



## JOB DESCRIPTION

### JOB DETAILS:

|   |  |
|---|--|
| <b>Job Title</b>                            | Patient Access Booking Centre Manager – North Wales Dental Service |
| <b>Pay Band</b>                             | 5  |
| <b>Hours of Work and Nature of Contract</b> | To be completed on recruitment                                     |
| <b>Division/Directorate</b>                 | North Wales Dental Service   |
| <b>Department</b>                           | Patient Access Booking Centre – North Wales Dental Service         |
| <b>Base</b>                                 | To be completed on recruitment                                     |

### ORGANISATIONAL ARRANGEMENTS:

|                                       |  |
|---------------------------------------|--|
| <b>Managerially Accountable to:</b>   | Assistant Director, North Wales Dental service |
| <b>Reports to: Name Line Manager</b>  | TBC  |
| <b>Professionally Responsible to:</b> | Assistant Director, North Wales Dental service |

#### **Job Summary/Job Purpose:**

The Patient Access Booking Centre Manager will be responsible for the provision of operational and day to day management of clerical and administration services within Patient Access Booking Centre, North Wales Dental Service. The post holder will be required to assist the Assistant Operations Manager, Operations Managers, Clinical Leads and Service Managers with the provision of a broad range of corporate support to the Patient Access Booking Centre, North Wales Community Dental Service.

The post holder will support in the achievement of key operational and strategic objectives for the Division, contributing where appropriate to the production of business cases and operational plans.

The post holder, as part of the Patient Access Booking Centre, North Wales Dental Service, will also provide support to achieving standards laid out by the Welsh Government and has a key role in ensuring waiting time targets are met. This will involve monitoring waiting times, capacity and demand, identifying problem areas and working with the Operational Management Team to resolve issues and ensure a co-ordinated approach to the delivery of services. The post holder will ensure that routine and ad-hoc information is provided to support the monitoring and achievement of all performance related targets.

#### **DUTIES/RESPONSIBILITIES:**

##### **1. Human Resources / Administration**

The Patient Access Booking Centre Manager is responsible for the day to day operational management of the Administrative and Clerical staff. This includes all issues relating to the recruitment, selection and induction of new staff, ensuring that all Health Board recruitment procedures are applied. They will also be responsible for the deployment, training of A&C staff.

- Manage the recruitment and selection of all admin and clerical staff
- Responsible for the cover arrangements of all admin and clerical staff within available resource.
- Review workload issues, staffing levels and supervisory arrangements for these staff.
- To undertake staff personal development review in line with the Knowledge and Skills Framework. Monitor the performance of all staff within remit, ensuring that individual training and developments needs are identified and provide staff with access to appropriate training and development. Responsible for monitoring of staff performance and early discussion stage of disciplinary matters.
- Influence, lead and encourage admin and clerical staff members within remit.

- Maintain accurate records of staff sickness and be responsible for the management of sickness absence within Patient Access Booking Centre in accordance with Health Board policies and procedures.
- Establishing and operating effective administrative, secretarial and filing systems, IT systems and procedures related to the work of the Patient Access Booking Centre
- Managing the flow of work, supervising, guiding and supporting the administrative team.
- Arranging cover to ensure administrative services are available at all times.
- Provide general quality control for the production of information and development of administrative procedures.
- Ensure all staff mandatory training is completed along with appropriate compliance within the Division with Health Board Policies and Procedures, with particular regard to Human Resources Management and Health & Safety.

## **2. Operational Management**

- To monitor the Divisional waiting list targets for Referral to Treatment along with other WG targets recommending appropriate action required to ensure achievement in conjunction with Divisional Management Team.
- To manage all referrals, waiting lists within the specialty, was not brought and failed to attend in line with the Health Board's waiting list policies and Welsh Government guidance.
- To work with the Divisional Management Team to ensure demands meet capacity, identifying areas of shortfall within specialty area.
- In conjunction with the Operations Manager and Assistant Operations Manager to provide management support to Heads of Service, Clinical Leads and Team Leaders.
- Contribute and assist in the preparation of the Divisional Annual Operational Plan and assist with the development of capital business cases.
- Assist with modernisation initiatives with clinical, admin/clerical and secretarial staff in conjunction with the Assistant Operations Manager and the Heads of Service when required.

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- Liaise with other Divisions and Departments within the Health Board to ensure the co-ordination of service development and changes.

### **3. Financial Management**

- Assist in the management of the financial resources allocated to administrative, clerical and secretarial staff within the Dental Division. This includes ensuring that the budget is effectively managed and that any cost improvements are met.
- Identify and introduce cost improvement, quality improvement and efficiency measures.
- Monitor procurement of goods/ ordering of supplies on Oracle System.
- Preparation of staff returns for authorisation for payment of staff.

### **4. Information Management**

- Ensure the appropriate and timely performance management information is provided to the Management Team.
- Assist in maintenance of departmental Intranet Site, uploading relevant information and keeping contact details up-to-date.
- Ensure the timely and accurate inputting of information onto Patient Administration System and all other patient management systems is maintained in conjunction with Health Board IT policies and procedures.
- To assist the Management team in obtaining information, relevant to future development bids within specialty.
- Ensure that all staff within remit maximizes the use of IT facilities to help maintain efficient working practices.
- Regularly report on the performance of the service identifying trends and outcomes and identified actions to improve performance.

- Benchmark the service against North Wales Dental Service Key Performance Indicators (KPIs) evaluating best practice and inform Divisional Management Team where performance requires improvement.

## **5. Clinical Governance**

- The post holder will participate in the Clinical Governance arrangements in place within the Division.

## **6. Other Key Responsibilities**

- Undertake development projects on behalf of the Operations Managers and Assistant Operations Manager.
- Attend and participate in appropriate Divisional meetings, Programme Team Meetings and other team meetings and take minutes of meetings when required.
- Represent the Patient Access Booking Centre on any committees / groups that are relevant and in the interest of the Division.
- The post holder may occasionally be expected to work flexible hours of duty within reasonable bounds.
- The post holder will be communicating with a range of individuals from admin staff, parents, clinicians and service /operational managers on a day to day basis and participate in Programme Group meeting.
- The post holder will be required to deal with sensitive and contentious issues, dealing with on the spot complaints raised by parents as well as dealing with sensitive employee relation issues, which may involve union representation. T
- Post holder is responsible for managing the Patient Access Booking Centre where they frequently receive sensitive and contentious information and have to respond to it in an empathetic manner e.g. discussing reasonable adjustments/ redeployment following long term sickness, implementing changes to administrative processes where there is reluctance towards the change.
- The post holders support Clinical Team leaders through training in the use of systems (e.g. current dental booking system / programme (SOEL or R4 equivalent), HANC, WPAS, WDS, ESR Manager Self Service) and new processes and is regularly required to disseminate information to Dental staff (both clinical and administrative) relating to health and safety, changes in systems, practices etc.

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## **PERSON SPECIFICATION**

| <b>ATTRIBUTES</b>                      | <b>ESSENTIAL</b>  | <b>DESIRABLE</b>   | <b>METHOD OF ASSESSMENT</b>                |
|--|---|--|--|
| <b>Qualifications and/or Knowledge</b> | <p>GCSE standard in English and Maths</p> <p>Good standard of general / higher education (Certificate Level)</p> <p>Evidence of continuous / ongoing learning</p> <p>Degree level (Management) or equivalent experience.</p>  | <p>Professional Management Qualification</p> <p>Currently pursuing a qualification in NHS Management</p> | Application form and pre employment checks |
| <b>Experience</b>                      | <p>Extensive experience of staff management</p> <p>Previous experience of managing financial resources</p> <p>Sound knowledge of IT systems/ current dental booking system / programme (SOEL or R4 equivalent), HANC, WPAS, WDS, ESR Manager Self Service</p> <p>Knowledge of waiting list management</p> <p>Previous experience in producing written reports</p>   | Previous NHS experience  | Application form and interview             |
| <b>Aptitude and Abilities</b>          | <p>Evidence of potential for effective leadership including ability to :</p> <ul style="list-style-type: none"> <li>- Introduce new and innovative work practices</li> <li>- Initiate change</li> <li>- Motivate staff</li> <li>- Delegate</li> <li>- Prioritise tasks</li> <li>- Manage 'difficult' personalities</li> </ul> <p>Ability to demonstrate excellent:</p> <ul style="list-style-type: none"> <li>- Communication and written skills</li> <li>- Problem solving skills</li> <li>- Time management skills</li> <li>- Counselling / supervision skills</li> <li>- Organisational skills</li> <li>- Proven ability to work to tight deadlines</li> </ul> | Ability to speak Welsh   | Interview                                  |

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|               |  |   |  |
|---------------|--|---|--|
|               | <ul style="list-style-type: none"> <li>- Sound knowledge of Patient Confidentiality</li> </ul> <p>Ability to demonstrate the personal qualities and professional competencies required of all managers and leaders in line with local competence frameworks as evidenced in day to day work and through discussion at PADR</p> <p>Ability to demonstrate tact and diplomacy when working with others</p>   |   |  |
| <b>Values</b> | <p>Additional demonstrable qualities that may be beneficial to the role, e.g. care, compassion, competence, communication, courage and commitment</p> <p>Add in specific reference to working in accordance with core organisational values, i.e. Demonstrate a commitment to working consistently in line with our Organisational Values, and enabling others within the workforce to do so to as evidenced in day to day work and through discussion at PADR</p> |   | <p>Application Form</p> <p>Interview</p> <p>References</p> |
| <b>Other</b>  | <p>Ability to work on own initiative but also work as part of a team.</p> <p>Ability to work in a busy environment and cope under pressure.</p> <p>Positive and enthusiastic attitude.</p> <p>Ability to travel within geographical area.</p> <p>Able to work hours flexibly.</p>  | <p>Ability to demonstrate the desire to pursue a progressive management career in the NHS</p> | <p>Application form and interview</p>                      |

### **GENERAL REQUIREMENTS**

Include those relevant to the post requirements

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- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organisation's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection Act 1998:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 1998 and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB to promote equality for people with protected characteristics, both as an employer and as a provider

of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.

- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have indirect contact with patients/ children in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau Standard Disclosure Check as part of the Trust's pre-employment check procedure.  
The post holder does not require a DBS Disclosure Check. \*Delete as appropriate.
- **Safeguarding Children and Vulnerable Adults:** The organisation is committed to safeguarding children and vulnerable adults. All staff must therefore attend Safeguarding Children training and be aware of their responsibility under the Adult Protection Policy.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board sites, including buildings and grounds, are smoke free.

### Flexibility Statement:

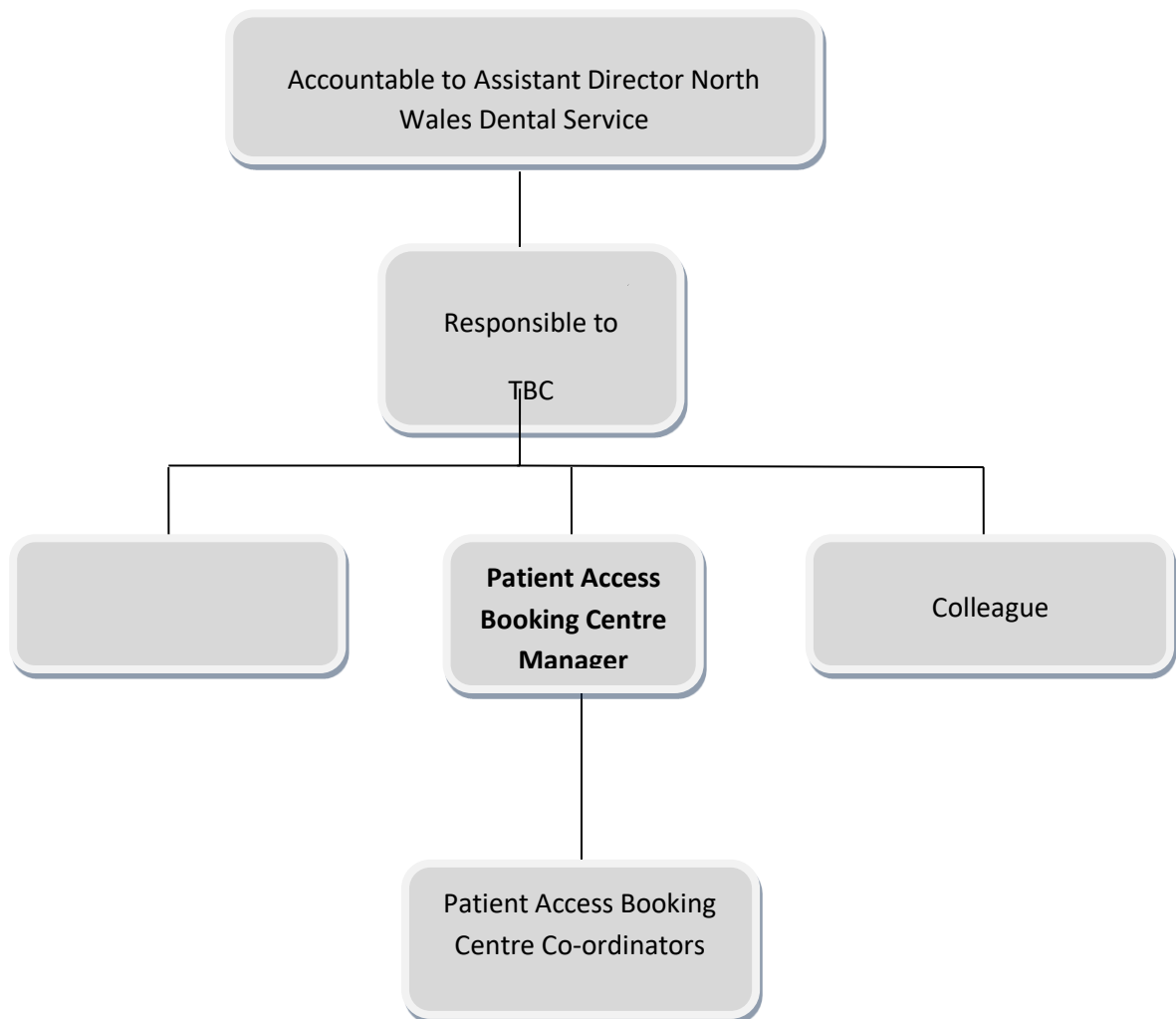
This is an outline of the tasks and responsibilities, and is not intended to be an exhaustive list of duties.

The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

**Job Title: –Patient Access Booking Centre Manager – North Waes Dental Service****Organisational Chart**

The Organisational Chart must highlight the post to which this job description applies showing relationship to positions on the same level and, if appropriate, two levels above and below.

Complete, add or delete as appropriate the text boxes below showing the organisational relationships.



**Job Title: Patient Access Booking Centre Manager – North Waes Dental Service**

**Supplementary Job Description Information**

**Physical Skills e.g. Clinical skills (e.g. intubation, venepuncture) or non clinical skills (e.g. high speed accurate typing).**

*Please detail the physical skills required to fulfil the duties of the job. Take into account:*

- *Hand-eye co-ordination such as may be required for audio typing or manipulation of materials/tools*
- *Sensory skills (sight, hearing, touch, taste, smell) such as those required for listening for speech and language defects*
- *Dexterity such as those required for use of fine tools/laying out of instruments, manipulation*
- *Requirements for speed and accuracy such as advanced keyboard use/high speed driving.*
- *Highly developed physical skills as may be required for e.g. performing surgical interventions, suturing, intubation or a range of manual physiotherapy treatments or carrying out endoscopies.*

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

Nature of skills required:

Advanced keyboard skills, where there is a need for speed and accuracy are required, on a daily basis.

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## Physical Effort

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, such as:

'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B. Walking /driving to work is not included**'

| Examples of Typical effort(s)  | How often per day / week / month          | For how long?           | Additional Comments |
|--|---|-------------------------|---------------------|
| Post will involve sitting in a restricted position for long periods whilst analysing and interrogating performance data. | Daily                                     | 2-3 hours               |                     |
| Post requires post holder to drive to other sites  | Weekly<br>2-3 times per week              | Up to 2 hours each time |                     |
| Lifting heavy weights, e.g. files, furniture, stationery etc.  | Weekly<br>3 – 4 times per week on average | 30 mins                 |                     |

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## Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day, e.g. :

'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

| Examples of Typical effort(s)  | How often per day / week / month? | For how long?  | Additional Comments |
|--|-----------------------------------|----------------|---------------------|
| Post requires long periods of concentration for analysing data and producing reports where there are frequent interruptions. | Daily                             | 2 hrs plus     |                     |
| Concentration required for taking minutes at various Dental meetings   | Monthly<br>2-3 times per month    | 4 hours        |                     |
| Concentration required for management of staff and completion of pay returns.  | Monthly                           | 3hrs per month |                     |
|  |                                   |                |                     |

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## Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding.

Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with.

For example, 'processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

| Examples of Typical effort(s)   | How often per week / month?  | For how long?         | Additional Comments |
|---|--|-----------------------|---------------------|
| Post holder is required to deal with difficult and emotional staffing issues such as disciplinary and grievance which may involve imparting unwelcome news.   | Once a week on average   | Anything up to 2 hrs  |                     |
| Processing news of highly distressing events relating to Dental patients and sharing with admin staff. Provide emotional support to admin and clerical staff. | Weekly, sometimes daily depending on particular events or particular times of year | Approximately 1 hour  |                     |
| Dealing with difficult personal situations/circumstances relating to employees/admin and clerical staff.  | At least once a month  | 1 – 2 hours per month |                     |
|   |  |                       |                     |

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## Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable **(even with the strictest health and safety controls)**, such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month.

Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations - **\*Driving to and from work is not included**

| Examples of Typical Conditions                                     | How often per week / month? | For how long?          | Additional Comments |
|--|-----------------------------|------------------------|---------------------|
| Post holder uses VDU more or less continuously throughout the day. | daily                       | More than half a shift |                     |
| Post holder is required to travel between sites                    | weekly                      | Up to 2hrs             |                     |
|  |                             |                        |                     |

## Submission of documents for job evaluation

Please sign and retain an original copy for manager and employee.

Send an electronic version of the documents to [BCU.JobEvaluation@wales.nhs.uk](mailto:BCU.JobEvaluation@wales.nhs.uk)

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