



Job Profile

JOB TITLE:

Director of Clinical Operations

REPORTS TO:

CEO

JOB PURPOSE:

Working as part of the Leadership Team (LT) and reporting directly to the Chief Executive, the Director of Clinical Operations has overall responsibility for the strategic oversight and operational management of GamCare's services for supporting people affected by gambling harms, ensuring services are user-led, safe, evidence based and sustainable. This includes helpline and online support, regional treatment services, and our engagement, education and prevention programmes.

As part of their role in LT, they will support the overall strategic development and delivery of GamCare's Strategy and delivery against the annual business plan, OKRs (Objectives and Key Results) and financial targets.

DIMENSIONS:

- Direct Reports: 4 – Head of Adult Services, Head of Online & Remote Services, Head of Programmes, Head of Youth
- Budgets managed: c£5m operational budgets, responsible for oversight of the staff budget of c£5m
- Financial targets: Delivery of operations within agreed annual budgets, phasing across the year as appropriate.
- Clinical & Operational: overall responsibility for delivery of safe, effective, caring, responsive and well led services,
- Overall responsibility for the delivery of KPIs and or SLAs within service funding contracts

INTERNAL AND EXTERNAL KEY CONTACTS:**Internal**

- Operates as part of the Leadership Team (LT).
- Advisor to the Chief Executive Officer on performance and delivery of GamCare's services.
- Quality and Innovation to analyse performance against key performance indicators based on data and business insights across all areas.
- Policy and Communications to support the measurement of impact from marketing of GamCare's services and marketing of new opportunities arising from new services being developed.
- Performance reporting to the Board of Trustees in the Clinical and Communities Sub Committee and general Board meetings.
- Support and liaises with all senior management cohort as required.
- Finance to ensure services are evaluated regularly for sustainability and appropriate KPIs and SLAs are set within contracts.

External

- Service users, carers, family members and lived experience groups.
- Commissioners and grant givers
- Other service providers with the existing National Gambling Support Network (NGSN) and beyond
- Press and media - act as a spokesperson for GamCare as directed by the CEO or Director of Communications and External Affairs
- Relevant regulators and public bodies such as government departments, NHS England and the Gambling Commission.
- Other charities and gambling sector organisations

OVERALL ACCOUNTABILITIES:

Operational and Management of Services

- Provide operational oversight to the delivery of Gamcare's operational services portfolio, including engagement and prevention programmes, helpline/online support services, and regional psychosocial treatment services, in line with Gamcare's model of care, policy framework and theory of change.
- Lead and work with key stakeholders, including, those with lived experience, to ensure integrated services are co-designed and delivered that meet local population need, address issues around health inequalities and access and deliver the best outcomes for service users.
- Delivery of high-quality services that are clinically and financially sustainable, in line with the relevant contracts/ grants, through the effective management of staff and resources.
- Ensure performance is monitored and evidenced within budget management and regular KPI reporting. Performance reports and monitoring information is provided as required by the Chief Executive and GamCare committees and Board.
- Develop thought leadership in relation to the delivery of services to reduce gambling harms, identifying, and responding to emerging issues and developing best practice within our services and influencing the wider sector.
- Contribute to achieving Charity and Board objectives.

Relationship Management

- Ensure there are clear lines of accountability within teams around lead relationship management with key stakeholders including current commissioners and other Network Service Providers as well as the NHS.
- Represent GamCare's services externally, acting as a senior spokesperson, where directed, in promoting clear care pathways and integration with a range of statutory and third sector services and championing the voice of those with lived experience of gambling harms in service delivery.

Clinical Governance

- Operational management is integrated with the clinical governance agenda through participation in board level clinical governance committee.
- Maintain overall responsibility for service compliance with GamCare policies and procedures to ensure safe delivery of clinical interventions and service delivery

across all areas of responsibility, including safeguarding.

- Ensure compliance with all regulatory requirements and industry standards (including CQC 5 Domains) and that all service directorate staff are appropriately trained, with systems and processes in place to ensure compliance with mandatory training, appraisal and supervision.
- Responsible through each Service Head for ensuring the services maintain clear structures for identifying, recording, escalating and managing clinical and contractual risks.
- Supporting the Clinical Governance Team to ensure any service complaints and incidents are investigated and responded to in accordance with GamCare policy, and learnings and good practice is acted upon.

Contract & Performance Management

- Ensure robust contract management with commissioners.
- Actively manage the collaborative partnerships that exist with stakeholder organisations to optimize the performance and development of all services within areas of responsibility.
- Ensure there is demonstrable evidence of multi-disciplinary engagement in decision-making within the Services Directorate.

Human Resource Management

- Provide the highest quality of staff management in all areas of responsibly working with human resources.
- Support the development of a culture within directorate that is in line with GamCare's values and related behaviours.
- All staff are developed as a key organisational and management responsibility. Ensuring they feel empowered and engaged.
- Ensure strategies in place to attract and retain staff in areas of responsibility.
- Effective staff communication and involvement systems are displayed within the overall framework of GamCare's policies and procedures, issues arising from staff engagement or townhall events are proactively and effectively addressed with the Directorate.

Personal Development

- Personal development objectives are agreed with the CEO
- Continuing professional development is undertaken as agreed with the CEO

Person Specification – Essential Criteria

Qualifications/ Knowledge

- Educated to Masters level or equivalent experience and learning
- Additional Postgraduate management qualification or equivalent knowledge through experience (desirable)
- Evidence of continued management development
- Evidence of a clinical/ healthcare professional qualification (desirable)
- Knowledge of the current environment in respect of gambling treatment and prevention services and/or addiction or mental health.
- Solid understanding of relevant governance issues

Experience

- Senior management level with responsibility for operations/service delivery in complex health/social care setting (service director or equivalent)
- Delivering high standards of performance to achieve national and local targets within a complex healthcare setting.
- Developing services that are user-led.
- Ability to analyse quantitative and qualitative data to develop, improve and evaluate the effectiveness of services, including working with an emerging evidence base
- Formal project management
- Business planning in complex organisations
- Complex finance and budgetary management
- Contract negotiation and management
- Managing and leading large-scale change in a complex environment
- Delivering efficiency and productivity targets at operational level.
- Working effectively in partnership with other organisations
- Dealing with difficult situations including the resolution of conflict and influencing others to accept demanding outcomes.

Skills

- Strategic and operational leadership skills
- Highly developed operational management skills
- Highly developed operational performance improvement skills
- Highly developed interpersonal and communication skills necessary to establish and maintain effective working relationships across and between a variety of interest groups, and the ability to communicate effectively where there may be significant barriers to acceptance.
- Proven visionary leadership / ability to set out a clear vision for services, to persuade others of the benefits and requirements of the plan for the future, and overcome obstacles.
- Ability to anticipate and plan for change.
- Demonstrate an ability to lead and motivate individuals and teams.
- Ability to present all work in a clear and concise manner appropriate to the target audience, including Board level reporting.
- Highly numerate and high level of analytical/problem solving skills.
- Influencing / negotiating skills.

- Proven track record of delivering to deadlines.
- Ability to work under pressure.
- Ability to build effective working relationships; ability to liaise and work with senior managers, Boards/Trustees and employees and volunteers.
- High levels of resilience, tenacity, self-belief and integrity
- Flexible and adaptable to suit circumstances.
- Team worker as well as individual achiever
- Able to manage a range of responsibilities at the same time, giving priority to all dimensions of the role appropriately, and meeting necessary deadlines.
- Ability to represent GamCare externally at all levels.

Circumstances

- Able to attend meetings and events outside of normal working hours if required
- Travelling between and working at different locations, locally regionally and nationally will be required

To be noted: This job description will be reviewed regularly. Any changes will be discussed with the post holder. This is not an exhaustive list of duties and responsibilities the post holder may be required to undertake other duties which fall within the grade of the job, in discussion with your line manager.