

*For office use only*

CAJE REFERENCE

DATE APPROVED

**Post Title: Clinical Director – Primary Care & Community Services  
(Carmarthenshire)**

<b>Name:</b>	John Evans		
<b>Contact Number:</b>	018254635		
<b>Vacancy</b> (for use in the vacancy approval processes)	100-MED-HD-028		
<b>New structure or Service Change</b> (for use in developing structures or change)	<input type="checkbox"/>		
<b>Re-banding</b> (please complete the section below)			

**Please e-mail a copy of the job description to:**

Andrea Thomas, Senior Terms, Conditions and Benefits Manager, [andrea.j.thomas@wales.nhs.uk](mailto:andrea.j.thomas@wales.nhs.uk)

**RE-BANDING APPLICATIONS ONLY**

<b>Name of Current Post-Holder(s):</b> (Attach List if appropriate)			
<b>Signature:</b>		<b>Date:</b>	
<b>Current Pay Band:</b>			
<b>Line Manager's Name:</b>			
<b>Signature:</b>		<b>Date</b>	
<b>Service Director / GM Name:</b>			
<b>Signature:</b>		<b>Date</b>	

**For re-evaluation of pay band applications – a signed copy should be sent to:**

Workforce & OD Department, Withybush General Hospital, Sealyham Building, Haverfordwest, Pembrokeshire, SA61 2PZ (please also email a copy as above)

## **JOB DESCRIPTION**

### **JOB DETAILS**

**Job Title:** Clinical Director – Primary Care & Community Services  
(Carmarthenshire)

**Pay Band:** 4 sessions (working Thursdays and Fridays) - GP Clinical  
Lead Salary of £118,352 pro rata

**Directorate:** Medical Directorate

### **ORGANISATIONAL ARRANGEMENTS**

**Managerially Accountable to:** the Deputy Medical Director - Primary Care & Community Services

**Reports to:** the Deputy Medical Director - Primary Care & Community Services

**Professionally Responsible to:** the Medical Director

**Responsible For:** supporting the Deputy Medical Director - Primary Care and Community Services in carrying out responsibilities associated with Primary Care & Community clinical governance and the provision of services

### **JOB SUMMARY / PURPOSE**

The Clinical Director for Primary Care & Community Services (Carmarthenshire) is a member of the senior medical leadership team and reports directly to the Deputy Medical Director - Primary Care & Community Services.

The Clinical Director for Primary Care & Community Services (Carmarthenshire) may be asked to deputise for the Deputy Medical Director - Primary Care & Community Services and have delegated authority as required.

The Clinical Director for Primary Care & Community Services (Carmarthenshire) will be expected to:

- lead on Primary Care clinical governance across the three counties
- provide medical oversight of the quality and safety of managed practices
- manage the Primary Care investigations and concerns in Carmarthenshire (and occasionally in Ceredigion or Pembrokeshire) to ensure that all instances of concerns raised are properly investigated and the necessary remedial action is duly implemented, including the sharing, across Primary Care, of lessons learned

- attend and support the county's Cluster and Collaboration meetings
- provide a Primary Care perspective at a variety of Secondary Care-related meetings and work with Primary and Secondary Care clinicians to help bridge the primarysecondary and Secondary-Primary Care interface
- provide advice and support to a range of managers and staff with regards to Primary Care issues in the county
- represent the Deputy Medical Director - Primary Care & Community Services on a range of internal and external groups, as required
- represent the Health Board at an All-Wales level with regards to Primary Care & community issues, as delegated by the Deputy Medical Director - Primary Care & Community Services
- work with the Executive Team, Senior Clinicians and other Senior Managers in the development and delivery of effective and efficient patient services through Primary Care contract development and management and effective medical staff management across Primary Care and the Community
- work with General Practitioners, the Local Medical Committee and Primary Care Managers to ensure that contracting issues in relation to the delivery of clinical services are dealt with effectively and in a timely manner

## **MAIN DUTIES AND RESPONSIBILITIES**

### **General elements**

To deliver the duties and manage the responsibilities of this job description

To respond to all communication forms, tasks and actions allocated, in a professional manner, within reasonable time and quality expectations, and where appropriate, within agreed cost limits, ensuring that stakeholders are kept informed of progress and issues arising

To effectively manage the development, implementation and maintenance of clinical governance systems and provide the platform for clinical governance issues in Primary Care

To attend all clinical governance-related Primary Care meetings and review the minutes of such meetings, as directed

To attend corporate clinical governance meetings, and provide medical input, from a Primary Care perspective, when requested

To provide oversight and assurance around the clinical leadership of managed practices across the Health Board's managed practices

To manage and oversee Primary Care investigations and concerns (including investigating professional concerns) in Carmarthenshire (and occasionally in Ceredigion and Pembrokeshire) to ensure that all instances of concerns raised

are properly investigated and that the necessary remedial action is duly implemented, and to attend concerns-related meetings

To attend a variety of Primary and Secondary Care meetings and engage with Primary and Secondary Care clinicians and managers to help bridge the Primary-Secondary and Secondary-Primary Care interface, and by so doing, aim to resolve real and perceived issues

To engage with Community clinicians and managers to help bridge the Primary CareCommunity and Community-Primary Care interface, and by so doing, aim to resolve real and perceived issues

To make oneself available to a reasonable degree and to actively participate in meetings necessary to the delivery of not only the Primary Care and community service but also those that contribute to the wider business imperatives of the Health Board

To attend and provide clinical advice on behalf of the Deputy Medical Director - Primary Care & Community Services at local and national meetings relating to Primary Care and Primary Care workforce planning and development

To prepare clear and concise analytical reports for the Board, its Committees, and the Executive team on a wide range of complex matters frequently making cogent and rational arguments based on one's own assessment of options and providing clear recommendations as appropriate to the case

### **Service Management**

To support the Deputy Medical Director - Primary Care & Community Services in dealing with medical professional matters relating to Primary Care & Community services, when requested

To provide medical advice for the management of the Medical Performers' List, when requested

To attend meetings related to performance issues of a variety of clinicians (including medical, dental, pharmacy and optometry) when requested, and to investigate issues relating to medical clinicians when requested

To support the Deputy Medical Director - Primary Care & Community Services to manage professional concerns of the Primary Care medical workforce within the organisation, when requested

To work closely with the Primary Care medical staffing department in relation to management of doctors' contracts and the appointment of medical staff

To regularly monitor and review plans, adjusting for changes in local need and in response to changes in national policy guidance and Health Board strategies

To provide advice and medical leadership for the management of performance-related issues involving other Primary Care contractors as required

## **Service Improvement**

To work with the Informatics team to develop routine production of meaningful clinical variability information for Primary Care

To participate in GP practice visits, and undertake Post-Payment Verification (PPV) review visits (mostly in Carmarthenshire), as requested

To ensure that changes implemented, and policies written, are in line with Welsh Government guidelines, the Health Board strategy and best practice

To participate in Health Board Project Boards which are established to monitor and review the implementation of specific medical projects

To work to ensure a culture of continuous improvement and professional excellence is achieved

To interpret, communicate and promote the Medical Director and Deputy Medical Director - Primary Care & Community Services' ambitions and aims to staff and provide support in the delivery of these in relevant areas

To take overall ownership of action plans developed, as delegated, to tackle recommendations arising from a diverse range of internal and external reports relating to Primary Care

## **Communications**

To build and maintain strong influential relationships with colleagues, staff, and internal and external stakeholders e.g., Senior Clinicians, including GPs, GP practices, GP Clusters, Hospital Consultants, Senior Managers, including the County Director, WAST, third sector partners

To ensure the Health Board's aims and objectives are clearly conveyed to all staff working under their direction

To provide training, presentations, and information to a range of groups comprising staff, members of the public, senior staff, and colleagues from partner organisations. The subject matter may include service changes or financial targets requiring negotiation or agreement

To chair, participate in and facilitate meetings at a variety of locations within and outside of the county, as required

## **Finance and Resources**

To work with the Deputy Medical Director - Primary Care & Community Services, Director of Primary Care, Community & Long-Term Conditions, Senior Managers, and GP Practices to ensure that finances and resources are used in an appropriate and costeffective way

The post-holder will be expected to adhere to the standards laid down in the NHS Code of

Conduct for Managers, whilst adhering to the GMC's Leadership and Management for All Doctors and Good Medical Practice guidance, and at all times act in a manner that reflects and promotes the values of the Health Board.

The post-holder must ensure all activity and service objectives are effectively met in compliance with the Health Board's standing orders and Standing Financial Instructions - SFI scheme of delegated authority and employment legislation, whilst adhering to the GMC's Leadership and Management for All Doctors and Good Medical Practice guidance,.

### **Personal and People Development and People Management**

To develop leadership potential in clinical and non-clinical staff working to them

To treat staff within their charge along with those who are not, with the utmost dignity and respect, at all times

To a reasonable degree, to make oneself available to their direct reports in order to provide routine support and guidance, and to monitor the performance of others to whom duties included in this job description have been delegated

To prepare for and take an active part in the Medical Appraisal process in accordance with organisational and national policy and, in partnership with their appraiser, identify opportunities to further their own competence/skills in order to develop in their role(s)

To control, manage and hold responsibility for ensuring effective systems of performance management

To be able to resolve conflict and navigate and negotiate non-adversarial routes through situations where differing opinions might be in play, by demonstrating sound and empathetic understating of the issues, and by encouraging the development of solutions, which may often be at variance with one's own views

To ensure all direct reports are aware of their managerial responsibilities for workforce issues within their areas of responsibility

To ensure that staff groups within the local team are working within their competencies and that these are regularly assessed as appropriate to the needs of the service

To provide appropriate support to staff to improve their knowledge and understanding by sharing one's own knowledge, skills and experience during induction, training sessions, appraisals, and routine communications

To support colleagues during times of change, and work with colleagues to overcome problems and tensions as they arise

To support medical workforce planning and succession planning for the Health Board in association with the Deputy Medical Director – Primary Care & Community Services

To provide medical leadership in Primary Care recruitment strategies and advertising campaigns in order to maximise recruitment opportunities

## **Information Processing**

To ensure compliance with workforce policies and procedures and support development of appropriate systems and processes

To produce reports and presentations for a range of groups including senior managers, staff groups, third sector and partners

To support the Medical Director and Deputy Medical Director - Primary Care & Community Services, on IT issues relating to Primary Care, working with the AMD for Leadership & Professional Standards and the Deputy Caldicott Guardian

To ensure compliance with workforce policies and procedures and support the development of appropriate systems and processes

To operate and act within the legislative framework, policy and procedures relating to information governance

## **Health, Safety and Security**

To act within legislation, policies and procedures relating to information governance.

To attend statutory/mandatory training

## **Quality**

To champion and promote a continuous improvement culture with the post-holder's both direct and indirect staff and service contacts

To ensure compliance with the requirements of clinical governance and other externally imposed standards and oversee the implementation of clinical governance plans and the dissemination of best practice in Primary Care and Primary Care medical workforce planning

To support others effectively during times of change, and work with others to overcome problems and tensions as they arise

To ensure that one's own workload is managed effectively and autonomously to deliver against business priorities in a timely manner with an ability to regularly reframe an original premise, demonstrating flexibility in thinking, openness of mind and readiness for frequent change

## **Equality and Diversity**

To actively promote equality of opportunity and diversity in one's own area of responsibility, with the intention of going beyond compliance with equality legislation and moving towards a situation where there is awareness in one's area of and active commitment to the need to ensure equality of opportunity and the benefits of diversity

## **Effort and Environment**

To be able to maintain long periods of concentration despite frequent interruptions and to be able to move between projects and programmes of work on a daily basis

To participate in and facilitate meetings which require a high level of concentration on a wide range of topics

To be required to use a VDU and telephone on a daily basis, and concentration levels required will be high

The post-holder may be required to impart unwelcome news about performance issues to members of staff. The post-holder might also be exposed to anger, distress or upset on the part of staff as result of this news.

To travel frequently between sites or off-site as required

To undertake light physical effort such as sitting, standing, and walking To

frequently sit in a restricted position

## **General**

Other tasks and duties may be determined by the appropriate line manager as the role develops.

### **PERSON SPECIFICATION**

<b>ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>Qualifications and Knowledge</b>	Medical Degree  Full registration with the GMC  On the Wales Medical Performers List  Evidence of continuous professional development  A developed understanding of the whole system approach to health and social care	MSc, MD or other higher qualifications.  Management qualification  Membership of the Faculty for Medical Leaders and Managers (FMLM)	Application form



<b>Experience</b>	<p>Proven record of management at a senior level</p> <p>Track record of leadership in a complex area of healthcare</p> <p>Well versed in the current issues facing the NHS including strategies to tackle them</p> <p>Demonstrable experience of partnership working across health and social care</p> <p>Experience of leading change management and service redesign</p>	Evidence of previous experience in similar role requiring similar skills and knowledge and track record of achievement	Application form and interview
<b>Aptitude and Abilities</b>	Demonstrable evidence that the Values of the Health Board are espoused in daily work	Welsh Speaker	Interview

	<p>Excellent interpersonal skills and team-working skills</p> <p>Ability to work as part of a multidisciplinary and multiagency team and alone</p> <p>Ability to assess and interpret information to make a judgement</p> <p>Ability to inspire confidence and respect of others through excellent communication, negotiation and influencing skills</p> <p>Ability to prepare written reports to a high standard and to deliver work within tight deadlines</p> <p>Ability to establish sustainable working relationships internally and externally</p> <p>Tenacious, demonstrates high level of drive, enthusiasm and stamina to achieve goals and see things through</p> <p>Ability to work effectively in a highly complex and continually changing environment</p> <p>Able to communicate effectively and appropriately with patients, their families and professionals at all levels</p> <p>Able to develop, present and put into practice coherent ideas for service improvement</p>		
<b>Other</b>	All applicants to have: demonstrable skills in		

	<p>written and spoken English, adequate to enable effective communication about medical topics with patients and colleagues</p> <p>Satisfactory immigration status</p> <p>Satisfactory health clearance</p> <p>Satisfactory declaration, enhanced DBS disclosure check</p> <p>Ability to fulfil all duties of post, including travel to meet requirements of the post</p>		
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## **GENERIC STATEMENTS**

### **NHS CODE OF CONDUCT FOR MANAGERS**

**\*\* For Managers only:**

The post-holder will be expected to adhere to the standards laid down in the NHS Code of Conduct for Managers, whilst adhering to the GMC's Leadership and Management for All Doctors and Good Medical Practice guidance, and at all times act in a manner that reflects and promotes the values of the Health Board. The post-holder must ensure all activity and service objectives are effectively met in compliance with Health Board's standing orders and SFIs, scheme of delegated authority and employment legislation.

### **REGISTERED HEALTH PROFESSIONAL**

**\*\* For Registered Health Professionals only:**

All staff who are members of a regulatory body must comply with standards of professional practice/conduct. It is the post-holder's responsibility to ensure they are both familiar with and adhere to these requirements.

### **COMPETENCE**

The post-holder is required to participate in the Hywel Dda PDR process and work towards meeting identified development needs. The post-holder is required to demonstrate on-going continuous professional development. At no time should the post-holder work outside their defined level of competence. If the post-holder has concerns regarding such work they should immediately discuss their concerns with their Manager/Supervisor/Consultant. The post-holder has the responsibility to inform those supervising their duties if they are not competent to perform a duty.

### **TEAM BRIEF**

The post-holder is required to actively participate in Hywel Dda Team Briefing in order to aid communication within the Health Board. Managers and supervisors will regularly deliver the Team Brief verbally to their own staff teams by means of a Core Brief and additional departmental information.

### **RISK MANAGEMENT/HEALTH & SAFETY**

The post-holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the Hywel Dda University Health Board. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice. The post-holder has the responsibility for monitoring the progress on action plans in relation to risk, health and safety. The post-holder has the responsibility for the development of risk profiles and a risk register within their area of responsibility. The postholder has the responsibility for developing systems to monitor performance against agreed performance indicators.

### **HARRASSMENT & BULLYING**

The Health Board condemns all forms of harassment and bullying and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. All staff members are requested to report any form of harassment and bullying to their line manager or to any Director of the Health Board.

### **RECORDS MANAGEMENT**

The post-holder has the responsibility for timely and accurate record keeping and where appropriate in accordance with professional guidelines. The post-holder has the

responsibility for the creation and maintenance of records in accordance with Hywel Dda University Health Board policy and the Data Protection Act.

### **FLEXIBILITY STATEMENT**

The developing and rapidly changing nature of the organisation will require considerable flexibility from the post-holder. This job description indicates the main functions and responsibilities for the post and is not intended to be a fully inclusive list and the duties and responsibilities specified in this job description are subject to change as the needs of the Health Board evolve. On agreement with the post-holder, this job description will be amended, as necessary, in the event of future organisational and professional changes and/or personal development.

### **CONFIDENTIALITY**

All staff may have access to confidential information about patients, staff or health service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and/or prosecution under current statutory legislation (Data Protection Act) and the Health Board's Disciplinary Policy.

### **EQUAL OPPORTUNITIES**

Hywel Dda University Health Board is committed to ensuring that, as far as is reasonably practicable, the way services are provided to the public and the way our staff, patients and others are treated, reflects their individual needs, and that individuals or groups will not face discrimination, harassment or victimisation, or be treated less favourably on the basis of sex, pregnancy and maternity, gender reassignment, disability, race, age, sexual orientation, religion and belief, family circumstances including marriage and civil partnership. To this end, Hywel Dda University Health Board has an Equality and Diversity Policy and Equality Impact Assessment Policy and Procedure, and it is for each employee to contribute to enacting these policies.

### **OUTSIDE EMPLOYMENT/OUTSIDE INTERESTS**

Any other work or outside interests must not conflict with the duties and responsibilities of your attendance for work as an employee of the Health Board.

### **ENVIRONMENTAL**

The Hywel Dda University Health Board is committed to its environmental responsibilities. The Board recognises that its activities, including energy consumption, waste generation, transportation emissions, water use and resource consumption, have a significant impact on the environment. As an integral part of its commitment to ensure high quality patient care, all staff have a responsibility to adhere to environmental policy and procedure at both an organisational level and within their own area of work, to ensure legal compliance. Staff will do their utmost to minimise the environmental impacts of Health Board activities and services and seek to continually improve operations to minimise their environmental effects. Staff should take note of relevant communications and attend mandatory training when required.

### **SMOKE-FREE POLICY**

All Health Board sites, and premises and grounds are designated as smoke-free areas. This policy applies to all staff, contractors/service providers, patients\*, visitors and the public.

*\*Those patients staying in residential mental health units will be exempt under the SmokeFree Premises (etc) Wales Regulations 2007.*

## **SAFEGUARDING ADULTS AND CHILDREN**

Every employee of the Health Board, whatever their job, role, profession, status, or place of work, paid or voluntary, has a responsibility for Safeguarding both Adults and Children. Staff must:

- understand the nature of abuse and how children and adults might be at risk of harm and neglect,
- understand their own safeguarding responsibilities and what actions they may need to take,
- know where they can access local policies and procedures in relation to Safeguarding Children and Safeguarding Adults,
- report allegations or suspicions of abuse to their line manager, including suspicions about a colleague or manager, irrespective of their status, profession, or authority; this includes whistle-blowing,
- know how to make a Safeguarding referral to Social Services and/or the Police for both adults and children to report allegations or if they have concerns, and
- know what services, advice and support are available locally to vulnerable children and adults and how to access help needed.

## **INFECTION CONTROL**

The document “Commitment to Purpose: Eliminating Preventable Healthcare-Associated Infection: A Framework of actions for healthcare organisations in Wales” stipulates that all staff must understand their responsibility and accountability for Infection Prevention & Control and the Health Board must be assured of this on an ongoing basis. Infection Prevention and Control (IP&C) is the personal and individual responsibility of all Health Board staff. All staff have a responsibility to protect and safeguard patients, service users, visitors, and employees against the risk of acquiring healthcare-associated infections. This responsibility includes being aware of the content of and consistently observing Health Board Infection Prevention & Control policies and procedures; and best practice guidance in order to maintain high standards of Infection Prevention & Control.

## **GENERAL**

The post-holder needs to ensure they are familiar with their terms and conditions of service.