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SOCIAL FINANCE – CLINICAL OPERATIONS LEAD

About Social Finance

We are an ambitious not for profit group organisation aiming to achieve lasting social change that enables people to lead fulfilling lives. We collaborate with governments, funders, community organisations and the wider social sector to create breakthrough solutions to challenging social problems in the UK and internationally.

Founded in 2007, our team shares a passion for social impact and includes over 100 employees with a blend of experiences from the public, commercial and voluntary sectors. Our people bring a unique set of skills in digital, data, research, operations, policy, facilitation and financial analysis that is highly valued by our partners in social change. We are based in Vauxhall, London with sister organisations in the US, Israel, India and the Netherlands, as part of the Social Finance Global Network. We are regulated by the Financial Conduct Authority.

What we do

We develop models, products and services that are pragmatic and have the scope to drive systemic change to improve people's lives. In the UK, we focus on issues such as homelessness, domestic abuse, mental health, learning difficulties, loneliness and vulnerable children on the edge of the care system. We also look to improve equity for marginalised communities in social services. Internationally, we design outcomes-based models for issues such as maternal and neonatal health, education and employment.

Our Values

Everyone at Social Finance believes that change is possible. Our unique blend of skills and backgrounds enables us to create breakthrough solutions to society's toughest problems. To help us do it, we have three core values that guide everything we do:

Pioneering Spirits

Be ambitious for lasting change and don't stop until social systems truly meet people's needs. Change is hard but by juggling social insight, business flair and practical savvy we make it happen

Curious Minds

Unearth the evidence, ask awkward questions and don't give up until we get the right answer. Through rigorous thinking and learning from others we generate ideas that make a big social impact.

Respectful Hearts

Be all ears, see all angles – we seek to understand, not to blame. We embrace diverse backgrounds to build strong teams and create lasting partnerships for change.

If this sounds like you, then we'd love to hear more.

More information about us can be found on our website: www.socialfinance.org.uk



The Opportunity

Social Finance are looking for a Clinical Operations Lead who will be responsible for providing clinical support to drive forward the successful delivery and operational management of the End-of-Life Care Integrator (EOLCI) team projects. This will include providing advice and guidance on clinical aspects of service development for end-of-life care social investments and a leadership role in the development of service specifications for all projects. This role will also provide expert clinical leadership for the Health and Social Care Team, with a day to day focus on the End-of-Life Care Integrator Team.

The End-of-Life Care Clinical Operations Lead will report to the Operational Manager in Health and Social Care EOLC Integrator Team and is accountable to the End-of-Life Care Team Director.

The role's focus will be establishing and maintaining effective working relationships with key stakeholders, clinical and operational leads/teams so that they are supported and projects deliver against agreed outcomes and Key Performance Indicators. This includes sharing learning between projects. The applicant will also play a pivotal role working across projects that are preparing to mobilise as well as services that are up and running to provide clinical input.

The EOLC Clinical Operations Lead will be a main point of contact for our partners, attending formal meetings such as Operational Delivery Groups and Board meetings, as well as acting as a clinical critical friend to support the achievement of better outcomes for people in the last 12 months of life. If project outcomes and KPIs are not being achieved the Clinical Operations Lead will work with partners to agree changes following the Plan, Do, Study, Act cycles. The Clinical Operations Lead will facilitate learning between projects and share best practice from other areas as well as the with the wider EOLC community.

The Clinical Operations Lead will also be responsible for regular reporting to the EOLCI Board and Management Committee, as well as the Commissioning Better Outcomes Fund. You will use these forums appropriately to escalate/de-escalate risks and issues in relation to mobilisation and service performance, as well as sharing key insights and updates.

We will also consider part-time applications for this role of 3 days per week or more as well as flexible working.

The Team

The End-of-Life Care Integrator is a social purpose company that was established in 2016 in partnership with the Department for Health, NHSE and NHS Confederation. Its aim was to test how using Social Impact Bonds might improve End of Life Care and realign system resources around outcomes that matter to people. As part of the legacy of this work, the EOLCI Team is now at a pivotal point in terms of its growth. We are pleased to be working with Macmillan Cancer Support who have invested into a new Fund for End-of-Life Care. The Fund will support a range of end-of-life care projects across the UK.



Responsibilities

- Work directly with key stakeholders during the development process to agree the underlying service design, including the interfaces and hand-offs to other services/organisations within the health care system.
- Liaise with clinical teams and the EOLCI Team's Project Support Officer to ensure all pre-launch and mobilisation requirements are identified and milestones are met.
- Design and run workshops with relevant stakeholders as required.
- Advise on workforce design and related programme management requirements for projects.
- Identify and recommend potential improvements to operational/clinical processes once services are mobilised.
- Contribute to the continued development of the End-of-Life Care integrator team learning community, including external communications such as writing learning reports and presenting the work of the Team at webinars.

About You

We are looking for a passionate and experienced clinical individual to drive our social impact and support the expansion of the EOLCI team.

Essential

- NHS Agenda for Change (or equivalent) Band 7 or above
- Registered health care professional
- Experience of delivering / managing EOLC services, Specialist Palliative Care, or services with District Nursing and/or Allied Health Professionals
- Facilitation / presentation experience
- A demonstrable track record of delivering complex projects within the health and social care sector, including robust working knowledge of project management tools and techniques
- Experience of effective performance management, with a style that focuses on collaboration and joint problem solving
- The ability to build and maintain effective working relationships with a wide range of stakeholders
- Experience of developing a culture of openness and learning in teams and across stakeholders
- Strong numeracy skills to provide oversight and scrutiny to detailed data collection and validation, as well as budget management

Desirable

- Ability to travel for site visits and conferences



Our Commitment to You

Social Finance offers a range of training and development support, using both in-house expertise and external partners to develop and deliver our training programmes. Alongside the Project Managers you work with day to day, your Line Manager will support you in your career planning and personal development. All new staff have a buddy in place to help them learn about life at Social Finance.

The fixed salary for this position is £44,000 per annum plus an additional 10% pensionable salary in lieu of benefits. We offer a generous holiday allowance plus bank holidays and corporate leave between Christmas and New Year when the office is closed. We also offer a contributory stakeholder pension scheme, season ticket loans, bike to work schemes and Give as you Earn via salary sacrifice.

Encouraging community and wellbeing is important to us. We have a health and wellbeing plan to encourage better working practices for individuals. Social Finance is a disability confident committed employer as well as a founding signatory of the UK social investment sector's Diversity Forum manifesto.

Diversity and Inclusion

We need a diverse organisation to be effective. Our work requires us to bring together people with a broad range of skills and life experiences to ensure our impact across a range of social issues and systems. We are committed to having an inclusive culture and working environment in which everyone feels at home and is supported to achieve their potential. We know there is further to go and are implementing a Diversity and Inclusion strategy with a group of external experts to hold us to account.

We actively encourage applications from under-represented and minoritised groups, including those with lived experience of the social issues we are working to address. We are an equal opportunities employer.

We support a range of flexible working options and welcome UK based applications from outside of London/the Southeast so far as they can meet the in-person meeting requirements for the role. We can also accommodate secondments and part-time working.



How to Apply

Social Finance are using [Applied](#), a new application platform developed by the Behavioural Insights Team, to record your application. Applied is focused on using behavioural and data science to improve hiring decisions and minimise unconscious bias in the recruitment process. You will be asked to respond to four situational based questions which will allow you to express your ability.

Your answer to each question will be viewed in isolation. Please therefore ensure there is enough detail in that single response, without any references to your other responses.

NB: Whilst we are asking for your CV, please note that we will not be viewing your CV during the initial sift process. The selection panel will not have access to your CV, so it is therefore essential that you respond to each question fully.

To begin your application, please click [here](#).

Should you require any reasonable adjustments to allow you to attend an interview, please highlight this when you are invited.

Closing date for applications: 13:00pm 21st January 2022

<https://app.beapplied.com/apply/fvnnxccws>