Job title: Regional Medical Director
Team/Department: Clinical
Location: Main place of work as agreed
Hours of work: As agreed, and in accordance with the contract of employment
Job title the post holder will report to: Chief Medical Officer
Job titles reporting to the post holder: Salaried Doctors
Date the role profile was revised: October 2022

JOB PURPOSE

The Regional Medical Director (RMD) will have a key role within the locality triumvirate leadership team with the Regional Operations Director (ROD) and Regional Quality Director (RQD). The team will have responsibility for ensuring high standards of quality and safety within the region.

The post holder will be the senior clinical voice within the locality, responsible for clinical leadership, support, and development of colleagues with a view to ensuring IC24 deliver safe and effective services within the developing ICS.

We have an increasingly multi-professional clinical workforce, the post holder will provide overarching clinical leadership to all Health Care Professionals in their locality and will advise the Chief Medical Officer and Chief Nurse on all Quality and Clinical Management matters, ensuring safe and effective clinical outcomes and excellent patient experience.

There is an outward-facing component: the post-holder will develop trusting relationships with key stakeholders in their region, including, but not limited to, ICS Urgent Care and Clinical Leadership Teams Clinical Leaders in partner NHS Trusts and other urgent care and third sector providers.

The post holder will be a member of the Senior Clinical Leadership team. The team has responsibility for the day-to-day management of quality and safety and meet weekly, working under the direction of the CMO and CN.

The post holders will deputise for the Chief Medical Officer as required.

The post holder will form part of an on-call rota with the locality quality leads, providing out-of-hours clinical advice to the operational teams (approx. 1:11).

KEY RESPONSIBILITIES AND ACCOUNTABILITIES
• Contribute to the development and implementation of IC24’s Vision, Strategy and Business Objectives as a senior clinical leader
• Work with the CMO & CNO to formulate, develop and implement IC24’s Clinical Quality Improvement Strategy, ensuring that it supports the delivery of the wider Company Strategy. Each RMD will lead one component of the IC24 Quality Improvement Strategy
• The RMD will demonstrate joined-up multi-professional clinical leadership behaviours.
• The RMD will be an integral member of the locality triumvirate with the Regional Operations Director and Regional Quality Director, maintaining effective clinical leadership, setting standards and as a role model for tri-partite leadership, maximising the effectiveness of the clinical and operational leadership structure. This will mean clinical responsibility for the Out of Hours & NHS111 service
• Provide advice and guidance to the CMO and CNO on quality and safety issues, providing expertise and a clinical “lens” on a range of quality improvement, quality assurance and safety issues pertinent to IC24’s services
• The RMD will commit to raising the standards of urgent healthcare delivery. Specifically, a) delivering all IC24 services at the right time, b) avoiding services not helpful to the patient or are reasonably cost effective, c) avoiding risks to safety and errors that harm patients and staff and d) respecting our patients’ unique needs and preferences
• Support the CMO and CNO by ensuring the highest standards of clinical governance are set and maintained across their locality, ensuring that local clinical governance systems and processes meet regulatory standards, reflect best practice, and demonstrate learning from serious incidents and audits.
• The RMD will work with the Regional Quality Director on preparing for the Annual Locality Quality Review. The RMD will attend the Board of Directors Quality Committee as required.
• Provide advice and guidance to the CMO & COO on appraisal, revalidation, the sessional workforce, and performance management. As a practicing general practitioner, the RMD will be a ‘subject expert’ in primary care and the guardian of the highest primary care standards. In addition, the RMD will be expected to develop a working knowledge of nurse, pharmacist, and paramedic processes.
• The RMD will work with the Regional Operations Director and Regional Quality Director, taking responsibility for clinical performance in their locality.
• The RMD will work with the triumvirate leadership team and other colleagues to ensure there are effective systems in place for adult and child safeguarding, medicines management and Infection control and prevention.
• Support the NHSE Responsible Officer with re-licensing and revalidation of salaried medical staff and the assurance processes for sessional GPs (in accordance with GMC guidelines and regulatory requirements). The RMD will develop excellent relationships with their NHSE medical leadership counterpart.
• Provide highly visible, supportive leadership to IC24’s workforce, role modelling
IC24’s values of Trust; Respect; Integrity; Innovation and Excellence across the organisation and particularly with all members of staff in their locality.

- Lead on clinical engagement in the locality and provide the CMO and CNO with advice and guidance on matters related to clinical engagement and retention. This will include providing engagement sessions for new GPs and other HCPs.
- Actively support the workforce strategy and aid the development of new clinical roles and re-profile existing roles.
- Support IC24’s Clinical Education Strategy and ensure the development of clinical skills across all professional and non-registered clinical roles, ensuring opportunity for career progression at all levels.
- Support the educational supervision of GP registrars and undergraduate students, forming relationships with HEE leaders and medical school curriculum leaders.
- Scan the strategic horizon for opportunities that will benefit clinical delivery of services, immediately, or the future, using strong local networks and partnership working to identify such opportunities as well as influencing such as working with the GP Federations, New Models of Care and the clinical leaders and clinical boards in the emerging ICS.
- Support IC24’s Research & Development Strategy and ensure the development of research capability across all professional and non-registered clinical roles, ensuring opportunity to participate in research programmes.
- Provide clinical insight and make recommendations to the CMO & CNO on external advice, guidance, requirements and legislation including recommendations from regulators and advisory bodies such as NICE, DH and GMC publications, as well as national inquiries and external investigations. Conducting ‘true for us’ tests against national publications.
- All RMDs will be trained as Deputy Caldicott Guardians to ensure effective management of information in their locality. They will work alongside the IC24 Information Governance and Data Protection Officer and report to the CMO who is the Caldicott Guardian.
- Work with the Chief People Officer, CMO and CNO to develop effective recruitment and retention strategies for existing clinical roles and the extension of clinical roles, to ensure an effective, engaged and sustainable workforce both now, and in the future.
- Post holders will be encouraged to undertake regular clinician shifts with a view to maximising operational knowledge.
- Post holders will be expected to demonstrate expertise in urgent care medicine, a full knowledge of IC24 clinical services delivery processes and policies as well as remain on the performers list. It is likely that this will be best achieved via regular urgent care sessions for IC24.
- Work with the CMO, CNO and Communications Lead in the management of locality media issues and to undergo media training.
- Participate in national groups relating to urgent care provision and developments through NHS 111 and OOH services as required by the
CMO and CNO:

- Deputise for the CMO and/or CNO as required
- Responsible for ensuring that all rules, regulations, policies, and procedures are understood, implemented and applied on a fair and consistent basis.
- The duties are not exhaustive and reasonable modifications can be made from time to time to meet the needs of the service. For example, and within reason, as the business expands the post holder might be asked to cover new contracts.

COMMUNICATION AND KEY WORKING RELATIONSHIPS

The post holder must be able to demonstrate excellent communication and interpersonal skills at all times and build and maintain good working relationships with all stakeholders.

ENVIRONMENT

IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.

Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.

HEALTH AND SAFETY

The post holder will be required to comply with the duties placed on employees of IC24 as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents.
You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.

EQUALITY AND DIVERSITY

IC24 has a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

IC24 is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.

INFORMATION GOVERNANCE

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable IC24 to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

IC24 is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.
DISCLOSURE AND BARRING SERVICE CHECKS

IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.

All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, IC24 will require the post holder to undertake a basic DBS check.

This post has been assessed as requiring an enhanced DBS check with barred list checks.

REHABILITATION OF OFFENDERS ACT 1974

Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases IC24 will require the post holder to disclose all convictions, whether spent or unspent.

This post has been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974. IC24 therefore require the post holder to disclose all convictions, whether spent or unspent.

PERFORMANCE AND DEVELOPMENT REVIEW

This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager.

VARIATIONS

This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.

This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule, and it is not part of the contract of employment.
To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.
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<th>Criteria</th>
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<td><strong>Qualifications and Training</strong></td>
<td>An experienced GP on the performers list holding MRCGP with unblemished GMC registration</td>
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<td>Demonstrable evidence of continuing professional development. Up to date knowledge of key issues and trends related to quality governance, quality improvement and patient safety.</td>
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<td>Clear interest in medical leadership supported by demonstrable professional development / and relevant qualification.</td>
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<td><strong>Knowledge, Skills, and Abilities</strong></td>
<td>Proven medical leadership track record with evidence of excellent multi-professional working with clinical and operational colleagues.</td>
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<td>Knowledge of local and national NHS issues and the health and social care environment that IC24 currently operates in.</td>
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<td>An understanding of NHS111 and a desire to drive service transformation through NHSEs Integrated Urgent Care agenda</td>
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<td>Ability to prioritise workload / work to deadlines under pressure</td>
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<td>Ability to work on own initiative and as part of a team</td>
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<td>Ability to develop and influence a culture that promotes clinical engagement in decision making and leading continuous change and improvement in services</td>
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<td>Excellent interpersonal, verbal, and written communication skills. Clear and concise style of writing</td>
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<td><strong>Experience</strong></td>
<td>Demonstrable experience of developing clinical pathways and leading their implementation across multi-professional and organisation boundaries</td>
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<td>Experience of motivating and inspiring others to deliver high quality services/meet national targets.</td>
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<td>Experience as an educator</td>
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<td>Experience of performing appraisals</td>
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<td>Experience of working at sub-board Level. This could include presenting papers, providing advice and guidance, or covering a Board-level role</td>
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<td><strong>Personal Qualities</strong></td>
<td>A flexible and adaptable approach with a willingness to work outside normal hours and recognising the post involves</td>
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<td>travelling between and within the regions (although flexible working and use of videoconferencing is strongly encouraged).</td>
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<td>Passionate drive for ensuring safe care and driving clinical quality in a challenging environment.</td>
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<td>Able to demonstrate strong leadership skills, able to coach, support and guide direct reports to maximize their potential.</td>
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<td>Highly respected, credible leader. Able to persuade and influence others without formal power or authority. Willingness to work and influence across primary and secondary care boundaries.</td>
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<td>A person of “good character”, as described in the “fit and proper persons” requirements specified by the CQC and unblemished GMC record.</td>
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<td>A strong desire to progress as a medical leader and aspirations to become a medical director or equivalent</td>
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