

General Manager – Care Groups

Department: Health and Care Jersey

Care Groups: Acute, Community, Mental Health & Social Care

Reports to: Chief of Service (Acute) /
Director of Mental Health, Social Care & Community Services

JE Reference: HCJ1377

Grade: CS14

JE Date: 07/07/2025

Job purpose

The General Manager is accountable for providing effective strategic, operational delivery and business management of the Care Group, alongside the relevant Clinical Lead and/or Lead Nurse, ensuring the delivery of high quality and responsive patient/client services within the resource available.

Responsible for providing leadership, drive, developing strategies and direction to ensure the Care Group sets and achieves its objectives of providing safe, effective and responsive patient/client services.

- **Leadership & Change Management:** Provide strong, compassionate leadership to drive transformational change and strategic development.
- **Operational Management:** Oversee budget management, resource allocation, and performance monitoring to achieve divisional targets.
- **People Development:** Foster a dynamic and empowering culture, ensuring effective communication, staff development, and performance management.
- **Collaboration & Communication:** Strengthen partnerships within HCJ and externally.
- **Service & Quality Improvement:** Work with clinical teams to enhance patient pathways, integrate service designs, and leverage technology for innovation

There are a number of generic General manager posts covering different care groups. For service resilience needs or following personnel development conversations, post holders may move care groups following discussion.

General Managers will be required to participate in the relevant, Senior On call Manager rota for HCJ.

Job specific outcomes

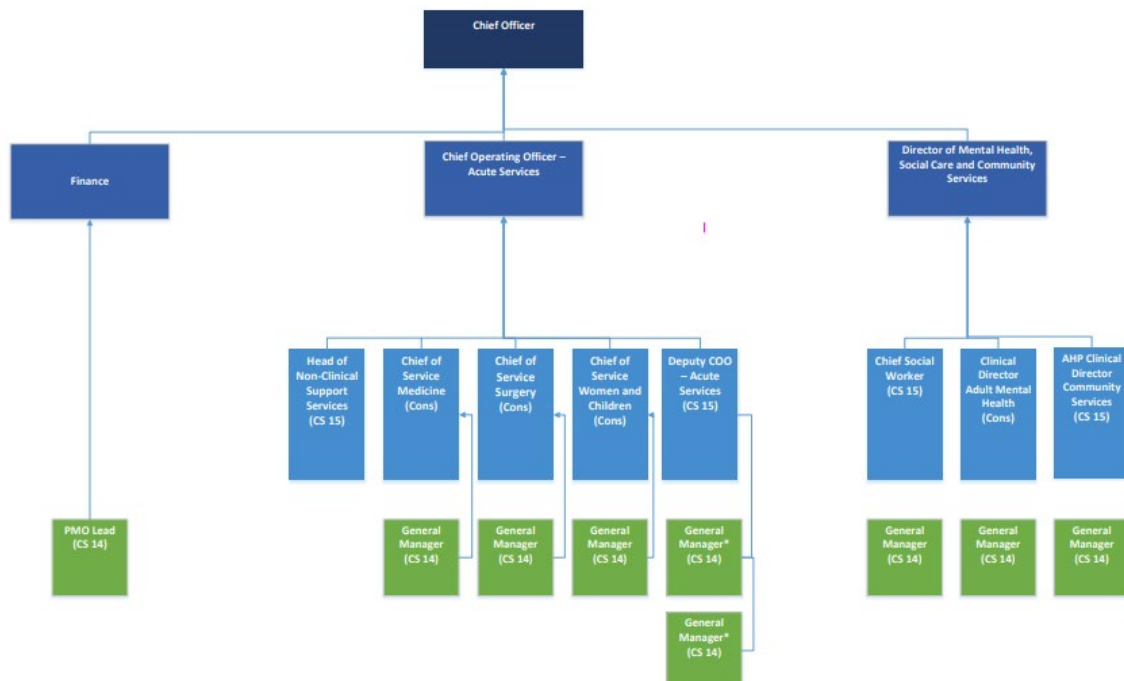
1. Lead on the development of the strategic direction for the Care Group in line with the overall HCJ strategy and transformation programme, ensuring services are patient/client focused, efficient and viable and provide a quality experience within financial resources.

2. Analyse performance data and trends to identify opportunities to improve services and recommend policy and legislative changes with relevant stakeholders to ensure services meet the needs of the Jersey population.
3. Develop, plan and lead the implementation of new service initiatives or amendments, taking into consideration new technologies to support the best outcome for patients/clients.
4. Lead and deliver change, acting as a role model and gaining commitment for continuous improvement from colleagues and motivating the workforce to overcome barriers and improve clinical effectiveness. Utilise recognised project management methodologies and ensure effective governance and reporting arrangements are in place for the Care Group to achieve service delivery objectives and realise target benefits.
5. Implement, embed and maintain an effective clinical governance and risk management framework to drive improvement through measurement, analysis, research and implementation of strategic solutions, ensuring effective controls and in line with the overall HCJ's Governance Framework.
6. Responsible for ensuring effective safeguarding measures are in place to protect vulnerable adults and children including escalation to the appropriate bodies/agencies to provide support.
7. Provide effective financial management aligned with maximising productivity to ensure delivery of performance outcomes.
8. Ensure services within the Care Group are delivered in a person-centred way and clinical quality domains are met.
9. Develop a cohesive, motivated and high performing team, ensuring effective operational management of all clinical and non-clinical functions.
10. Ensure processes are in place to enable compliance with policies and procedures relating to care delivery and recognised standards.
11. (**Mental Health only**) Undertake clinical work whilst on the on-call Mental Health Manager role, including undertaking seclusion reviews in accordance with the Seclusion policy.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Organisation structure



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i>	<p>Educated to degree level or equivalent level experience</p> <p>Master's degree in a health or care related subject, or demonstratable experience in critical analysis</p> <p>(Mental Health only) Current registration with appropriate mental health profession</p>	<p>Project management qualifications</p>
Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i>	<p>Knowledge of business planning and policy development within a health or care setting</p> <p>Working knowledge of health or social care service delivery</p> <p>Knowledge of risk management in a health or social care setting</p> <p>Knowledge of how to drive and embed organisational change and new ways of thinking.</p>	
Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i>	<p>Competency and understanding in the use of medical terminology</p> <p>Ability to interpret the relevant clinical and professional standards, legislation requirements with the Care Group</p> <p>Ability to analyse data to inform service delivery</p> <p>Knowledge of changes and developments within health and care services, particularly in the UK national health & social care service</p>	
General Skills/Attributes <i>This relates to more general characteristics required to do</i>	<p>Ability to analyse highly complex, sensitive and contentious information and develop a range of options</p>	

<p><i>the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Ability to negotiate with senior stakeholders on difficult and controversial issues</p> <p>Ability to deliver complex information to external stakeholders and large influential individuals/groups</p> <p>Persuade and influence senior stakeholders of the respective merits of different options, innovation and new opportunities</p> <p>Problem solving skills and ability to respond to sudden unexpected demands and resolve problems before they arise</p> <p>Able to provide effective management of people and resources to achieve complex or high priority objectives and develop others personally and professionally</p> <p>Demonstrate knowledge and understanding of equality of opportunity and diversity policy and practice.</p>	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism.</i> <i>This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Experience of working at a senior operational management level within a Health or Social Care setting.</p> <p>Experience of patient/client capacity and demand planning</p> <p>Experience of writing business plans and policy development</p> <p>Experience of the regulation of health and social care services e.g. CQC, including the audit and reporting against standards.</p>	
<p>Criteria relating to Safeguarding <i>Other requirements needed to confirm suitability to work with vulnerable people</i></p>		

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