

## Job Description

<b>Job title</b>	Hospital Director	<b>Job family</b>	Operations
<b>Reporting to</b>	Managing Director	<b>Job code</b>	
<b>Location</b>	Site based	<b>Evaluation Date</b>	June 2022

### Job Purpose

The Hospital Director will have accountability for the financial and operational performance of the hospital. This includes setting the standard by leading the Hospital Senior Management Team (SMT) and taking ownership for cost control, budgeting, and ensuring regulatory requirements are satisfied. The Hospital Director will also be the Registered Manager; responsible for the delivery of day-to-day services in line with legal requirements.

### Responsibilities

- Accountability for the hospital and its commercial performance.
- Leads and manages the Hospital Senior Management team (SMT) across all aspects of day to day business deliverables including monitoring performance in relation to quality performance indicators (QPIs) and performance manage sites where improvement is required.
- Alongside Managing Director, maintain oversight and lead on the management of clinical risk at site.
- Accountable to ensure the service performs to agreed targets for business planning, financial performance (meeting both planned revenue and EBITDA) and quality and care standards.
- To proactively use management information to effectively identify areas of underperformance and to put action plans in place to deliver improvements to the required standard using performance management interventions where appropriate.
- Take an active role in the budget setting process with the finance manager.
- Lead and develop a culture where the very highest standards of safety, quality and excellent patient care are consistently delivered and lead improvements and innovation in the delivery of services.
- Consistently consider continuous improvement strategies whilst ensuring services are delivered efficiently and within budget.
- Responsible, accountable & oversight of Clinical Governance at site including Chairing of Clinical Governance Meetings
- Oversight of Health and Safety at site
- Review any audit or inspection reports and recommendations ensuring compliance with all statutory regulatory bodies and company policies and procedures, responding to and acting upon any recommendations from CQC as well as complaints from residents concerning safeguarding.
- Manage and respond to all complaints relating to residents in a timely manner
- Develops and maintains strategic external relationships with support from the business development team.
- Establishes and directs a recruitment and retention plan designed to meet future staffing needs and to drive down staff turnover, and agency spend.
- Responsibility for ensuring that there is a robust succession plan in place for Hospital SMT.
- Work closely with all regional support functions including Quality, Finance, Business Development and HR.
- To ensure adherence to Priory Group Health & Safety policies and procedures.
- Work closely and utilise all corporate functions available within the matrix structure to ensure the hospital performs at the highest possible levels.
- To manage all risks to the Hospital's external and public reputation, leveraging opportunities to enhance reputation.
- Undertake the responsibility of managing and monitoring all aspects of confidentiality and security arrangements in respect of service user records, undertaking the duties of 'Caldicott Guardian' (under the direction of the Group Caldicott Guardian) for the site.
- To manage and form part of on call for site
- You will be expected to provide cover and support to the wider team and site as and when needed

## Knowledge / Education / Skills

- Educated to degree level or with a relevant health or social care professional registration. Postgraduate qualification desirable.
- Passionate about providing high quality care
- Strong organisational skills, ability to prioritise and multi-task.
- Ability to handle ambiguity within the organisation but continue to lead the team
- Demonstrated leadership and decision-making skills essential.
- Detail oriented.
- Can work well under pressure.
- Passionate about continuous improvement with a demonstrated record of accomplishment in organisation change.
- The ability to deal with multiple issues simultaneously in a highly dynamic environment.

## Experience

- Extensive experience working at a senior level; preferably within a similar setting.
- Seasoned leader, with operational and financial planning experience.
- Experience of commercial accountability for cost control and financial performance.
- Experience of making informed decisions sometimes in difficult circumstances.
- Experience of leading a diverse team.
- Extensive managerial & leadership experience with a thorough understanding of developing services for healthcare.
- Strong record of accomplishment of innovation and making changes to the operation to further improve the work environment and site performance.

## Communication

Excellent verbal and non-verbal communications including awareness of impact of communication on desired audience. Can flex communication style dependant on situation and message.

## Responsibility

### Leadership

Direct leadership for Hospital Senior Management team and indirect leadership for the full hospital team.

### Budgets & Equipment

Direct responsibility for budget management and cost control within the hospital.

### Information

Shared responsibility for the confidentiality, security and accuracy of staff and patient records, data and information. Ensuring good quality patient documentation, which meets the Regulatory guidelines and statutory requirements.

## Safeguarding

All colleagues have a responsibility to protect and safeguard vulnerable individuals at risk (whether children or adults). Colleagues must be aware of local child and adult protection procedures and who to contact within the Local Authority Safeguarding team for further advice. All colleagues are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

## Working Environment

The role is based at the hospital 5 days a week and minimal travel is required other than for regional meetings. Any other working arrangements to be in agreement with the site-managing director.

## Upholding the Company Behaviours

This provides some guidance on the types of conduct to support the Company Behaviours

<b>Behaviour</b>	<b>Evidence</b>
Putting People First	<ul style="list-style-type: none"> <li>• Strives to ensure every colleague is able to make a positive and lasting difference to Service Users and their families</li> <li>• Actively seeks to develop the potential of every service user and staff member</li> </ul>
Being Supportive	<ul style="list-style-type: none"> <li>• Celebrates success and supports colleagues through difficult times</li> <li>• Demonstrates loyalty to colleagues, manager and team</li> </ul>
Acting with Integrity	<ul style="list-style-type: none"> <li>• Is honest and respectful in all interactions with colleagues and customers</li> <li>• Demonstrates emotional control</li> <li>• Ensures accurate recording of any transactions and interactions on all company documentation</li> <li>• Challenges poor performance and behaviours</li> </ul>
Being Positive	<ul style="list-style-type: none"> <li>• Promotes the company in a positive way at all times</li> <li>• Strives for positive outcomes, especially when times are challenging</li> </ul>
Striving for Excellence	<ul style="list-style-type: none"> <li>• Always puts service quality first</li> <li>• Shares and encourages innovation</li> <li>• Keeps on top of new developments in the sector</li> </ul>