

JOB DESCRIPTION

Job Title:	Assistant Service Manager
Band:	4
Base:	The Royal Shrewsbury Hospital
Centre:	Medicine
Departments:	Care of the Elderly/Stroke Cardiology Nephrology, Diabetes/Endocrinology Respiratory & Dermatology
Accountable to:	Service Manager for Clinical Area

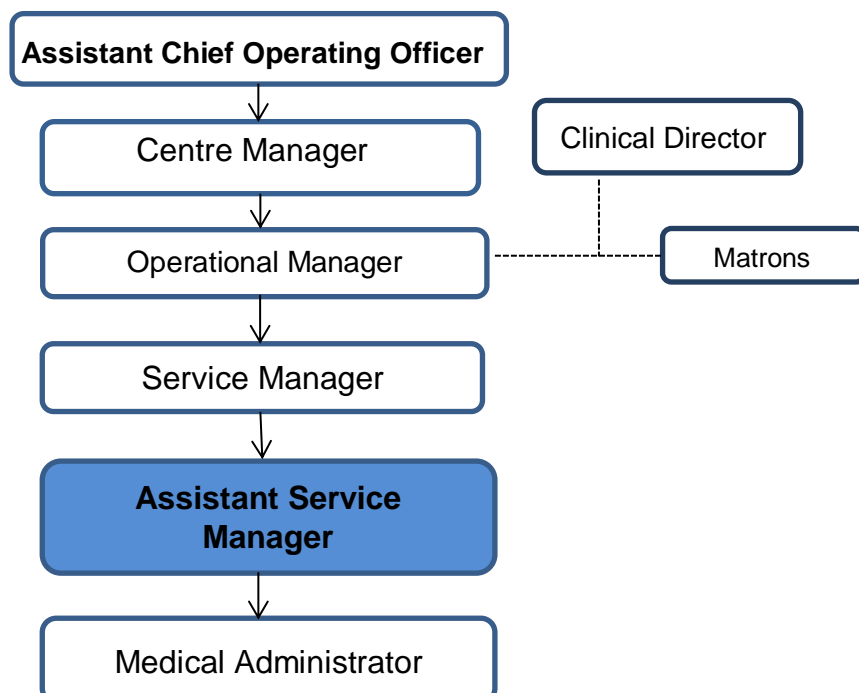
Job Purpose

The post holder is responsible for actively managing the administrative processes of patient pathways, ensuring a smooth and efficient service for patients throughout their treatment by the Trust.

The post holder will work closely with the Service Manager to support the Operational Manager in ensuring efficient and effective management of all resources in order to deliver safe, high quality and effective clinical services in an environment of continuous improvement.

The post holder will work with other centres and value stream leads as required to deliver the Trust's overall strategic objectives, ensuring that the patient experience is a key priority.

Organisational Position



Main Duties and Responsibilities

1. Service Delivery

- To work closely with the Service Managers and Operational Managers to maintain performance management systems to support delivery of the Operational Delivery Plan and Accountability Agreement for the service area.
- To assist the assigned specialties in collection of information to support the 18 week Referral to Treatment (RTT) waiting times targets and 31 and 62 day cancer standards, across the Medicine Centre.
- Track designated patients throughout their 18 week, 31 and 62 day cancer pathways, escalating issues of concerns promptly.
- Manage clinic profiles to ensure capacity is used efficiently, including regular monitoring of clinic utilization and use of corrective actions when required.
- To work closely with the Service Manager to ensure all patients with allocated slot issues (ASIs) are given appointment dates within the time period specified and within the correct clinic specification.
- Proactively identify emerging issues that may cause delays at any point in patient pathways and make suggestions to improve administration or any other aspect of the total pathway.
- To ensure that all information relating to the activity within the area of responsibility is recorded accurately and in a timely manner to enable performance to be continuously monitored.
- To ensure that relevant information on activity and performance is disseminated as appropriate throughout the area of responsibility to support effective decision-making.
- To identify and address areas of concern, discuss and offer options for improvement and with support implement change where required.
- To participate in weekly tracking meetings with Service Manager and wider team, highlighting any issues with patient pathways which may cause them to exceed waiting times targets.
- To communicate and liaise with clinicians and their team to obtain information relating to patient's pathways.
- To ensure the 18 week RTT data is kept up-to-date on PAS and any corresponding evidence is recorded accurately on the Trust systems.
- To be involved in patient pathway investigations with the aim of identifying blockages and subsequently areas where patient journeys can be streamlined.
- To work as a team providing cross cover for the other Assistant Service Managers.

2. Finance

- To ensure that the Centre's assets and resources are used efficiently and economically
- To contribute to efficiency improvement initiatives and plans.
- To identify and address areas of concern, ensuring with support from the Service Manager, that agreed corrective action is taken in a timely manner where it becomes apparent that progress against plan is not as expected.
- To support the Service Manager with the development of long term strategies to ensure the financial sustainability of the area of responsibility.
- To ensure that all business is carried out in accordance with the Trust's Standing Orders and Standing Financial Instructions, ensuring that all individuals within the area of responsibility with responsibility for financial resources understand their obligations.

3. Business Planning

- To support the Service Manager in ensuring that business plans are affordable, deliverable and consistent with Trust strategy, reflecting corporate and national policy and best clinical practice and taking account of the views of all stakeholders.
- To support the development of new roles that reflects modern healthcare delivery.
- To support the Service Manager with developing robust business cases that support the development and growth of modern high quality healthcare services

4. Workforce

- To take part in the USC Group efforts to improve the levels of staff satisfaction following survey results and monitor key performance indicators in relation to workforce and support strategies for improvement.
- To support the line management of administrative staff in the area of responsibility – e.g. medical secretaries.

5. Quality and Service Improvement

- To analyse and interpret trends and benchmark data, to develop and implement improvement strategies.
- To support quality and service improvement within the area of responsibility and work with other services and Centres to ensure effective patient care and use of all Trust resources.

6. Governance and Risk

- To ensure that systems are in place to monitor and manage risk in relation to patient safety, compliance with health service legislation, other statutory requirements and NHS policy.
- To highlight areas of concern so that remedial action can be taken promptly where unacceptable risks are identified.
- To ensure all data collection and recording of data is completed accurately for the allocated specialties.

7. Representing the Centre and the Trust

- To develop and establish effective working relationships with GPs, commissioners of services and patient representatives – and support the senior operational team to achieve this.
- To foster good working relationships with colleagues within the Centre and other centres.
- To represent the Centre within the Trust and externally as required.
- To network with other Trusts to identify and share areas of good practice.

8. Special projects

- To undertake special projects as required within the Centre.
- To support other centres and value stream leads as required in delivering on projects.

Range of Authority

The post holder will work with and support the Service Manager and the Operational Manager in contributing to all major business decisions affecting the Centre such as contracting, budgetary management, and business planning and risk management.

The post holder is guided by corporate and national policies but in most situations will need to establish the way these should be interpreted. S/he will also be required to analyse and compare a range of complex and conflicting information to support the decision-making process.

Examples of areas in which the post holder is expected to act autonomously or with only occasional reference with their line manager prior to action include:

- Support with implementing agreed strategies and plans
- Support with modifying plans within defined parameters
- Initiating action to correct performance issues
- Use of resources within agreed parameters

Examples of issues that the post holder is required to discuss with their line manager prior to action include:

- Decisions impacting on the Centre's ability to deliver agreed plans

Equipment and systems

- To use normal office equipment.
- To use a range of electronic information systems and tools.

Physical, Mental and Emotional Demands of the Post

- To analyse and interpret a range of complex information in order to understand the Centre's clinical and financial performance and to prepare and present options for improvement.
- To undertake presentations to large groups and to senior managers as required.
- To handle emotive and challenging situations, using influential negotiating and motivational skills to achieve desired outcomes.
- To cope with frequent interruptions whilst in periods of concentration.

Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- Not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff; and
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- Challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your

employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.

- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates; and
- Participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

- We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.
- As an employee of the Trust you have a responsibility to ensure that:
 - You are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
 - You attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous improvement

The Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower staff at all levels to have the confidence, capability, passion and knowledge, to test changes and make improvements at the Trust and the communities we serve. Following a successful five-year partnership with the Virginia Mason Institute in the USA, the Trust continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you to make improvements, whilst also providing training at various stages of your time at the organisation, as part of your continuing professional development.

Review

This job description is an outline of the principal areas of responsibility and may be subject to periodic change. The job title is not restrictive and the job holder may at any time be required to undertake other duties within their competence beyond the confines of this job description.

The post may change over time to reflect the developing needs of the Trust and its services, as well as the personal development of the job holder. All changes will be discussed with the post holder.

Job Description Agreement

I have read and understood the duties that are expected of me.

Manager Name	Post holder Name
Signature	Signature
Date	Date