



## SUPPORT SERVICES MANAGER

### INFORMATION FOR CANDIDATES

## ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



# OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

## Our Vision:

“To provide excellent care for the communities we serve”

## Our Values:



## OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

## OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.



# COLLEAGUE BENEFITS

## GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

## FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

## HEALTH AND WELLBEING

### PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

### PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

### HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

## LEARNING AND DEVELOPMENT

### COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

### LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

### ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

### APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



## JOB DESCRIPTION

<b>Job Title</b>	<b>Patient Access Support Services Manager</b>
<b>Band</b>	<b>5</b>
<b>Directorate</b>	<b>Surgery, Anaesthetics and Cancer</b>
<b>Accountable to</b>	<b>Outpatient Services Manager</b>
<b>DBS Required?</b>	<b>None</b>

## JOB OVERVIEW

- Ensure the smooth day to day operational performance of the Teams. Managing HR issues relating to, including but not exclusively, sickness, absence, appraisal, management of performance and conduct, training including statutory training, health and safety.
- Ensure that all areas are resourced adequately on a day-to-day basis. Re-organise work as necessary to cover for holidays and sickness. Manage backlog of work by re-distributing staff time as necessary to provide an effective and efficient service.
- Ensure that all staff receive required training and that new starters are fully inducted.
- Agree and sign off annual leave requests

- Monitor sickness absence and ensure appropriate paperwork is undertaken and forwarded to relevant departments. Undertake sickness reviews with staff in line with Trust Policies and Procedures.
- To contribute to the development of and monitor budgets for the service and be responsible for the efficient and effective management of the resources to deliver high quality services within the budget available
- To introduce, adapt and improve operational information systems in own area of use and use by others. Establish systems and processes for the safe and effective management of area including storage, retrieval and destruction of medical records, booking of patients and cashing up of clinics
- To ensure that the system supports and delivers compliance with the Record Management NHS Code of Practice and any other regulatory requirements, and ensures the organisation meets both internal and external monitoring requirements. Also contributes to the development of the EFQM model within medical records
- Undertake staff appraisals and assist other section supervisors with appraisals as necessary
- Work closely with the Human Resources department regarding any changes in information/staffing issues including termination of employment, maternity leave, sickness etc.
- Organise work placements via requests from local school, colleges and modern apprenticeships, ensuring students receive support and experience of working in a variety of areas within the Centre
- Act as the first line manager for grievances and disciplinary issues that arise, keeping the Outpatient Services Manager informed during all steps of the process
- Work with the Outpatient Services Manager and to ensure good communication, to enable all staff to have a clear understanding of the objectives and performance of the Centre and the Trust, attending meetings as a representative of the Centre as necessary
- Responsible for ensuring a satisfactory level of service to the Trust (including measuring and reporting on relevant KPI's)
- Ensuring budgets are managed within SFI and escalation of any issues to the Outpatient Services Manager
- Investigating and answering enquiries and complaints (with support for complex matters from the Outpatient Services Manager and Patient Access Manager) from Clinicians and patients in relation to services provided by the Centre (liaising with other professionals and departments as appropriate). Investigating and drafting written responses to other enquiries and complaints.
- Writing, reviewing, amending, implementing and auditing Standard Operating Procedures as required
- Ensuring services are compliant with Trust Policies, that they are compliant with relevant national policy or standards eg NHSLA where appropriate
- Ensuring Data Quality where relevant to the Healthcare Records function of PAS, EPR etc
- Contribute to wider projects to deliver future plans for the service delivery.
- To assist in the development of team morale and motivation through effective personal leadership ensuring views and decisions are communicated both up and down the management structure to improve the recruitment and retention of staff to the department
- To communicate clearly and effectively change both in working practices and where necessary in the area concerned ensuring that quality improvement, innovation and change is standardised across all sites and across all users of the Department within the Trust

- To provide cover and support in the absence of the Outpatient Services Manager as and when necessary.
- Knowledge over a range of operational areas and staff management.
- To investigate and advise on complex issues and contribute to reporting, strategy and business planning advice.
- To implement and maintain the Patient Access Policy and supporting policies ensuring compliance with the relevant legislation, best practice and internal (SaTH) and external requirements. To be responsible for the regular review of procedural documentation and to action revisions where determined or identified to be required.
- Ensure effective communication written, verbal and the use of the IT system. Communicates management issues with senior management and clinical staff some of which may be contentious.
- To ensure effective introduction of approved strategies and plans: monitoring the communication, dissemination and implementation and providing support and guidance to SaTH staff where necessary.
- Develop and contribute to long term plans, co-ordinate and plan activities which may impact across the Trust.
- Conduct/plan and implement a structured programme of audits to enable monitoring of adherence to SaTH protocol for medical health records management; to undertake a detailed and documented scrutiny of results to inform an action plan for improvement; and be responsible for the effective implementation and progression of the plan. To ensure standard operating procedures are developed and sustained within key areas.
- Analyse complex problems relating to business cases and make judgements on patient information and associated risks where there is no precedent and opinions may conflict
- Plan and implement projects which impact across the department and organisation; continuous delivery of services across the organisation, contribute to the medium and long term organisation strategy/develops and leads on delegated aspects of long term business and strategic planning for Patient Access for the whole organisation.
- Working with the Outpatient Services Manager to identify options and most appropriate course of action to achieve agreed objectives. Post holder will develop and implement practices for the management of records within SaTH, identifying the most appropriate solution from a range of possible approaches. To be responsible for undertaking the ongoing management, monitoring and redesign of systems to ensure that the practices remain robust and fit for purpose.
- To actively promote information governance throughout the organisation through the design and implementation of an awareness and education programme.
- To advise staff at all levels of the organisation on best practice and policy requirements and provide guidance to staff through the communication and dissemination of written procedures. To develop standard corporate templates and documentation to support organisational procedures and working practices and to ensure documents are maintained by devising and implementing a periodic programme of review.
- Ensure the use of continuous improvement models within the Patient Access Centre as the 'tool' for change management.
- Devise and deliver a specialist training and education programme to support the records management agenda, ensuring it is embedded throughout the organisation.



- To deliver training and presentations tailored as appropriate to the audience, to promote understanding and compliance and to ensure staff's training needs are adequately met.
- To produce a training plan to support the education programme that incorporates short term priorities and adequately captures longer terms strategic aims of the records management agenda.
- To keep up to date and informed in records management development and initiatives, legislative and regulatory requirements and best practice; to interpret the impact and implications of any changes and identify actions required; and to communicate these in an appropriate and timely manner to enable compliance.
- To adequately incorporate changes into operational processes and strategic objectives ensuring plans are devised and adjusted as appropriate.
- To identify requirements of a document management system for the organisation and scope a solution based upon the needs analysis, identifying the most appropriate system. To be responsible for the effective implementation of the document management system that will ensure records are appropriately organised, identified and protected, and meets the needs of the Trust to carry out its business in the most effective and efficient way.
- To devise and implement retention and disposal schedules for corporate records, including the introduction of an appropriate archiving mechanism and ongoing management of the SaTH internal and external archives.
- To be responsible for the development and maintenance of office processes to ensure optimum effectiveness of the records management function as part of the Department.
- To liaise and develop effective working relationships with other employees responsible for information handling (eg FOI Lead, Caldicott Guardian) and to be mindful of requirements of these functions. To ensure the confidentiality of information is always maintained.
- To be motivated and responsible for own continuing professional and personal development through the performance and development review process and by taking an active part in learning opportunities.
- Undertake all mandatory training required for the role.
- The post holder will lead the department in its desire to maintain a safe and healthy environment in which to work by carrying out assessments and arranging remedial action as required.
- Works with other managers to ensure Centre objectives are achieved
- Working with the Outpatient Services Manager, Supervisors and Senior Management to ensure the Centre achieves the performance of local and national booking targets/requirements
- Manage the Reception and Admissions and Records function on a day to day basis referring any issues to the Outpatient Services Manager. Working in partnership with the Outpatient Services Manager, Patient Pathway Co-ordinators, Centre Business/Assistant Business Managers and Clinicians to ensure the effective and efficient provision of a quality booking service.
- Manage Reception, Admission and Private Patient bookings function on a day to day basis ensuring a professional customer focused approach
- Manage the Onsite Team function for both sites, on a day to day basis ensuring a professional customer focused approach.



## KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

- Degree level or can demonstrate ability to work at degree level – or equivalent experience?
- Management Qualification or experience of management within a healthcare environment.
- Experience of business planning and operational management.
- Project and change management experience/skills.
- Staff and performance management skills and the ability to deal promptly and appropriately with staffing issues as they arise.
- Proven leadership abilities including the ability to behave confidently and assertively and influence a wide range of staff.
- Able to work under pressure and to deadlines.
- Information analysis skills including the ability to use own judgment and initiative and prioritise workload.
- Able to chair/lead meetings.
- Advanced user of Microsoft Office and general computer literacy.
- Excellent written and oral communication skills.
- Knowledge/understanding of confidentiality issues and a commitment to Equal Opportunities

## HUMAN RESOURCES

- Provide strong and effective leadership to specific clinical and non-clinical teams and individuals.
- To support the establishment of a clear vision for these specific work areas with senior colleagues to create a working environment that empowers staff to achieve optimal performance.
- Ensure the achievement of national access targets including 18 week referral to treatment and emergency care targets.
- Contribute to the wider management of the Centre and of the Trust on specific projects as and when appropriate.
- Ensure that there is widespread implementation of robust human resource (HR) practices, in line with the Trusts HR Strategy and Trust policies.
- Participate in the development and resourcing of the workforce and role development in line with service need and local and national trends.
- Monitor effective staff communication and involvement ensuring staff have the opportunity to be involved in and influence the planning and development of services.
- Lead the recruitment and retention process of staff as appropriate, effectively inducting new staff in accordance with the Trusts Induction Programme and ensure implementation of workforce planning targets as identified.
- To monitor levels and standards of performance, staff conduct, standards of behaviour, appearance and staff absenteeism as appropriate ensuring these matters are dealt with effectively where appropriate.

- Ensure that designated staff groups within the Centre are working to competencies which are regularly assessed and appropriate to the service in line with Agenda for Change and the Knowledge and Skills Framework.

## TRUST DUTIES AND RESPONSIBILITIES

All employees within the Trust have the following responsibilities:

- The post holder must not, by act or omission, endanger the safety of him/her or others and must report all untoward occurrences. The post holder must be responsible for all Trust property and the reporting of all potential or actual breaches of security
- The post holder will be expected to familiarise him/herself with, and comply with, all personnel policies and procedures, including the Dignity at Work and Equal Opportunities Policy

## SYSTEMS AND EQUIPMENT

- Trust PAS systems.
- MS Office packages.

## PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE POST

- The post requires prolonged periods of concentration on a frequent basis to ensure that multiple information points for patients journey are appropriately integrated.
- The work patterns are unpredictable and require the post holder to be prepared to respond to many different requests at very short notice. Multiple interruptions and re-prioritisation of multiple key work streams is essential.



## PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

# QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Education to degree level or equivalent experience</li> <li>• GCSE Grade 9-4 or above in English and Maths or equivalent.</li> <li>• Committed to continuous,</li> <li>• management/professional development</li> </ul>	<ul style="list-style-type: none"> <li>• Higher Degree level education or equivalent professional qualification.</li> <li>• Project Management qualification</li> </ul>

# EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Experience of operating at a supervisory/management level within the NHS or other complex organisation.</li> <li>• Excellent Interpersonal Skills</li> <li>• Excellent Organisational Skills and time management skills.</li> <li>• Knowledge and experience of NHS computer systems, some experience of bespoke computerised systems</li> <li>• Flexibility to undertake cross Site working required.</li> <li>• Able to work in confined spaces eg filing rooms</li> <li>• Able to move and handle patient notes and X-Rays, utilising equipment e.g. Trolleys &amp; role cages</li> </ul>	<ul style="list-style-type: none"> <li>• Customer service experience, dealing with people on the telephone and face to face.</li> <li>• Experience of team working</li> <li>• Experience of using Microsoft Outlook and Sema</li> </ul>



## SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Ability to work with limited supervision, seeking advice when necessary.</li> <li>• An effective team player.</li> <li>• Able to demonstrate attitudes and behaviors that align to Trust Values.</li> <li>• Flexible ability to prioritise and work to deadlines.</li> <li>• Organised and methodical approach</li> <li>• Ability or willingness to communicate appropriately, effectively and sensitively with a wide variety of people including colleagues, members of the public and external contacts.</li> <li>• An appreciation of the importance of maintaining confidentiality as appropriate to the role.</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of effectively working to deadlines.</li> <li>• High level of competency in the application of understanding and interpretation of information, (often complex information)</li> </ul>

## OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Willing to develop new skills</li> <li>• Willing to occasionally work at other Trust sites to meet the requirements of the post.</li> <li>• Receptive to change</li> <li>• Values others ideas and opinions</li> </ul>	

# GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

## 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 (IPC)

The prevention and management of acquired infection is a key priority for the Trust. 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 colleagues; 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 AND CYBER SECURITY

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.

- 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 - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. 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, to protect yourself and the Trust from any possible 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 continuous personal development including, 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

# SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

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 Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH 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 make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

## EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.



Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

## NO SMOKING POLICY

The Trust is a no smoking/e-cigarette/vaping organisation except for designated external areas, in accordance with Trust Policy.

## MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





## The Royal Shrewsbury Hospital

Telephone: 01743 261000

Minicom: 01743 261213

Address:

The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

Getting to The Royal Shrewsbury Hospital

## The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

Getting to The Princess Royal Hospital