

Resource Pack 23 – Role of Cluster Support Manager

BETSI CADWALADR UNIVERSITY LOCAL HEALTH BOARD

JOB DESCRIPTION

SENIOR CLUSTER CO-ORDINATOR

JOB DETAILS

Job Title:	Senior Cluster Co-ordinator
Grade:	Band 7
Hours of Work:	37 ½ Hours
Department	Area Team – East/Central/West

Base:

ORGANISATIONAL ARRANGEMENTS

Accountable to: Assistant Area Director for Primary Care & Commissioning
(East/Central/West)

Professionally accountable

and Reports to: as above

Key Relationships: All clusters in the area
Cluster Leads
Cluster Co-ordinators
Others dependent upon area structures

JOB PURPOSE

The post holder will work with Cluster Leads and Cluster members to develop the roles and functions of Clusters in line with aspirations set within the Health Board's Primary Care Strategy. The post holder will be responsible for providing support and leadership to the Clusters and the Area Management Team to ensure that primary care services are developed and deployed effectively as a critical part of a strong primary and community model of service delivery. The post holder will manage the Cluster Co-ordinators.

DUTIES AND RESPONSIBILITIES

- Support and contribute to the development and implementation of Cluster and/or Area based services to improve community health and well being in line with local, regional and national strategies.

- Ensure that a range of programmes and projects relating to Cluster developments are managed, monitored and reported
- Negotiate, influence and manage one to one and group meetings with a wide range of individuals across all sectors to effectively engage and support the delivery of Cluster based developments
- Communicate and advocate for priority areas for development/improvement as defined within Cluster Plans to partners, including primary and secondary care, social services and the voluntary sector.
- With partners, develop, sustain and evaluate mechanisms to support complex collaborative working
- Provide information to support and influence strategy development
- Support the development of innovative community based services in the Area, using agreed pathways of care between primary, community and secondary care to reduce dependence on acute hospitals.
- Support the Area Management Team in the development of strategies to meet the locality needs for health and well-being services
- Responsible for the development and implementation of evaluation frameworks aligned to agreed policies
- Analyse data and information, including relevant service profiles, key outcome indicators, financial and risk profiles, to make recommendations on service developments to the Area Management Team and senior managers across partner organisations.
- Decision making based on analysis, interpretation and comparison of highly complex, sensitive and potentially contentious information.
- Undertake the analysis of both clinical and service issues, and make recommendations on response options to the Area Management Team or other decision makers
- Work collaboratively with Public Health Wales practitioners to analyse and interpret relevant/complex data and information about community health and wellbeing within the Area and at Cluster level.
- Lead the collation of information relating to and evaluation of current pathways and service provision within the locality, identifying gaps and working with appropriate health, social care managers and voluntary sector representatives to develop and design service improvement strategies

Communications and Relationship Development

- Establish effective relationships with Cluster Leads and Members along with other key senior health and social care professionals and voluntary, independent and third sector service providers responsible for the delivery of services within the Area..
- Establish effective relationships with key individuals across the region to ensure that Area developments are aligned across geographical / administrative boundaries, and that information on needs and services is shared
- Lead the establishment of comprehensive processes for securing the engagement of service users / user representatives in the design and delivery of the services within and across Cluster boundaries.

- Provides and receives highly complex, sensitive and potentially contentious patient and or commercial information
- Establish effective communication methods to report progress in achieving change and improvement to Boards, NHS and Local Authority management teams, staff and service user groups, and other community stakeholder groups as appropriate
- Highly specialist knowledge base that facilitates communication at senior management and executive level.

Resources

- Analyse relevant data and information to inform the future allocation of Cluster funding and other primary care budgets
- Contribute to the drawing up of the annual budget plans for the Area based Clusters
- Manage and monitor allocated budgets
- Has the capacity and capability for working practices that require prolonged mental effort in terms of highly complex analysis and interpretation

Leadership

Promote a culture which encourages initiative, high standards of performance and quality of care and supports clinical governance through effective management by:

- undertaking regular PDR/PDP using KSF Outlines
- undertaking analysis of own development needs
- dealing with day to day management of the cluster co-ordinators
- undertaking presentations/training to staff both internally and externally

Information Management

- Receive, analyse, and process highly complex information from multiple sources
- Research, analyse and report additional and supporting information needed by the Cluster and Area Management Team to make decisions about the local configuration of health and social care services
- Use and develop methods and systems to communicate, record and report on Cluster developments
- To explore evidence based best practice within Wales, the UK and abroad
- Analyse data and complex information and break down problems into their component parts, identify solutions and make recommendations
- Develop and produce reports, spreadsheets and create and maintain databases on a regular basis
- Analyse policy documents in order to summarise, distil and re-present these in a format for a wide range of audiences particularly at facilitated meetings where people may be unknown

Service Improvement

- Assess the evidence and impact of the health and wellbeing interventions, programmes and services delivered within primary care
- Contribute to ongoing research on the needs of the population for the provision of Primary and community services.