

JOB DESCRIPTION – PHSM Implementation & Development Manager

Job title	Implementation & Development Manager
Service/Department	Operations
Sector/Function	Substance Misuse
Reports to (Job title)	National Head of Service/Regional Head of Operations
Grade	5
Job purpose	<p>To provide direct support to services regarding governance and quality improvements.</p> <p>To enable services to implement TP’s best practice models to improve staff competence and improve the quality and performance of services.</p> <p>To work closely with Risk and Assurance departments to ensure any regulatory issues are addressed in services. Work closely with L&D in relation to training and staff competence.</p> <p>To support the facilitation of regional and national best practice forums in order to enable the sharing of good practice and development of new ways of working.</p> <p>To support new developments within the Public Health & Substance Misuse services, such as large scale implementations, model development, new ventures, innovation and partnership management (internal & external)</p>
Key accountabilities	<ul style="list-style-type: none"> • Acting as an expert in Substance Misuse locally to provide guidance and hands on support to operational and strategic managers in relation to: <ul style="list-style-type: none"> ➢ Regulatory and mandatory requirements of treatment and support, including CQC standards and Health & safety matters ➢ Internal (TP) reporting processes – assisting operational managers in scheduling and completing these tasks ➢ National guidance, best practice and statute in the design and delivery of treatment and support. ➢ Staff competence, including training requirements, CPD requirements, audit processes and supervision/observation processes. • Working closely with services, Risk & Assurance, HR and Learning and Development departments to ensure management and clinical governance issues are managed appropriately within services and staff are competent and confident to follow policies and procedures in relation to governance. • Facilitating best practice developments forums, ensuring that learning is shared. • Where required being the implementation manager for new services, representing the implementation project plan at steering group and ensuring that implementation and transformation plans are progressed with operational managers. • Leading on discreet pieces of work as directed by national or service needs including engagement with key stakeholders across TP and ensuring robust implementation and reporting is in place. • Supporting when required on new business, particularly in relation to gathering best practice to support bids.

Dimensions	No. of direct reports	0
	Total staff overseen	0
	Internal contacts	<p>Regional Head of Operations: Monthly – re-appraising priorities and risks.</p> <p>(Senior) Operations Managers: Weekly/Daily – regular dialogue to assist with improving governance systems and processes, quality issues, staff training and competency issues</p> <p>Clinical Leads, Nurse Managers and Team Managers: Monthly/Weekly - Regular contact to support service development and governance processes.</p> <p>Business Partners, New Business Team and central service staff: Monthly- regular liaison on service priority areas and risks addressing identified issues.</p> <p>Other Service Governance and Compliance Managers: weekly/monthly – Peer Support and sharing information and learning</p>
	External contacts	<p>PHE – policy leads</p> <p>CQC – regional inspectors</p> <p>Specialist & policy leads i.e. Alcohol Concern, Alcohol Learning Resource etc</p>
	Planning timescales	Supporting services to develop and track business planning cycles
	Nature of problems solved	<p>Staff competence</p> <p>Service Governance including Governance Meetings, Audit, Safe Assessment, Business Planning, BCP etc.</p> <p>Compliance and regulatory requirement adherence</p> <p>Policy implementation and monitoring – guidelines will frequently be readily available but how they are implemented or monitored is not always defined.</p>
Financial authority limits	No direct financial responsibilities as not the budget holder. Working within TP Financial policies and procedures.	

