**Job Title:** Clinical Lead – High intensity User Project

**Secondment opportunity:**  Permanent post / 18 month contract

**Band:**

**Responsible to:**

**Accountable to:**

**Responsible for:** Leading the transformation of culture, behaviours and attitudes surrounding High Intensity Users of NHS services and other emergency services ie police

**Location: flexible working to meet needs of the patients**

**Job Purpose**

The post holder will act as clinical project lead working with High Intensity Users and through direct contact, seek to appropriately reduce the number of emergency ambulance calls and unscheduled care interactions. Improvements will be used to deliver measurable outcomes for the benefit of patients, staff and the public.

The main focus groups include homeless persons, self harmers and medical, social presentations, who may not be accessing scheduled services and therefore rely heavily on unscheduled services. A process of personalisation is pivotal to this role, with concordance underpinning changes in patient behaviour rather than compliance through fear of isolation from supportive services.

**1. Job Summary**

A highly motivated, resilient leader who’s drive is quality, encourages innovation, values partners and partnership working, ensures equality and actively improves the behaviours and attitudes of our next generation.

The post holder is responsible for creating an innovative way of supporting High Intensity Users of ambulance 999 services, A&E and non-elective admissions. They will facilitate discussions and advise colleagues as to how best practice might be adopted for future processes and oversee their delivery.

Promote the early identification, adoption and spread of new ideas that are robust enough to remain in clinical practice.

Lead in removing potential barriers and stigma associated with High Intensity Users to promote equality, diversity and safeguarding service-wide.

The clinical lead will act as an advocate for the patient, guiding them through the complex journey and multi faceted approach which results in appropriate use of scheduled and unscheduled care services.

A further element of the role would be coordination, sharing and learning of the work with community based staff to promote safe practice and sustainability.

The post holder must be proficient in creating and maintaining Community Care Plans to provide bespoke care in a preferred setting.

The post is responsible for providing professional expertise to the outcome of the business processes for Clinical Commissioning Group’s including report writing, presenting to the governing bodies.

**2. Key Working Relationships**

The post holder will be required to communicate and provide highly complex information to a wide range of internal and external stakeholders.

The post holder should have robust and active links with the A&E and unscheduled care groups whom they will be working in partnership or be competent in connecting well with other partners.

Commit to working and engaging constructively with internal and external stakeholders on a range of highly sensitive issues.

Nurture key relationships and maintain networks internally and externally, including national networks.

Assist with public relations and marketing activities to underpin efficiency and effectiveness on a large scale across the health and social care economy.

**3.1 Operational**

To lead and support scoping work on health and social care services and resilience and translate outcomes into plans.

To undertake a review of high Intensity user demand in the local ambulance service in addition to the A&E, police, Urgent Care Centres and the remaining Unscheduled Care services within the CCG footprint to identify a more robust way of delivering high quality care and safely reduce the number of unscheduled care contacts from High Intensity Users.

To work closely with Social Care, GP’s and other key health professionals to facilitate optimal joint working on safe and effective care for patients with complex needs.

To operate as sole lead working internally and externally to deliver the project aims, initiatives and services to time and in a cost effective way.

To support the identification and sharing of best practice within community settings.

To operate in a highly political and sensitive environment.

Support the portfolio of local programmes in demonstrating value for money for the current spend, through tracking, managing and delivering agreed benefits.

**3.2 Financial and Physical Resources**

Responsible for advising on the commissioning and streamlining of services to support project delivery as well as highlighting gaps in service provision for High Intensity Users of health.

Interpret and produce complex quarterly quality and financial reports to Chief Officers and governing bodies.

Provide advice and prepare strategic reports and briefings for directors and stakeholders.

Constantly strive for providing quality care for High Intensity Users by addressing any underlying issues that contribute to the number of calls they make.

Constantly strive to provide value for money and greater efficiency in the use of unscheduled care services and to contribute to how they operate in recurrent financial balance for future years.

**3.3 Staff Management**

The post holder will be responsible for colleague development and knowledge in this area of expertise.

Work to manage confidential information about an individual’s wellbeing and capability development.

**3.4 Information Management**.

Create and develop the acquisition, organisation, provision and use of knowledge and information to ensure data analysis of High Intensity Users is meaningful and efficient.

Present highly complex information about the project, initiatives and service providers to a wide range of stakeholders in a formal setting.

Highlight exceptions and risks ensuring mitigating action can be taken to keep the programme on track.

Drafting reports summarising status on issues, patient outcomes, and providing progress reports for the Clinical Commissioning Group.

Collate as required, qualitative and quantitative information and lead appropriate analysis to develop robust business cases.

Analyse, interpret and present data to highlight issues, risks and support decision making within the niche of High Intensity Users.

Produce quarterly and annual reports for the service, including information that demonstrates the qualitative and quantitative benefits delivered.

**3.5 Research and Development**

Plan, develop and evaluate methods and processes for gathering, analysing, interpreting and presenting data and information.

Deliver the service to comply with key performance indicators.

**4. Operational Responsibilities**

**4.1 Planning and Organisation**:

Adhere to a service specification and engage with commissioners as required.

Lead on the project to ensure that the outcomes agreed are delivered on time, to quality standards and in a cost effective manner, adjusting plans as required.

Determine links to existing projects, identifying interdependencies across projects/functions, potential impacts on wider organisation, resource requirements and building in contingency as necessary.

Determine short, medium and long term business plans, achieving quality outcomes.

**4.2 Policy and Service Development**:

To share information on the outcomes of the service to support the development of policies and procedures for High Intensity Users of NHS services, including briefings, commissioning, business and resources.

Responsible for proposing and drafting changes, implementation and interpretation to policies, guidelines and service level agreements (SLA’s) associated with the service.

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