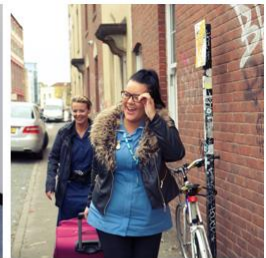
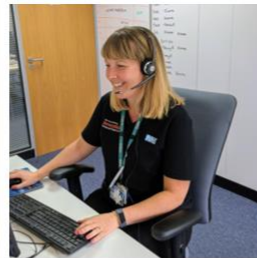


# BrisDoc

Patient care by people who care



## IAP Service Manager

- Responsible to:** Director of Nursing, AHPs & Governance
- Hours:** Full time 37.5 hours, or job share
- Salary:** Salary equivalent to NHS Band 8a, depending on qualifications and experience.
- Location:** Osprey Court, Whitchurch, Bristol, BS14 0BB

### Meet Rhys Hancock Director of Nursing, AHPs & Governance

“The IAP Service Manager is an important anchor role within the delivery of the IAP services. The role holds together multiple team members across provider organisations, navigating carefully a wide range of service delivery business.”

### About BrisDoc:

BrisDoc is a proud provider of NHS Healthcare. We have been delivering ‘patient care, by people who care’ for over twenty years.

We run an exciting range of Primary Care Services, including an **Urgent Care Service**, **GP Practices**, and the **Homeless Health Service**. This enables BrisDoc to offer excellent healthcare 24 hours a day, 365 days a year to over one million people across Bristol, North Somerset & South Glos.

We’re a **Social Enterprise** and an **Employee-Owned Business**. This means the decisions we make are for the good of our patients, workforce, and wider community. This involves prioritising the health of our patients, protecting our environment, and improving the social and economic status of our population. Our ‘Community Fund’ is a staff lead team who work closely with health-based charitable causes, both local and international, to invest time and money in improving the lives of people in disadvantaged communities.

By joining BrisDoc, you will be part of an innovative organisation that prides ourselves on being a fantastic place to work; somewhere that you will feel valued, supported, developed and part of a family. We strive to make sure every member of the team feels proud of the work they do and the service that we offer.

[Find out more >>](#)

### Core Benefits:

- Annual performance bonus scheme
- Annual training bonus scheme
- Co-owners bonus scheme
- NHS Pension
- Professional Development Opportunities
- 25 days’ annual leave + Bank Holidays (pro rata) rising to 27 with length of service
- Access to Employee Assistance Programme

## Job Summary

The IAP Service Manager is an exciting opportunity for an experience healthcare professional to take responsibility for the management and delivery of the IAP services. More information is available here: [Mental Health Integrated Access Partnership](#)

These services operate within a nationally leading, award winning, integrated model. The post holder will work in close collaboration with neighbouring services to ensure seamless delivery of care across all pathways. Working especially closely Service and Team Managers hosted by other partnership providers to deliver the integrated model.

Maintaining a focus on workforce and leading a team to ensure high standards of quality are maintained alongside strong satisfaction from colleagues and patients in an ever-changing landscape. The IAP Service Manager will provide operational management and leadership for all IAP Services across the partner organisations with a particular focus on defined service areas such as the CAS, PL and UAC. They will manage and supervise Team Managers and associated staff, providing cross-cover for colleagues as necessary.

To work as part of a team with responsibility to deliver key targets in relation to service performance, integrated governance, workforce planning, partnership development and financial sustainability. The IAP Service Manager will work in close partnership with Service Users, Carers, Clinical Staff, Performance Management and Finance Staff, Corporate Services, Human Resources, Community Care, Independent and Not for Profit Organisations in the delivery of operational services.

They will contribute to the development of the identity and structure of the IAP through the creation of clear lines of accountability within their service for all key result areas and performance management arrangements.

## Key Duties and Responsibilities

- Monitor service performance using the Balanced Scorecard and ensure accurate data entry.
- Collaborate with acute and community care colleagues to improve patient flow and experience.
- Represent the Trust professionally to staff, partners, service users, and carers.
- Support Integrated Governance framework and ensure effective governance.
- Liaise with service users, carers, staff, and partners to ensure shared understanding of services.
- Ensure Health and Safety compliance within the service area.
- Ensure staff compliance with clinical delivery mechanisms like, individualised care planning, safeguarding, and records Management.
- Implement effective line management processes for staff, including recruitment, appraisal, and grievance handling.
- Participate in the out-of-hours on-call rota.
- Ensure compliance with legal duties.
- Manage the service area budget and ensure financial sustainability.
- Manage individual and team performance to meet objectives.
- Implement workforce planning and staff development strategies.
- Lead service area redesign to align with national policies and evidence.
- Involve team leaders in planning and governance.
- Deliver services with sensitivity to community diversity.
- Manage identified projects within the service.
- Conduct investigations of serious incidents, complaints, and grievances.
- Maintain effective communication with staff, unions, service users, and carers.
- Ensure meaningful staff involvement to maximize commitment and ownership.
- Support with clinical interventions during periods of business continuity.
- Develop information packs and contingency plans for unplanned events.

## Person Specification

Criteria	Essential	Desirable
<b>Qualifications and Training</b>	<ul style="list-style-type: none"> <li>• Relevant professional registration with regulatory body – HCPC, NMC</li> <li>• Educated to degree level or ability to demonstrate equivalent level of experience and knowledge</li> </ul>	<ul style="list-style-type: none"> <li>• Formal management qualification at post-graduate diploma level</li> </ul>
<b>Knowledge, Skills, and Experience</b>	<ul style="list-style-type: none"> <li>• Demonstrates a clear understanding of the operational and strategic issues involved in managing services, budgets and people.</li> <li>• Significant experience of managing health and/or social care staff and services</li> <li>• Demonstrate clear understanding of system urgent and emergency service agendas, with specific reference to mental health care</li> <li>• Demonstrates detailed practical knowledge of Mental Health legislation</li> <li>• Experience of implementing new ways of working and procedures, and managing change</li> <li>• Experience of effective budget systems, control and management</li> <li>• High-level analytical and innovative problem-solving skills</li> <li>• Highly developed people management skills</li> <li>• Experience in undertaking complex investigations and critical analysis</li> <li>• Experience of managing complex workload demands</li> <li>• Knowledge of and experience of practical application of good practice in relation to equalities and diversity</li> <li>• Experience of developing and maintaining partnerships with external agencies, professional leads, staff and trades unions</li> <li>• Excellent communication skills including influencing, negotiation and empathic skills.</li> <li>• Sufficient personal resilience to cope with challenging emotional situations</li> <li>• Politically astute</li> <li>• Tact, diplomacy and sense of humour</li> <li>• Independently mobile and willing to travel</li> </ul>	<ul style="list-style-type: none"> <li>• Project management skills</li> <li>• Experience gained in a similar role in both health and social care</li> </ul>

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[www.brisdoc.co.uk/work-with-us](http://www.brisdoc.co.uk/work-with-us)