

General role information	
Job Title:	Regional General Manager
Reporting to:	Deputy Head of Operations
Salary Band:	Band J - Large Regions Band I - Small & Medium Regions
Notice period:	3 Months
Budget Responsibility?	Yes
Contract type?	Permanent
Direct Reports?	Yes
Client facing role?	Yes
Key stakeholders – internal?	Yes
Key stakeholders – external?	Yes
About MSI Reproductive Choices	
<p>Only when choice is a reality for each of us, can we create a better, more equal world for everyone. Here at MSI Reproductive Choices UK we are proud to be a social enterprise that is changing the world for the better, we reinvest and donate our profits towards creating a positive social change across 37 countries globally.</p> <p>As one of the world's leading providers of sexual and reproductive healthcare our aim is simple: to empower clients to make the reproductive choices that are right for them. That is what we mean by client-centred care.</p> <p>At MSI Reproductive Choices UK our client-centred care philosophy means respecting our clients as active partners in their own service, caring about who our clients are, their experiences, and how they feel before, during and after they access care with us.</p> <p>MSI Reproductive Choices is committed to safeguarding: promoting the welfare and safety of everyone involved in the delivery or receipt of sexual and reproductive health services, especially children, young people and vulnerable adults.</p>	

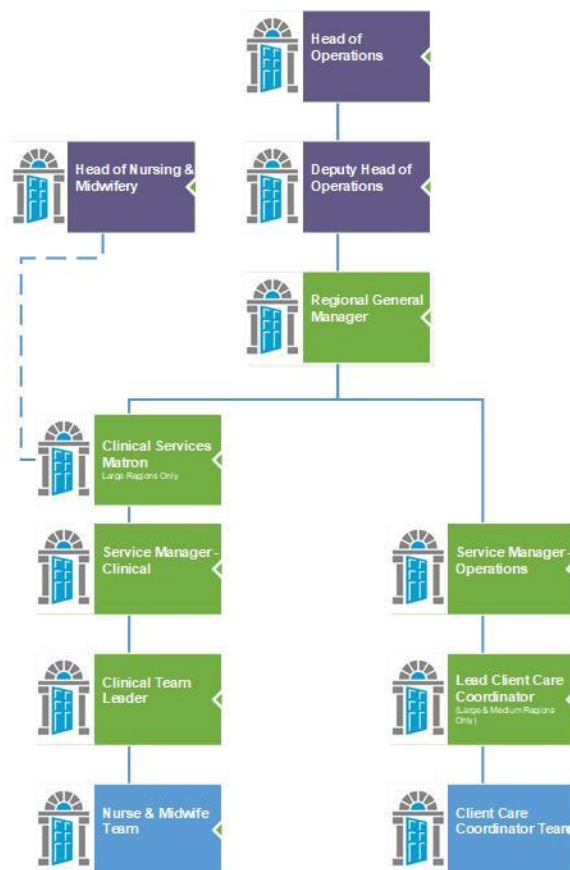
Job Description:

Regional General Manager – Treatment Centres

The department/team



MSI-UK
Treatment Centre Structure
2023



The role

Reporting to the Deputy Head of Operations, the Regional General Manager (RGM) will be responsible for providing leadership to their Treatment Centre team to ensure a consistent safe and sustainable service in all Treatment Centres in their allocated region(s).

Based predominately from the main Regional Treatment Centre, the post holder will ensure that the priorities in their region(s) are aligned to the overall organisational priorities delivered through a clear focus on safety, client experience & sustainability.

The RGM will ensure there is a clear, active long-term service development plan for their region, and ensure a culture of continuous improvement is cultivated throughout their teams

The role will require successful appointment to be the primary CQC Registered Manager and the Controlled Drugs Accountable Officer for their Treatment Centres.

Role summary

1	Management	<ul style="list-style-type: none"> Line manage Services Managers (and CSM in Large Regions) 	<ul style="list-style-type: none"> Communication 	<ul style="list-style-type: none"> Performance & assurance meetings
2	Leadership	<ul style="list-style-type: none"> Clear Plan 	<ul style="list-style-type: none"> Continuous Improvement 	<ul style="list-style-type: none"> Advocate with Stakeholders
3	Patient Safety	<ul style="list-style-type: none"> Regulatory requirements 	<ul style="list-style-type: none"> “Safer Staffing Policy” 	<ul style="list-style-type: none"> Competency skills mix
4	Patient Experience	<ul style="list-style-type: none"> Patient pathways 	<ul style="list-style-type: none"> Patient feedback 	<ul style="list-style-type: none"> Patient facing environments
5	Organisational Sustainability	People	<ul style="list-style-type: none"> Recruitment & Retention 	<ul style="list-style-type: none"> Succession Planning
		Patient Demand	<ul style="list-style-type: none"> Optimise Capacity 	<ul style="list-style-type: none"> Protect & grow market - share
		Surplus Generation	<ul style="list-style-type: none"> Budget Plan 	<ul style="list-style-type: none"> Cost Control

Key Responsibilities

1) Management

- a) **Line manage** the Treatment Centre Management team, including:
 - i. Setting of practical objectives and regular performance updates.
 - ii. Proactive management of the employee lifecycle ie recruitment, induction, absence management, family friendly leave, employee relations, performance management, development plans and leavers.
- b) Facilitate clear and regular **communication** to all Treatment Centre team members to ensure they are aware of and recognise:
 - i. Organisational priorities and focuses.
 - ii. Progress and performance.
 - iii. Individual and team successes along with organisational achievements.
- c) Lead/Chair the Treatment Centre **performance and assurance review meetings**, including the Local Integrated Governance Meetings (LIGM). Actively participate in national or organisation-wide performance and assurance review meetings.

2) Leadership

- a) In collaboration with the Treatment Centre Management team, produce, communicate, and implement a **clear plan** for the Region, which includes:
 - i. Short, Medium & Long-Term goals and aspirations.
 - ii. Developing and maintaining a live Service & Safety improvement plan for each treatment centre.
 - iii. Defining a clear service development plan for each Treatment Centre, with clear outcomes and risks mitigated.
- b) Nurture a culture of **continuous improvement** within the Treatment Centre.
 - i. Effectively use the correct data to inform decisions.
 - ii. Be responsive to changes or fluctuations in client, safety or financial demands.
 - iii. Devise and influence solutions to barriers that impact on the ability to drive advancements in patient and colleague experience.

All MSI Reproductive Choices job descriptions are subject to a language neutrality test prior to approval and we're always looking for new ways to make our recruitment process as fair and unbiased as we can. If you'd like to provide feedback on MSI Reproductive Choices UK recruitment process, please do so via email to

Resourcinguk@MSIChoices.org

- c) Build a reputation of being a [visible and engaging](#) member of the Treatment Centre Management team and General Manager population.
 - i. Act as a key link in the communication between the Treatment Centre and Support Office colleagues ensuring key messages, trends and concerns are cascaded in both directions.
 - ii. Where possible engage colleagues in the decision-making process and where this is not possible ensure decisions and communications are provided with clear rationale and evidence.
 - iii. Actively participate in meetings provide the opportunity for the organisation to learn from our front-line service providers.
- d) Build relationships with internal [Stakeholders](#) to support the Treatment Centre teams to work collaboratively to achieve their objectives.
 - i. Act as a change advocate for all transformation projects
 - ii. Evaluate and feedback the impact [positively & negatively] of stakeholders and transformation projects in supporting your teams to deliver their service.

3) Client Safety

- a) Guarantee all operational [regulatory requirements](#) are met in each Treatment Centre, including DOH, CQC, RSOP standards and take immediate action on any areas identified for improvement.
- b) Ensure the requirements of CQC Registered Manager and Controlled Drugs Accountable Officer are delivered in a consistent and compliant way.
- c) In collaboration with the Treatment Centre Management team ensure we never compromise on the approach to our "[Safer Staffing Policy](#)", including having adequate and competent resource to always provide the service alongside a clear Clinical Leader.
- d) In collaboration with Clinical Services Matron and Service Manager – Clinical facilitate and implement a clear plan to drive the optimum [competency skills mix](#) in our Nursing and Midwifery Team.

4) Client Experience

- a) Through the Treatment Centre Management team ensure [patient pathways](#) are reliable, consistent, and meet the needs of each individual patient.
- b) Influence the Treatment Centre team to seek [patient feedback](#) and facilitate a responsive and caring approach and response. Ensure trends are escalated issues are responded to appropriately.
- c) Ensure all [patient facing environments](#) in your Treatment Centres look and feel professional, clean and welcoming.

5) Organisation Sustainability

- a) Develop and implement a clear People plan for your Treatment Centre taking responsibility for:

- i. Recruitment & Retention: develop an effective and responsive approach to our colleague recruitment and retention.
 - ii. Identify aspirational colleagues and facilitate their development.
 - iii. Identify and develop a clear successor to your role
 - iv. Deliver the best possible **Colleague experience** & satisfaction, with particular focus on:
 - Creating the best first and last impressions of our organisation with all potential and current colleagues.
 - Ensuring every colleague have the tools to do their job (eg IT, Equipment, Knowledge)
 - Cultivating a culture of celebrating success and actively managing under performance.
 - Ensuring every aspirational colleague is supported to reach their full potential.
 - Embedding a holistic approach to colleague well-being.
- b) Take the lead in efficiently servicing **Client demand**:
- i. Lead the approach to **optimise our capacity**, with a responsive, proactive and productive methodology.
 - ii. Produce and implement an effective service development plan to **protect and grow our market share** your geographical region.
 - iii. Collaborate with internal stakeholders (eg Business Development) to capitalise on all **new business** opportunities.
- c) Deliver effective **surplus generation**.
- i. Negotiate with internal Stakeholders to produce a **budget plan** which is stretching, realistic and mitigates as much risk as possible.
 - ii. Implement an approach where there is intelligent investment alongside a strict **control of costs**, with an active and relevant cost improvement plan.
 - iii. Build a **colleague awareness** so they are confident on the impact they can make (+ve & -ve) to contribute to surplus, engaging them so they are clear of the reasons why we need to generate a surplus and deliver a sustainable organisation.

Please note that you may also be required to carry out reasonable additional ad-hoc duties, at the request of your line manager.

Please read this document in conjunction with the Person Specification for the role.

Signature

By signing below, you indicate that you have read and agree to this job description.

Full name:

Signature:

Date: