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| **JOB DESCRIPTION** |
| **Job title:** | IUC Lead GP (Interim) |
| **Team/Department:** | Integrated Urgent Care Division |
| **Location:** | Norfolk or Essex  |
| **Hours of work:** | 22.5 hours per week  |
| **Job title the post holder will report to:** | IUC Medical Director  |
| **Job titles reporting to the post holder:** | IUC GP Team Manager, IUC Salaried and Bank GP’s |
| **Date the role profile was revised:** | March 2025 |
| **JOB PURPOSE**You will work with the divisional leadership team to provide effective clinical leadership and professional support to clinical colleagues across the IUC contracts. You will monitor and optimise quality and performance of services. Working closely with the IUC Medical Director, you will contribute to our professional support, clinical innovation and promote effective clinical governance to ensure safe, responsive delivery of care to our patients. There will also be a share of line management of salaried GP’s in relation to those services.The role will be supported by an IUC GP Team Manager.As the portfolio of services is subject to change, the role will need to respond to an ever-adapting NHS landscape.  The Clinical Lead will provide visible professional leadership and management to clinicians working within the IUC regional services and be a role model in clinical work.They must fulfil a current IUC Salaried GP contract within IC24 and work clinically within our services.Under agreement with the MD, the role will require you to represent IC24 at external stakeholder meetings. This requires knowledge of the quality and performance metrics for services. This will require awareness of the financial implications of decisions that may impact our services and to be able to talk about the financial, operation and quality impact of decisions taken around the wider system upon IC24 services, either positively or negatively. You will be foster relationships through effective communication with external partner organisations such as NHS Acute and Community Trusts, Ambulance Services, Primary Care Federations and Networks, and others.The GP Clinical Lead will be responsible for optimising the quality of the service with a strong focus on patient-centred care in line with CQC & ICB expectations.  |
| **KEY RESPONSIBILITES AND ACCOUNTABILITIES****Quality*** The post holder will act as a Clinical Lead for IUC services, including Unscheduled Care Coordination Hub, CAS, Out of Hours, Acute Home Visiting and Urgent Treatment Centres
* Will work with the Medical Director to establish and continually develop strong working relationships with colleagues across both primary and secondary care, as well as local commissioners.
* Provide visible and accessible clinical leadership creating a climate where individuals understand their role and responsibilities and staff are empowered to be effective in their role.
* Will hold an existing IUC Salaried GP contract with IC24 and continue to work clinically across the IUC services.
* Demonstrate clinical behaviours that exemplify patient-centred approaches to clinical care.
* Contribute to performance improvement with a core focus on quality and safety, and an adaptation to evolving service requirements.
* Support the development and monitoring of clinical standards, demonstrating sound clinical knowledge and judgement.
* Work with the IC24 Quality teams and Medical Director to continually review, adapt and design policies and procedures to support effective, safe, responsive patient care (including Medicines Management/ Health and Safety/ Infection Prevention and Control).
* Demonstrate Comprehensive knowledge and experience of local clinical pathways / integrated services
* Work with the Quality Team, Quality, Operations, Medical Directors to contribute to the investigation of complaints, incidents, AAR’s and PSII’s, adopting to principles of the PSIRF framework (Patient Safety and Incident Response Framework)
* Work with the Quality Team, Quality Director and Medical Director to ensure
* Provide the MD with assurance that all investigations of incidents, complaints and safeguarding concerns are addressed in line with best practice guidance.
* Act as an integral part of the IUC leadership team to prepare for Care Quality Commission (CQC) inspections and support the development of action plans ensuring that the services meet all CQC standards and that the evidence required is robust and visible.

**Performance** * Recruitment and training of GP’s for Integrated Urgent Care Services:

The lead will be instrumental in identifying and recruiting clinically astute, flexible, reliable, personable and efficient salaried and sessional GPs. Telephone reviews of applicants for sessional posts and potential salaried candidate interviews.* Work with the Quality Team and Medical Director to provide oversight of clinical productivity and support clinicians with performance improvement needs.
* Ensure that all mandatory training requirements of the clinical team are delivered effectively and manage any non-compliance.
* Conduct annual appraisals for the salaried GP’s and arrange 1-1 meetings and feedback as required.
* Contribute to strategic and operational agendas as required; implement, monitor and evaluate any new specific clinical or operational strategies.
* Demonstrate excellent communication and interpersonal skills with all colleagues including primary and secondary care.
* Attend various meetings and follow up on action points arising as required. Currently these include the following:

**Meetings**Attend meetings relating to performance, quality and finances of focus services.**Finance*** Be aware of the financial envelope and support operational processes that adhere to the allocated budget.
* Ensure a suitable level of understanding within the team with regards to impact on budgets and revenue.
* Lead on GP staff recruitment when required.

**Personal Clinical Responsibilities*** Maintain your GMC licence to practise, have an unblemished record and an up to date appraisal and revalidation portfolio.
* Work within the regulatory requirements, codes and guidance of the GMC.
* Maintain professional and clinical competence in general practice through the usual mechanisms and access to relevant continuing professional development.
* Have comprehensive clinical knowledge and practical skills relevant to all aspects of Urgent Primary Care.
* Any other reasonable duties as required from time to time.
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| **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.We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver carbon ‘Net Zero’ and sustainability. To find out more on this and to view our Social Impact Report, please click [here](https://ic24.org.uk/annual-reporting/).  |
| **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.All ColleaguesYou have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.ManagersYou 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. DirectorsYou 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. |
| **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.  |

**PERSON SPECIFICATION**

| **Requirements** | **Essential** | **Desirable** | **How identified** |
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| **Qualifications and training** | An experienced GP on the performers list holding MRCGP with unblemished GMC registrationDemonstrable evidence of continuing professional development. Up to date knowledge of key issues and trends related to quality governance, quality improvement and patient safetyClear interest in medical leadership supported by demonstrable professional development / and relevant qualification |  | Application, Certificates & Interview |
| **Experience** | Experience of motivating and inspiring others to deliver high quality services/meet national targets | Demonstrable experience of developing clinical pathways and leading their implementation across multi-professional and organisation boundariesExperience as an educator Experience of performing appraisalsExperience of working at sub-board Level. This could include presenting papers, providing advice and guidance, or covering a Board-level role | Application & Interview  |
| **Knowledge, Skills & Abilities**  | Proven medical leadership track record with evidence of excellent multi-professional working with clinical and operational colleaguesKnowledge of local and national NHS issues and the health and social care environment that IC24 currently operates inAbility to prioritise workload /work to deadlines under pressureAbility to work on own initiative and as part of a teamAbility to develop and influence a culture that promotes clinical engagement in decision making and leading continuous change and improvement in servicesExcellent interpersonal, verbal, and written communication skillsClear and concise style of writing | An understanding of NHS111 and a desire to drive service transformation through NHSEs Integrated Urgent Care agenda | Application & Interview |
| **General** | A flexible and adaptable approach with a willingness to work outside normal hours and recognising the post involves travelling between and within the regions (although flexible working and use of videoconferencing is strongly encouragedPassionate drive for ensuring safe care and driving clinical quality in a challenging environmentAble to demonstrate strong leadership skills, able to coach, support and guide direct reports to maximize their potentialHighly respected, credible leader. Able to persuade and influence others without formal power or authority. Willingness to work and influence across primary and secondary care boundariesA person of “good character”, as described in the “fit and proper persons” requirements specified by the CQC and unblemished GMC record | A strong desire to progress as a medical leader and aspirations to become a medical director or equivalent | Application & Interview |