

Head of Clinical Services Recruitment Pack




About LCW

LCW is a clinically-led, social enterprise provider of integrated urgent and primary care services to the NHS. We provide services across North West, North Central and North East London. We are committed to constantly improving our services to meet the needs of our patients and do this by working collaboratively with system partners to innovate and develop robust and effective clinical pathways.

Most of LCW's work is in the urgent care environment delivering high quality, integrated healthcare services to nearly 3.5 million people across north west and north central London. To achieve this we work in partnership with commissioners, acute and community trusts, GP federations, PCNs and other health and social care organisations in the development of integrated services. View the range of services we offer below:

- [Integrated Urgent Care](#)
- [Community Independence Service – Single Point of Referral](#)
- [Urgent Treatment Centres](#)
- [Planned Care](#)



What's it
like to work
here?

"I really like the innovative ways of working here. It's a platform for you to develop your career"

"As an established unscheduled care provider in London for 30 years, we are committed to continually improving the urgent care services which support and empower patients in need of our care. Our services cover approximately 5 million patients in London and we also support several Trust and community services across London.

We encourage and support our clinicians, creating an environment that is inclusive – working together through sharing, listening, learning and innovation so we can achieve our common goals.

We are delighted you have expressed interest in working with our innovative and dynamic team where you will have support and opportunity to learn and develop your leadership skills. LCW works closely with ICBs, partner organisations, and NHS Digital and you will be part of our team that manages our committed workforce and constantly refines our systems and processes to ensure we can strive to grow and succeed."

Kind Regards,

**Dr Murtaza Ali,
Medical Director**



Strategy

LCW's risk management strategy is aligned with our strategic objectives, key priorities and milestones which clearly articulate the organisational processes instrumental to their successful delivery. This strategy also supports our vision by setting out the approach to the management of risk and clearly defines the roles and responsibilities of committees within the framework of board assurance, as well as the specific responsibilities of the executive management team. These measures ensure that the LCW board receives the appropriate assurance that risk is being effectively and proactively managed in all areas of the organisation.

Our key aim is the successful, safe and effective delivery and retention of its portfolio of clinical and associated services primarily across Integrated Urgent Care, Out of Hours and UTC service contracts, aligned to our Care Quality Commission's registration and NHS provider license.

We aim to retain contracts and successfully re-tender for existing contracts upon their expiry, as well as seeking additional opportunities across London where there are clear operational benefits. As an organisation we continue to focus on new business efforts for Integrated Urgent Care services in North, Central and West London boroughs services as well as working with the NHS to develop and pilot new technology for the delivery of services in efficient and effective ways for the 21st century.

We continue to seek partnership working opportunities with like-minded organisations and to identify joint working opportunities with our linked GP Federations. In line with the NHS 10-year forward plan, LCW continues to support local commissioning groups in the development of integrated care and whole systems working and, in their Sustainability and Transformation Plans through Integrated Care Partnerships.

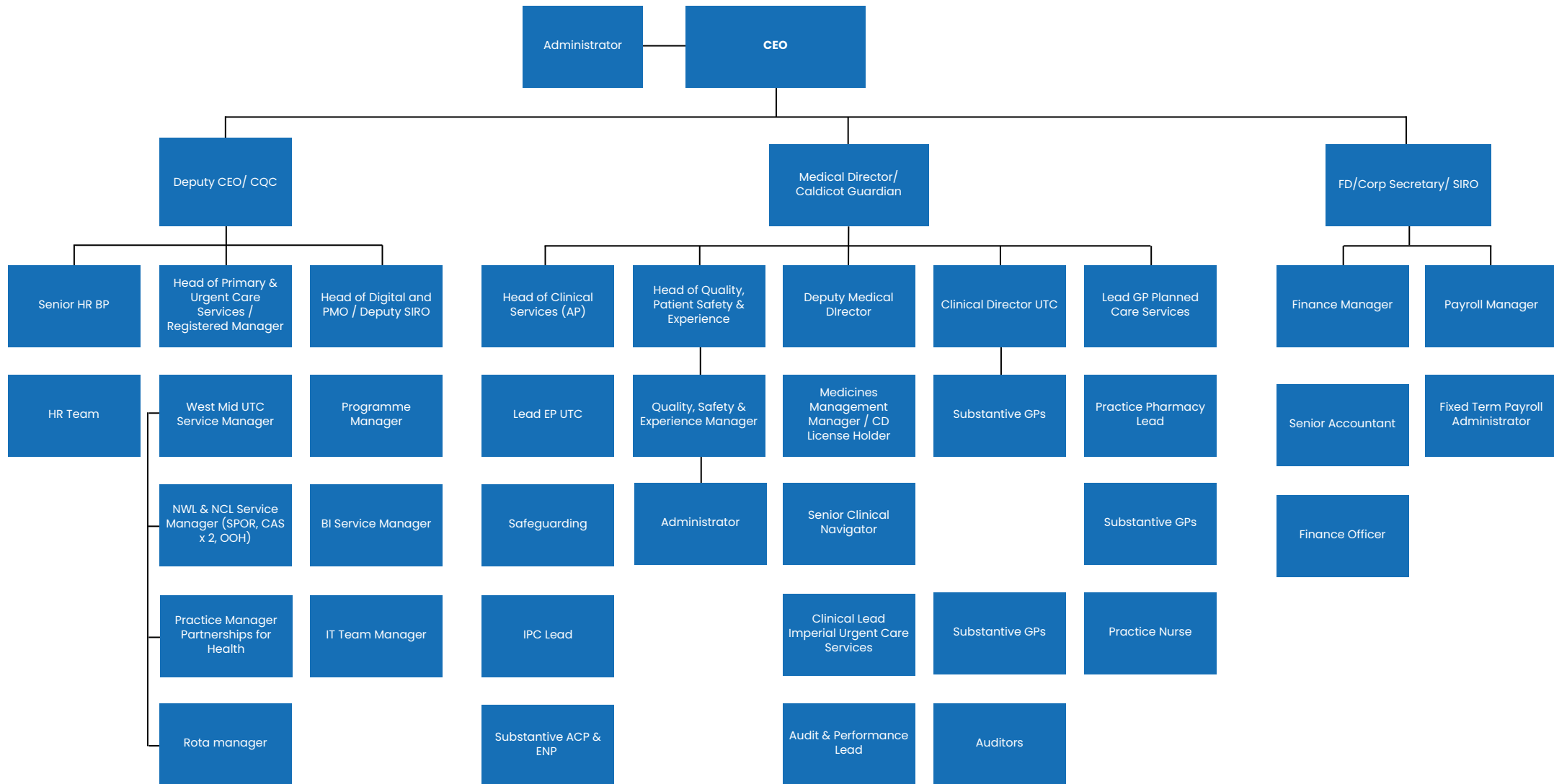
LCW is a key partner in the redesign of urgent and emergency care services across all boroughs working closely with GP Federations.

To ensure LCW can successfully deliver future growth, we continue to internally review the organisational development needs of the business, including staff recruitment and retention and to reduce the reliance upon third party suppliers.

LCW has implemented a raft of green initiatives as we continue to strive to become more environmentally conscious and sustainable. This includes running a fleet of hybrid cars (we will look ahead to using a fleet of electric cars), recycling across the board, minimising our carbon footprint and continually improving our energy consumption.



Structure Chart



The Role

The Role:

Head of Clinical Services

Accountable to:

Medical Director

Based at:

St Charles Centre for Health & Wellbeing

Required to travel across LCW sites to carry out role requirements

Core hours:

37.5 hours per week

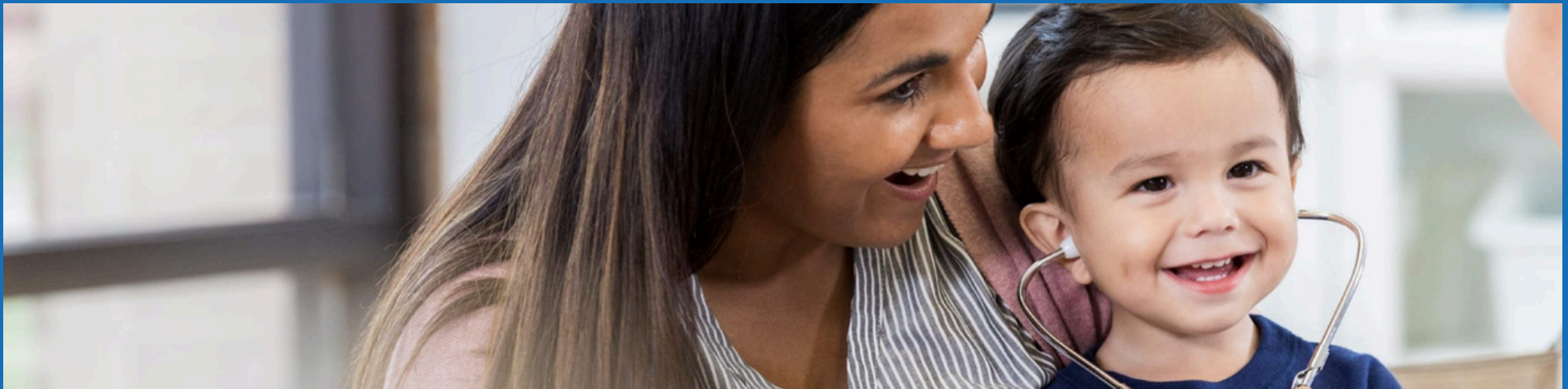
Salary:

Up to £75,000

LCW are looking to recruit a Head of Clinical Services, who will be responsible for providing strategic leadership and direction to nurses and Allied Health Professionals across the various services provided by the organisation. This is a new role and an exciting time to join a healthcare organisation who is at the forefront of digital innovation and patient care in unscheduled care.

The postholder will have oversight across all LCW services, which includes the Clinical Assessment Service, OOH services, Urgent Treatment Centres and planned care services. The successful candidate will be responsible for the day-to-day management of the team and will report directly into the Medical Director.

This is a great opportunity for a clinician with a strong leadership background to continue their career with an organisation with a diverse portfolio of services.



Job Description

Job Overview

London Central & West Unscheduled Care Collaborative is a not-for-profit Social Enterprise, now in its 29th year of providing high-quality services across a range of primary and urgent care contracts 24 hours a day, 365 days a year to 5 million patients in North West, North Central and North East London. We pride ourselves on delivering safe, effective, responsive, caring, and well led patient centred clinical services as recognised by our Good CQC rating in all areas of our organisation.

Job Summary

The Head of Clinical Services is responsible for providing professional strategic leadership and direction to nurses and Allied Health Professionals (AHP), including paramedics, Advanced Nurse practitioners, Emergency Nurse Practitioners and pharmacists.

The post will have oversight across all LCW services which include the Clinical Assessment Service, Out of Hours Services, Urgent Treatment Centres and planned care services. The post holder will have autonomy over their team and will report to the Medical Director who has overall responsibility for the clinical delivery of services.

The postholder will have responsibility for safeguarding adult and children, infection prevention and control and responsibility for the lead EP at the West Middlesex Urgent Treatment Centre.

Key Relationships

Executive and senior management team, corporate support services, commissioning bodies, Care Quality Commission, other service providers such as London Ambulance Services, primary care network and GP federations, NHSE /and local authorities.

Role Responsibilities

Strategic:

- Development and delivery of an AHP strategy for paramedics, nurses and pharmacists.
- Build and develop our AHP workforce ensuring we drive productive models of care.
- To contribute, and where appropriate lead, on behalf of LCW, the implementation of relevant national and regional policy.
- Lead on clinical policy development in key interdisciplinary areas, in relation to clinical governance, quality and patient safety.
- Provide professional leadership to the Clinical Leadership Team nursing, AHP workforce, motivating the workforce at all levels and developing a cohesive, supporting team environment.
- Represent nursing and AHP on all the relevant sub-committees across the health economy where the organisation has representation and ensure that the strategic view across all care settings is accurately presented.

Service Delivery:

- Responsible for ensuring high clinical performance in our portfolio of services ensuring services are working effectively and efficiently
- Accountable for clinical delivery, attaining excellent standards of patient care in a clear framework for service delivery

Job Description

- The post holder will be required to be part of LCWs rota for the delivery of some clinical sessions across our range of services.
- To play an active role in quality and safety to ensure the safe provision of care across the organisation.
- To work with the Deputy Medical Director and Head of Clinical Governance to ensure reports for internal and external assurance meetings/committees are completed and presented.
- Responsible for the Safeguarding function ensuring compliance with regulations and policy.
- Responsible for Infection Prevention and control across all services; to be assured by leads that IP&C training is undertaken and regular audits to meet requirements and LCW standards.
- To ensure comprehensive provision of education and practice development for clinical staff including oversight of mandatory training and other programmes of in-house education across all staff disciplines.

Workforce and People management:

- Provide visible and accessible site leadership creating a climate where individuals understand their roles and responsibilities and people are empowered to be effective in their role.
- Delivery of a culture of learning, coaching, patient safety
- To co-ordinate recruitment, retention and redesign activities in order to maximise utilisation of skills and knowledge and reduce vacancies
- To identify and address new legislative and advisory requirements as they emerge.
- Establish systems and processes that assure verification of registration and revalidation.

Financial sustainability:

- Promote financial sustainability and productive working with all clinical staff in LCW.
- Work with Head of Urgent and Primary Care to ensure services are working at optimal level in a cohesive way.
- Lead on business case assessments and creation of credible cases for investment for clinical service developments.
- Ensure the clinical delivery team costs are within financial budget.

Clinical work:

- Work in LCW services where suitable once a month with a spread over 12 months.
- Shadow clinical services where not suitable to work once a quarter
- Part of clinical on call rota

Main Conditions of Service

Confidentiality

All staff employed by LCWUCC has a duty to keep information about staff and patients confidential and not to discuss information unnecessarily or to unauthorised persons. Failure to maintain confidentiality will lead to disciplinary action.

Our Values



PATIENTS FIRST

We put patients before profits and deliver what matters. We're committed to quality, safety, and keeping our promises. We constantly seek ways to address inequalities in healthcare.



DRIVE CHANGE

We're open to new. If there's a better way to make a positive impact, we'll find it. We're resourceful and prepared to drive change. We listen to other views and we act on new opportunities.



TOGETHER

We're together as one. Colleagues, patients and partners. The more we share, listen, learn and work together, the faster we achieve our common goal. We invest in our team's wellbeing and their personal and professional growth.



BELONGING

We're inclusive and caring. We create an environment for our colleagues to be themselves, and strive for excellence. We trust each other to do what's right.



COMMUNITY FOCUSED

We care about doing what is best for the local communities we serve, so we can make healthcare better for everyone. We focus heavily on investment in social values.

Equal Opportunities

It is the aim of the organisation to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, race, colour, religion, marital status, sexuality, age or disability, or is not placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. To this end LCWUCC has an Equal Opportunities Policy and it is for each employee to contribute to its success.

Health and Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

All LCWUCC employees are accountable, through the terms and conditions of their employment, professional regulations, clinical governance and statutory health and

safety regulations, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required.

All staff have a responsibility to manage risk within their sphere of responsibility. It is a statutory duty to take reasonable care of their own safety and the safety of others who may be affected by acts or omissions.

All managers throughout the organisation have a responsibility to ensure that policies and procedures are followed, that staff receives appropriate training that a local risk register is developed and monitored on a quarterly basis and any changes reported to the Fire, Health & Safety Committee.

Managers are responsible for implementing and monitoring any identified risk management control measures within their designated area/s and scope of responsibility. In situations where significant risks have been identified and where local control measures are considered to be potentially inadequate, managers are responsible for bringing these risks to the attention of the Clinical Governance & Risk Management Committee if resolution has not been satisfactorily achieved.

Main Conditions of Service

No Smoking Policy

There is a no smoking policy in operation within the Organisation. In accordance with this policy smoking is positively discouraged and is not permitted in any areas.

Data Protection

If you have contact with computerised data systems you are required to obtain process and/or use information held on a computer or word processor in a fair and lawful way. To hold data, only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed, in accordance with the Data Protection Act.

Access to Health Records

All staff who contributes to patient's health records are expected to be familiar with, and adhere to, the LCW's Standards of Record Keeping Policy. Staff should be aware that patient's records throughout LCW will be the subject of regular audit.

All staff that have access to patients' records have a responsibility to ensure that these are maintained and that confidentiality is protected in line with the organisation's Confidentiality of Health Records Policy

All staff have an obligation to ensure that health records are maintained efficiently and that confidentiality is protected. Staff are also subject to this obligation both on an implied basis and also on the basis that, on accepting their job description,

they agree to maintain both patient/client and staff confidentiality.

In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with the Access to Health Records Act 1990.

Waste Disposal

All staff must ensure that waste produced within LCWUCC is disposed of in such ways that control risk to health, or safety of staff and the public alike in accordance with relevant legislation and procedures contained within the policy.

Patients Charter

We are committed to meeting the rights and standards required by the Patients Charter. We expect our staff to be aware of these rights and standards and to be fully involved and co-operate in meeting them.

Review of this Job Description

This is a description of the duties of the post as it is at present. This list is not intended to be exhaustive and does not, therefore, form part of your contract of employment. The job will be reviewed on a regular basis to ensure that the duties meet the requirements of the service and to make any changes necessary. This procedure would be conducted by each manager in consultation with those working directly with him/her. You will, therefore, be expected to participate fully in such discussions. LCWUCC would aim to reach agreement to changes.

Person Specification

<p>Qualifications & Education</p>	<ul style="list-style-type: none"> • Masters Degree or equivalent qualification/level of experience • Active practitioner on the NMC/HCPC register • Management or postgraduate qualification or experience • NHS Leadership course
<p>Knowledge</p>	<ul style="list-style-type: none"> • Knowledge and evidence of building/sustaining effective and productive working relationships with a wide range of organisations and their Leaders • Knowledge of contracting within NHS standard contract framework and an understanding of Local Health economies and the roles and interests of all stakeholders. • Knowledge of budgetary control and financial management at organisational level
<p>Values</p>	<p>Demonstrate behaviours in line with Organisation Values:</p> <ul style="list-style-type: none"> • Patient First • Drive Change Together Belonging • Community Focused
<p>Experience</p>	<ul style="list-style-type: none"> • Proven track record of operating and leading at a senior level of an SME or Divisional level of a large organisation with P/L and or Budget responsibility • Evidence of holding senior Leadership position in a healthcare organisation – primary care, urgent care • Experience of partnership/collaborative working across different providers or agencies as a prime or Subcontractor • Experience of developing and implementing productivity plans to deliver sustainable competitive advantage • Experience of Corporate Governance and Risk Management • Leadership experience within a complex organisation • Extensive experience of delivering presentations to large groups of stakeholders, in often pressured and politically sensitive environments

Person Specification

Job Related Skills, Knowledge & Abilities	<ul style="list-style-type: none">• Evidence of CPD• Ability to develop, lead and influence a high performing team• Strong organisational development abilities• Proven ability to develop strategic/ business plans within a complex healthcare organisation• A strategic thinker with the ability to articulate a clear• Ability to establish rapport and build credibility and negotiate with external stakeholders• Ability to demonstrate effective conflict resolution within teams and across partnerships• Ability to hold individuals, teams and partners or contractors to account• Strong external communication skills, preferably with experience of handling media• Ability to demonstrate understanding and ability to oversee clinical and operational service delivery in complex organisations or service working to tight cost parameters
Other Attributes	<ul style="list-style-type: none">• Flexible and adaptable to change to meet the needs of the service

Benefits & Opportunities

Benefits

We offer the following benefits to our staff:

- 25 days annual leave in addition to eight bank holidays
- NHS pension scheme
- Employee Assistance Programme and access to their discount platform
- Eligibility to register for a Blue Light card
- Eye care vouchers
- Cycle to work scheme including e-bikes
- Comprehensive training and induction programme
- Access to e-learning to support you with mandatory training.

Equal Opportunities

LCW believes in equality, values and diversity in all aspects of its work, both as a provider of health services and as an employer.

We are committed to eliminating discrimination on the basis of gender, age, disability, race, religion, sexuality or social class. We aim to provide accessible services, delivered in a way that respects the needs of each individual and does not exclude anyone.

We aim to ensure that we employ and deploy a healthcare workforce that is diverse, non-discriminatory and appropriate to deliver modern healthcare.

Location

Role will be based out of St Charles Centre for Health & Wellbeing, Exmoor St, London W10 6DZ, but will require travel to other sites.



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