



## ASSISTANT SERVICE 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

Salary sacrifice schemes for home electronics and bikes

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>Assistant Service Manager</b>
<b>Band</b>	<b>4</b>
<b>Directorate</b>	<b>Medicine</b>
<b>Accountable to</b>	<b>Service Manager for Clinical Area</b>
<b>DBS Required?</b>	<b>No</b>

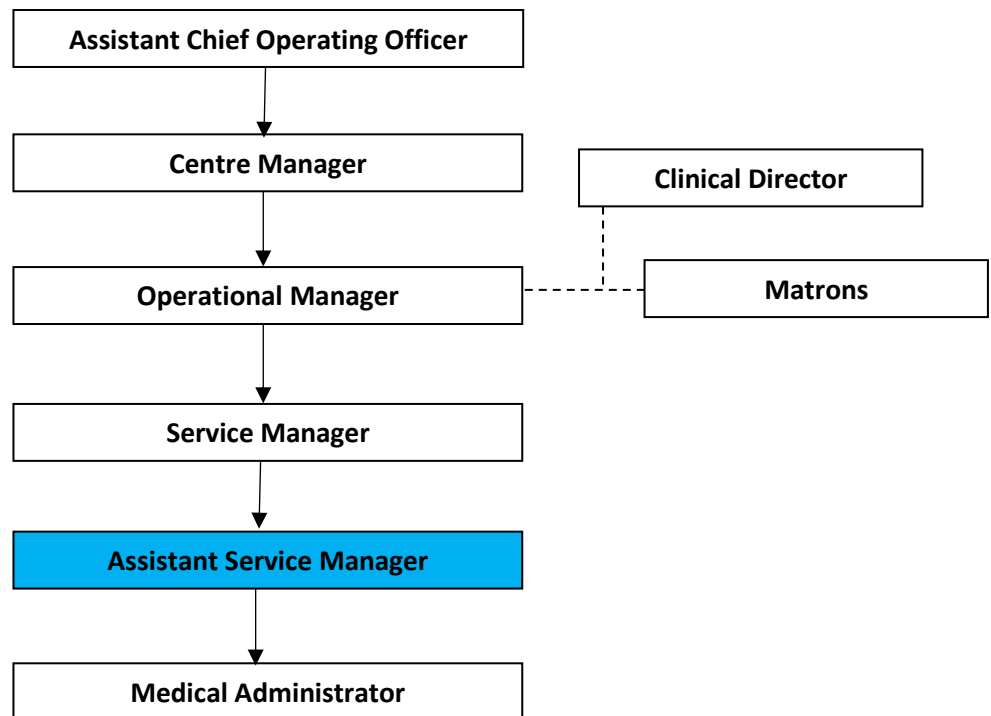
## JOB PURPOSE

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 CHART



## 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.

### **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



## 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>• 2 A Levels or NVQ3 or equivalent qualifications.</li> <li>• Evidence of a commitment to continuous professional development</li> <li>• Or the ability to demonstrate the equivalent experience gained in a similar role</li> </ul>	

# EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Experience of working with senior clinical staff in a healthcare setting</li> <li>• Ability to analyse data and present findings effectively</li> <li>• Significant experience of working autonomously in an administrative and clerical role demonstrating an ability to exercise own judgement and analyse situations in order to identify a way forward.</li> <li>• Experience of managing and monitoring patient pathways to ensure delivery of the 18-week referral to treatment standards and 2ww Cancer targets.</li> <li>• Experience and/or working knowledge of validating patient pathways to ensure they provide an accurate record</li> <li>• Experience and/or working of scheduling outpatient appointments and/or admissions</li> <li>• Demonstrable understanding of patient priorities and performance standards relating to appointments and waiting times</li> <li>• Significant knowledge of 18-week referral to treatment standard</li> </ul>	

# SKILLS

ESSENTIAL	DESIRABLE
-----------	-----------

<ul style="list-style-type: none"> <li>• Evidence of ability to manage own workload effectively.</li> <li>• Experience of using a full range of IT systems including Microsoft Office and patient administration/data systems</li> <li>• Excellent numerical skills</li> <li>• Advanced IT skills</li> <li>• Ability to manipulate data</li> <li>• Excellent communication skills</li> <li>• Ability to work well within a team</li> <li>• Be methodical and accurate</li> <li>• Demonstrate a caring and responsible attitude to our patient's experience of our services</li> <li>• Receptive to change • Values others ideas and opinions</li> </ul>	
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--

## OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Ability to travel across all Trust sites as required</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

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

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

# 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.



EMPLOYER RECOGNITION SCHEME

SILVER AWARD

Proudly supporting those who serve.





## 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