

Job Description

Job title	Hospital Director	Job family	Operations
Reporting to	Operations Director / Managing Director	Job code	
Location		Evaluation Date	1 January 2018

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.
- 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.
- 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.
- 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.
- 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.
- 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 protocols and carries out own responsibilities as identified in Appendix 1 of this job description.
- 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.

Knowledge / Education / Skills

- Approved post graduate degree.
- 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 track record 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 track record 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 patient and colleague records, data and information. Ensuring good quality patient documentation, which meets the Regulatory guidelines and statutory requirements.

Working Environment

The role is based at the hospital and minimal travel is required other than for regional meetings.

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

Appendix 1 – Health & Safety responsibilities

- Ensure that all staff undertake Health and Safety training suitable to role, including refresher training. This includes the provision of adequate numbers of Fire Marshals and First Aiders together with specific training such as the Management of Violence and Aggression.
- Monitor levels of mandatory training regularly and where these fall below organisational targets, put in place the necessary actions to address.
- Where health and safety roles and responsibilities are delegated, this is to assist with the management of health and safety at site as the overall responsibility cannot be delegated.
- Ensure all incidents, accidents and dangerous occurrences are reported in line with statutory and organisational reporting requirements, including maintaining an overview of themes and trends and reporting this to the division as required.
- Complete reports and investigations for all serious and RIDDOR reportable incidents to encourage and foster an open culture of reporting, and to enable learning from every incident and where possible prevent re-occurrence.
- Maintain an overview of fire safety, legionella management and general property safety issues that could affect the safety of colleagues, service users and visitors.
- Positively accept where improvements to health and safety management are required and encourage and assist the whole staff team to achieve.
- Hold regular health and safety meetings as guided by the division to enable an open and honest culture to develop, and the means to share good practice and identify areas for improvement.
- Ensure all health and safety documentation is in place as required by the Priory Group Health and Safety Management system and is kept up to date and completed as required.