Chest Heart & Stroke Scotland

CHSS Role Profile

Job Title: Self Management Lead (North and Islands)	
Directorate: Service Delivery	**Level:** 4

Reports to: Deputy Head of Self Management Services

Role Purpose:

The Self Management Lead is responsible for the operational leadership, quality assurance and ongoing development of CHSS self-management services across an allocated portfolio of Health Boards.

The postholder will lead teams delivering structured group based and individual self-management interventions, ensuring services are safe, effective, equitable and consistently delivered in line with CHSS standards, programme frameworks, governance requirements, contractual obligations and strategic priorities.

The role is accountable for service performance, workforce leadership, volunteer oversight, referral pathways, audit, stakeholder relationships and continuous improvement, ensuring high quality support for people living with chest, heart and stroke conditions and their carers.

The postholder will act as a visible and credible ambassador for CHSS, building strong relationships with NHS, Health and Social Care Partnerships, third sector partners and local communities to support service growth, reach, impact and responsiveness to local need.

Key Accountabilities:

Descriptor	**Performance Measure**
Service Delivery, Quality, compliance and Goverance	
Lead the delivery of self-management services across allocated Health Boards ensuring services are safe,	Achievement of service delivery targets and operational plan objectives.

Descriptor	Performance Measure
effective and delivered in accordance with agreed programme frameworks.	
Ensure all services are delivered in compliance with CHSS policies, procedures, governance frameworks, Service Level Agreements, funding requirements and programme standards.	Compliance standards achieved through audit, quality assurance and reporting activity.
Monitor demand, capacity, waiting lists and referral pathways to ensure equitable access to services.	Waiting times monitored and maintained within agreed service standards.
Lead local quality assurance processes and identify opportunities to improve participant experience, service quality and operational effectiveness.	Quality improvement actions implemented and evidenced through service reviews and audit activity.
Ensure facilitators and volunteers work within agreed programme standards, operational procedures and role boundaries.	No significant safeguarding, governance or programme fidelity breaches.
Monitor and manage operational risks, incidents, complaints and safeguarding concerns.	Risks reviewed regularly and actions implemented in accordance with CHSS policies and procedures.
Ensure compliance with data protection, information governance and record keeping requirements.	D365 compliance and audit standards achieved and maintained.
Ensure services are appropriately staffed and resourced to safely deliver agreed service levels, identifying current and future capacity pressures and escalating risks promptly.	Service continuity maintained across allocated Health Boards. Capacity and workforce risks identified, documented and escalated within agreed timescales.
Team Management and Leadership	
Provide direct line management, leadership and support to Self-Management Facilitators delivering both individual and group interventions.	Supervision, Support & Development and appraisal requirements completed within agreed timescales.

Descriptor	Performance Measure
Ensure workloads and service delivery activities are appropriately distributed across teams.	Workload reviews completed and evidenced through operational planning processes.
Support staff wellbeing, engagement and professional development.	Staff retention, engagement and wellbeing measures monitored and maintained.
Lead recruitment, induction and performance management activity in line with organisational policy.	Recruitment and performance management processes completed in accordance with CHSS requirements.
Develop a culture of accountability, quality improvement and service excellence.	Achievement of team objectives and agreed service performance targets.
Volunteer Engagement and Management	
Provide operational oversight of volunteer involvement across all self-management services.	Volunteer deployment supports service delivery requirements and participant demand.
Ensure volunteers are appropriately matched, supported and integrated within service delivery.	Positive volunteer retention and satisfaction levels evidenced through reporting and feedback.
Support facilitators in the effective line management and development of volunteers.	Volunteer supervision standards achieved across all teams.
Monitor volunteer capacity and identify opportunities to increase volunteer involvement within individual and group interventions.	Increased volunteer contribution to programme delivery and service reach.
Ensure compliance with all volunteer management policies, safeguarding requirements and governance procedures.	Volunteer compliance and governance audits achieved.
Promote a positive volunteer experience and recognise the contribution volunteers make to participant outcomes and service delivery.	Positive volunteer engagement and retention within allocated portfolio.
Audit Evaluation and Performance Management	

Descriptor	Performance Measure
Lead audit and quality assurance activity across self-management services.	Audit programme completed in accordance with agreed schedules.
Monitor service performance against agreed KPIs, service standards and outcome measures.	Performance reports completed and reviewed within agreed timescales.
Analyse service performance data and identify trends, risks and opportunities for improvement.	Evidence of performance review activity and implementation of improvement actions.
Ensure accurate recording, reporting and compliance with D365 standards.	D365 compliance targets achieved through audit activity.
Support evaluation activity and utilise learning to improve service quality and effectiveness.	Improvement actions implemented following evaluation and audit findings.
Provide robust oversight of operational performance across allocated Health Boards.	Service performance reviewed regularly with corrective actions implemented where required.
Health Board Leadership, Compliance & Service Assurance	
Maintain oversight of all self-management services delivered within allocated Health Boards and ensure compliance with CHSS standards, contractual obligations and programme requirements.	Compliance measures achieved through audit, reporting and quality assurance processes.
Develop and maintain effective operational relationships across Health Boards to support delivery of service commitments and Service Level Agreements.	Positive stakeholder feedback and achievement of agreed service requirements.
Act as the lead CHSS operational representative within allocated Health Boards, ensuring effective communication of service performance, risks and opportunities.	Attendance and contribution to agreed operational and stakeholder meetings.
Monitor service performance against local agreements, contracts and funding requirements.	Performance reports completed and submitted within agreed timescales.

Descriptor	Performance Measure
Ensure identified service risks, quality concerns and compliance issues are appropriately managed and escalated.	Risks reviewed, managed and escalated in accordance with governance requirements.
Identify opportunities to improve service accessibility, performance and reach within allocated areas.	Evidence of service improvement activity and implementation of agreed actions
Budgetary Responsibility	
Manage designated service delivery budgets including programme, venue and operational expenditure.	Expenditure managed within approved budget allocations.
Monitor expenditure and ensure value for money across all service activities.	Budget monitoring reports completed and reviewed regularly.
Ensure delegated budget authority levels are adhered to at all times.	No unauthorised expenditure outside delegated authority levels.
Corporate Responsibilities	
The role will comply with: • Health & Safety • Safeguarding • General Data Protection Regulations • Equality, Diversity & Inclusion • Performance Management • Risk Management • Compliance This list is not exhaustive.	Decisions made are within levels of authority and compliant with CHSS policies, procedures and protocols.

Key Challenges

- Delivering consistent and high-quality self-management services across multiple Health Boards.
- Managing demand, workforce capacity and waiting times whilst maintaining service quality and participant outcomes.
- Maintaining compliance with organisational policies, programme requirements, contractual obligations and Service Level Agreements.
- Leading geographically dispersed teams and volunteers.

- Balancing service growth, innovation and development with operational performance requirements.
- Ensuring robust audit, governance, quality assurance and record-keeping standards.
- Developing and maintaining effective relationships across NHS, social care and community systems to support service delivery.
- Ensuring volunteers and facilitators deliver services safely, consistently and in accordance with agreed standards.
- Using performance data, audit findings and stakeholder feedback to drive continuous improvement.
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Key Results / Objectives

- Lead the safe, effective and compliant delivery of self-management services across allocated Health Boards.
- Ensure services consistently achieve agreed quality, performance and outcome targets.
- Maintain robust governance, audit, reporting and quality assurance arrangements.
- Provide rigorous oversight of service performance, quality, risk and compliance to ensure delivery of safe, effective services in line with CHSS standards, programme frameworks and Service Level Agreements.
- Effectively lead, support and develop facilitators and volunteers.
- Increase access to evidence-based self-management services across allocated Health Boards.
- Improve participant confidence, self-management capability and independence through high-quality service delivery.
- Drive continuous improvement through audit, evaluation, participant feedback and performance management.
- Support the delivery of the No Life Half Lived Strategy through scalable, sustainable and compliant self-management services.
- Ensure services remain responsive to local need whilst maintaining consistency of delivery across Scotland.
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Key Relationships (Internal & External)

(Internal)

- Director of Services
- Head of Community Support and Prevention Services

- Deputy Head of Self Management Service
- All service delivery leads
- Volunteering Team
- Impact and Evalution Manager
- Data and Digital Team
- Extenral Engagement and Service Development Team

(External)

- NHS Health Care Professionals
- Local Authority Services
- Third Sector Interface
- SMRC
- Alliance
- Third Sector Community Services

Education & Qualifications:

Essential

- Degree level qualification in Health, Social Care, Community Development, Management, Leadership or related discipline or significant equivalent operational management experience.
- Full UK driving licence and access to a vehicle for work purposes.

Desirable

- Leadership or Management qualification
- Quality Improvement qualification or experience.
- Coaching, Behaviour Change or Self Management training.
- Knowledge of evidence based self management approaches.

Skills & Experience:

Skills

- Strong operational leadership and people management skills.
- Ability to lead geographically dispersed teams and volunteers.
- Strong understanding of quality assurance, audit and compliance processes.
- Experience of monitoring performance against KPIs and service standards.
- Excellent organisational and workload planning skills.
- Strong problem-solving and decision-making skills.
- Ability to manage competing priorities and operational pressures.
- Excellent verbal and written communication skills.

- Strong stakeholder engagement and relationship management skills.
- Knowledge of safeguarding, risk management, governance and information governance requirements.
- Good understanding of Equality, Diversity and Inclusion principles.
- Competent and confident in the use of Microsoft Office 365 and digital reporting systems.
- Understanding of volunteer management principles and good practice.
- Understanding of behaviour change and self-management approaches.
- Ability to lead continuous improvement and service development activities

Experience

- Experience of leading operational services within health, social care, third sector or community-based services.
- Experience of managing and developing geographically dispersed teams and volunteers.
- Experience of leading service performance, quality and compliance within a regulated or governance framework.
- Experience of implementing and monitoring audit, quality assurance and continuous improvement processes.
- Experience of analysing performance, outcome and operational data to inform decision-making and service development.
- Experience of developing and maintaining effective partnerships across health, social care and community systems.
- Experience of managing operational risk, safeguarding concerns and service-related issues.

Desirable

- Experience of self-management service delivery or behaviour change approaches.
- Experience of working with people affected by chest, heart or stroke conditions.
- Experience of managing contractual requirements, Service Level Agreements or funded services.
- Experience of working across multiple Health Board or partnership structures.
- Experience of supporting service redesign and transformation programmes.
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