

**Location:** Ipswich  
(flexibility to travel to Partner sites as needed)

**Reporting to:** Service Delivery Manager (SDM)

**Hours of work :** 37.5 hours  
in and out of hours (incl weekends)

### Education/Qualifications

- Good basic education
- Management qualification (desirable)

### Experience:

- Partnership working (desirable)
- Problem solving and troubleshooting experience
- Experience in performance & quality data
- Good local healthcare system knowledge

### Skills

- Excellent communication and interpersonal skills
- Compassionate with ability to interact well with team members, patients and healthcare professionals
- Have an understanding of the confidential nature of the work
- Ability to work to deadlines and prioritise work load
- Handle difficult situations in a calm, effective and professional manner
- Appropriate use of Microsoft Outlook and NHS Net email accounts to communicate both internally and externally
- Excellent knowledge of basic IT packages incl Word, Excel and PowerPoint

**NOTE: This job description is not intended to be an exhaustive list of all duties, and responsibilities associated with the job. Other duties may be assigned.**



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BEST WORK LIFE**

**+ MAKE A DIFFERENCE  
EVERY TIME**



## Unscheduled Care Coordination Hub (UCCH) Operational Partnership Lead

- To lead the operations and partnership work of Practice Plus Group's Unscheduled Care Co-ordination Hub (UCCH)
- To be an Ambassador for UCCH and PPG leading on partnership work with East of England Ambulance Trust (EEAST) and other system partners
- To ensure the highest quality of service delivery for UCCH patients and partners, whilst maximising resource utilisation.
- To ensure UCCH functions meet all relevant CQC standards
- To actively monitor and report on service performance and work with colleagues and partners to review any poor performance against KPIs.
- To actively monitor capacity and demand figures within the service to ensure resource levels and patient flow are correct to hit all of our KPIs.
- To work with the Clinical Lead to monitor and evaluate the performance of staff by means of regular appraisals and audits necessary to provide a quality service.
- To ensure that the UCCH team receive ongoing training needs analysis and personal development

### What you'll be doing:

- Partner with EEAST to lead the UCCH
- Single point of decision, escalation
- Establish and maintain effective working relationships with System Partners
- Lead work on the development of effective referral management routes.
- Maximise and monitor pathway arrangements for new and existing UCCH referral services and ensure that these are implemented and reviewed.
- Work with EEAST, Clinical Lead and Partners on service evolution & design.
- Collaborate to ensure delivery of Key Performance Indicators for both UCCH and individual team members.
- Continually analyse UCCH performance, outcome and impact.
- Write and ensure adherence to Standard Operating Procedures
- Represent UCCH in multi-agency, multi-professional meetings
- Oversee robust governance arrangements, including arrangements to manage potential conflicts of interest.
- Provide data for end-to-end reviews, audits and case studies.
- Arrange end to end reviews monthly with system partners
- Carry out root cause analysis of 1% of UCCH activity
- Ensure UCCH staff rotas are complete and all gaps are filled whenever possible, where there are gaps in the rota fill provide an effective action plan
- Ensure all UCCH staff understand the importance of their role in ensuring effective, efficient, caring and positive delivery of the service
- Ensure UCCH staffs compliancy checks, annual appraisals and policy audits are complete
- Have a live overview of SHREWD and ensure UCCH responds accordingly
- To assist with the recruitment, selection and training of new Staff including their on-going training