



## **Leadership in Health and Social Care**

*Meet the leaders*

### **NARRATOR:**

You'll be meeting six professionals performing vital roles in health and social care, ranging from a hands-on ward manager to a busy CEO.

### **VIVIAN MCCONVEY:**

This is what a strategic plan of 100 pages looks like.

### **NARRATOR:**

Vivian McConvey is the chief executive of VOYPIC, a voluntary group based in Northern Ireland, which represents children in care.

### **VIVIAN MCCONVEY:**

What I'm looking for is a conversation about children's lives.

### **NARRATOR:**

At first, Vivian was filled with trepidation. But now, 10 years on, she's much more confident.

### **VIVIAN MCCONVEY:**

You've got the skill and the professional competence to know how to do that, and have that conversation with young people. You bring it back in.

### **NARRATOR:**

Sheraz Khan is a GP practice manager located in White City, west London.

### **SHERAZ KHAN:**

Morning, Beatrice.

### **BEATRICE:**

Morning, boss.

### **SHERAZ KHAN:**

The thing I love most about my job is the variety. I mean, one day I'm talking to patients. The next day I'm doing a staff appraisal.

### **NARRATOR:**

It's a job with a steep learning curve, managing a range of professionals. And you'll see how Sheraz interprets his role.

**SHERAZ KHAN:**

Managing relationships and managing staff is about 70 per cent of the job.

Hi, Beata

**BEATA:**

Hi, Sheraz. How are you?

**SHERAZ KHAN:**

Hello. This is a new colleague of yours?

**NARRATOR:**

Our leaders work across the sectors.

**ALY:**

OK, I've got her.

**NARRATOR:**

Stephanie Last is a clinical nurse and manager at a Milton Keynes day centre for service users with profound and multiple disabilities. It's a job where anything can happen.

**STEPHANIE LAST:**

Amir suffers from severe epilepsy. So he could, at any moment, go into a seizure. So Abby looks and she talks to - This is an example.

**[VIDEO PLAYBACK]**

**NARRATOR:**

In Scotland, Shirley Findlay is a regional service manager for SACRO, helping rehabilitate those who've been through the criminal justice system. It requires a strong understanding of people.

**SHIRLEY FINDLAY:**

We look holistically at service users. We're not just there to address offending behaviour and antisocial behaviour. We're looking at the whole person.

**NARRATOR:**

Managing staff takes many forms. Julie Player runs a hospital ward for older people in Bath, leading a team of over 30. Managing the care of the highly vulnerable is a high-pressure job.

**JULIE PLAYER:**

If your ward is closed with an infection, potentially you can have every patient with sickness and diarrhoea. You could have nurses going off with it. So you can just imagine ... it's just horrendous.

**NARRATOR:**

Finally, in Wales, Anita Rogers is a member of a group campaigning to retain the local hospital. But until recently, she was chair of the local NHS trust, driving through hospital mergers, which she later came to oppose.

**ANITA ROGERS:**

What I discovered, at least in my experience, was that a formal role doesn't necessarily give you an immense amount of power. Whereas, in this informal role as part of a community action group to save the local hospital, I feel a lot more of a sense of power.