the management of all resources (pay and non-pay) and for ensuring the department delivers a balanced budget.
- To be responsible for ensuring that performance measures are implemented to monitor/develop financial management at department level.
- Ensure adequate staffing cover is provided on a daily basis. Review clinical establishments to ensure skill mix reflects current workload requirements and represents best use of resources.
- Oversee the use of bank and agency staff and monitor expenditure to ensure financial balance is achieved. Assess the impact of extra hours worked by staff on their performance and the needs of the service.
- Review trends on expenditure and activity accordingly and action to be taken.
- To be an authorised signatory for the service.
- **Quality of Care/Clinical Governance**
 - Work with members of the team to deliver high quality, timely Occupational Health services.
 - To ensure National policy is interpreted appropriately and implemented at local level.
 - Work closely with clinical staff to secure and ensure the highest standard of care is provided within available resources.
 - Ensure Occupational Health targets are met.
 - Develop the Clinical Governance agenda ensuring clinical governance processes at department level encompass measures to ensure the quality of the Occupational Health Services.
 - Ensure nurses work within the Trust Nursing Policy and Practice Guideline framework.

- Lead developments in practice through policies and guidelines and support others in this process.
 - Communicate effectively through daily contact with department staff.
 - Communicate with external customers via a variety of mediums including written reports and presentations.
 - Deliver a quality service through setting and monitoring clinical and non-clinical performance standards, working in collaboration clinical and non-clinical staff.
 - Working with members of the team, play a leading role in the management of clinical and non-clinical risk in the speciality contributing to the development of a live risk register.
 - Ensure risk assessments are undertaken in all areas in accordance with Trust policy and develop action plans accordingly.
 - Ensure clinical and non-clinical incidents are reported in accordance with Trust policy and agree actions in response to these.
 - Maintain a safe working environment, being aware of the requirements to comply with Health and Safety regulations.
 - Ensure equipment is maintained according to manufacturers' specifications and necessary repairs are undertaken.
 - Ensure staff are trained and supervised where appropriate in the correct use of equipment.
 - Address the service users and respond to their suggestions for local quality improvements.
 - Lead the investigation and management of complaints through local resolution and in accordance with the Trust complaints procedure, liaising with the Patient Relations department where necessary.
 - Champion the development of clinical practice.
 - Working with the Nursing Directorate to ensure the implementation & delivery of the Nursing Strategy.
 - Act in accordance with the Nursing & Midwifery Code of Conduct.
- **Education and Training**
 - Ensure that clinical staff acquire and maintain an appropriate repertoire of management and clinical skills to develop their competencies in line with agreed personal development plans.
 - Ensure clinical staff maintain mandatory training requirements relevant to their speciality in accordance with Trust policy.
 - Undertake appraisals for senior team members and ensure all other staff have personal development plans in accordance with Trust policy and support other clinical staff in this process.
 - Promote evidence-based practice within the departments.
 - Co-ordinate with the post-registration education commissions for department, influence content of programmes delivered through Professional Development.
 - Deliver training where appropriate.
 - Ensure implementation of Trust study leave policy.

- **Leadership**

- Provide a focus for the day to day leadership of all staff within the department. Accountable for ensuring that the senior clinical staff are providing visible and credible clinical leadership in their individual areas of responsibility.
- Act as a positive role model through the provision of support and advice to staff. Lead by example through visible leadership to motivate and empower others.
- Ensure that appropriate arrangements are in place for staff to set objectives, monitor performance, agree and review development needs, (both personal and professional) and to provide leadership, support and motivation to help immediate subordinates and others to understand and achieve the required results.
- Ensure effective working relationships and communication is maintained between all grades of staff and professional groups within the designated area, working within a multidisciplinary team.
- Facilitate the provision of clinical supervision to staff and support staff in arranging mentorship where appropriate.
- Provide leadership to develop new roles/ways of working.
- Support the development of the support worker as appropriate.
- Ensure appropriate management of the clinical workforce. Manage performance, sickness absence and staff capability in accordance with Trust policy.
- Support staff. Ensure systems are in place for induction and preceptorship.
- Participate in and where required lead nursing initiatives within the department and within the Trust.

- **Audit & Research**

- To actively encourage all clinical staff to participate in clinical audit and to actively manage the review process implementing change where/when required.
- To monitor clinical trials and report outcomes.
- To facilitate and actively participate in research projects

Health and Safety/Risk Management

All staff are responsible for working with their colleagues to maintain and improve the quality of services provided to our patients and other service users. This includes complying at all times with the Leeds Teaching Hospitals NHS Trust Policies, including Health and Safety policies, in particular by following agreed safe working procedures, and reporting incidents using the Trust Incident Reporting system.

Infection Control

The jobholder must comply at all times with the Leeds Teaching Hospitals NHS Trust Infection Control policies, in particular by practising Universal Infection Control Precautions. Hand hygiene must be performed before and after contact with patients and their environment.

Equality and Diversity

The jobholder must comply with all policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet the individual needs of patients and their families. No person whether they are staff, patient or visitor should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion etc.

Patient and Public Involvement

The Trust has a statutory duty to involve patients and public in evaluating and planning services. All staff have a responsibility to listen to the views of patients and to contribute to service improvements based on patient feedback.

Training and Personal Development – Continuous Professional Development

The jobholder must take responsibility in agreement with his/her line manager for his/her own personal development by ensuring that Continuous Professional Development remains a priority. The jobholder will undertake all mandatory training required for the role.

Respect for Patient Confidentiality

The jobholder should respect patient confidentiality at all times and not divulge patient information unless sanctioned by the requirements of the role.

10. COMMUNICATION & WORKING RELATIONSHIPS

This main working relationships and communication channels linked to the post are:

- Business Managers
- Clinical staff
- Deputy Chief Nurse
- Chief Nurse
- Finance Managers
- Personnel Managers
- External Customers (e.g. PCT's
LMHT, Universities Yorkshire

Deanery etc.

11. SPECIAL WORKING CONDITIONS

NB: Information in the following 4 sections should be limited to facts and must be phrased in an appropriate manner ie avoiding the use of emotive language, particularly when describing the Emotional Effort required and Working Conditions.

i) PHYSICAL EFFORT:

Combination of standing, sitting, walking, travelling between hospital sites. Responding to changing situations in patch. May carry out some clinical tasks.

ii) MENTAL EFFORT:

Intensive mental effort/concentration required in relation to unpredictable workload, dealing with service issues, staffing issues, capability issues, investigations/incidents, report writing, meetings.

Dealing with complex and changing workload

Robust verbal and written communication skills required at all times

iii) EMOTIONAL EFFORT:

Exposure to difficult situations, staffing issues.

Conveys unwelcome news

Dealing with complex workload, tight deadlines

Staff Management

iv) WORKING CONDITIONS:

Temperature – should be controlled, but may experience hot or cold work environment

Violence & Aggression – may experience violence and aggression from patients/clients

12. JOB DESCRIPTION AGREEMENT

Jobholder's Signature: Date:.....

Head of Department's Signature: Date:.....

Head of Department's Name and Job Title:

.....

Staff side representative's signature (where appropriate):

Date:

Person Specification

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|------------------------|---|
| Post Title | Head of Occupational Health Services (Post Ref: 3083) |
| Band | 8b |
| Department | Occupational Health Department |
| Directorate | COR |
| Summary of Role | <p>The jobholder will have responsibility and accountability for the management of clinical and non-clinical staff and the management of all resources/budgets within the Occupational Health Service, including responsibility for achieving income generation targets.</p> <p>The jobholder will ensure provision of a timely, high quality, effective and efficient service within available resources.</p> <p>The job holder will take the lead role in reviewing the roles of all OH staff to ensure service delivery.</p> <p>The jobholder will provide strong leadership through a visible presence and provide support, advice and assistance to staff and users of the service.</p> <p>The jobholder will take a lead role in raising the profile of the Occupational Health Service with line managers within the Trust and external customers.</p> |

| Criteria: | Essential | Desirable | Evidence obtained from: |
|------------------------|---|------------------|--------------------------------|
| Qualifications: | Registered Nurse (Part 1 and Part 3 (OH) of the NMC register) Evidence of Continuing Professional Development Occupational Health Qualification Masters level | | Application Form NMC |

| Criteria: | Essential | Desirable | Evidence obtained from: |
|--|---|-----------------------------------|-----------------------------------|
| | education or evidence of working at masters level | | |
| Training: | Willing to undergo training in relation to post Ability to deliver training | Improvement methodology e.g. lean | Application Form Interview |
| Special Knowledge including experience: | Significant clinical and management experience Understanding of specialty Significant experience of managing staff Budgetary skills Project management Change management Current issues in Healthcare | | Application Form And Interview |
| Behaviours: | Strategic thinker | | Interview |
| Practical Skills: | Influencing & Negotiation Excellent written and verbal communication skills Presentation skills Ability to organise and prioritise own and | | Application Form Interview |

| Criteria: | Essential | Desirable | Evidence obtained from: |
|----------------------------|---|------------------|-------------------------------|
| | others workload | | |
| Other Requirements: | Able to fulfil Occupational Health requirements for the post (with reasonable adjustments if necessary), including clearance on blood borne viruses in compliance with Trust Policy | | Occupational Health Screening |