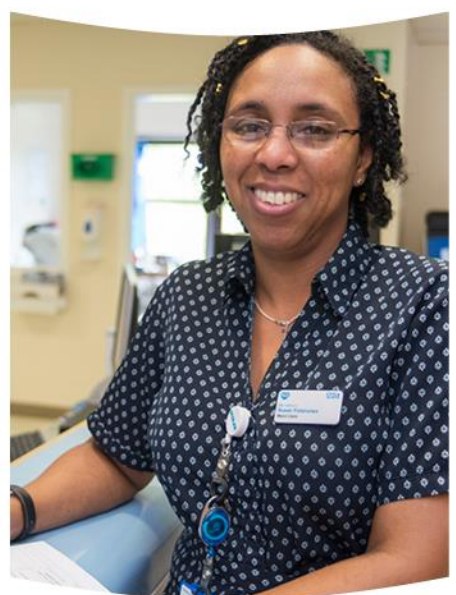


Service Manager- (Admitted and Diagnostic)

Administrative Services

Job Description and Person Specification



About us

We provide care for the residents of three diverse London boroughs. Most of our 7,800 permanent staff live in Barking and Dagenham, Havering and Redbridge and the majority are from black, Asian and minority ethnic groups. We also provide healthcare services to people in south west Essex, and specialist neurosciences services to the whole of the county.

Our services include all the major specialties of large acute hospitals and we operate from two main sites - King George Hospital in Goodmayes and Queen's Hospital in Romford. We have two of the busiest emergency departments in London – more than 300,000 people visited our A&Es in 2023. We also provide outpatient services at Brentwood Community Hospital, Barking Community Hospital, Loxford Polyclinic, and Harold Wood Polyclinic.

We're pleased to be leading the way in reducing the time our patients wait to get the treatment they need. The Elective Surgical Hub at King George Hospital is one of eight to be accredited as part of a national scheme; the Care Quality Commission has raised the ratings for urgent and emergency care at Queen's and King George hospitals; and data released by NHS England showed that the Trust was the most improved in 2023 for reducing waits for emergency care.

We are particularly proud of our regional Neurosciences Centre; Radiotherapy Centre; Hyper Acute Stroke Unit; and dedicated breast care service at King George Hospital. We're also part of the North East London Cancer Alliance.

OUR VISION: TO PROVIDE OUTSTANDING HEALTHCARE
TO OUR COMMUNITY, DELIVERED WITH PRIDE

OUR PRIDE VALUES

PASSION

RESPONSIBILITY

INNOVATION

DRIVE

EMPOWERMENT

Job Description

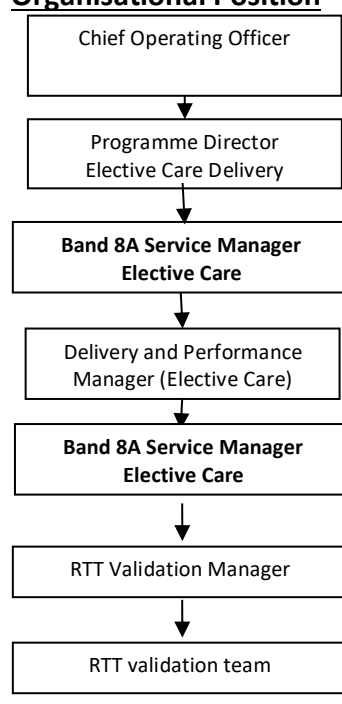
Job title:	Service Manager (Admitted and diagnostic)
Band:	Band 8A
Hours of work:	37.5
Location:	Queen's Hospital/King George Hospital
Specialty/department:	Working within Corporate
Accountable to:	Delivery and Performance Manager (Elective Care)
Responsible to:	Programme Director (Elective Care Delivery)

1. Job purpose

Working in partnership with the Delivery and Performance Manager the Service Manager manages a defined area of responsibility providing managerial leadership, expertise, and operational support to staff within elective care with focus on, but not limited to admitted and diagnostic elements.

Works with the Delivery and Performance Manager with a particular focus on the operational performance of the service to support the wider strategic development of the defined service by providing both operational business support in the development and implementation of the Elective care's strategic objectives

Organisational Position



2. Relationships

The post holder is expected to establish and maintain positive interpersonal relationships with other staff members characterised by trust, mutual respect, and open, honest communication.

Internal Relationships

Executive Directors	Divisional Director
Divisional Nurse	Divisional Manager
Deputy Divisional Managers	Specialty Managers
Patient Pathway Managers	Patient Pathway Co-ordinators
Consultant Medical staff	Nursing Staff
All Divisional staff	Management Accountants
Other Specialty Managers / Senior Managers within the Trust	
HR advisors, Programme Director, Elective Care Delivery	

External Relationships

Planning and Commissioning advisors (internal and external)	
CCGs and GPs	NHSI
Patients, families, and carers	Relevant Networks
Voluntary organisations	
Other Trusts within the local health economy and their Managers / Clinical Directors	
Relevant Department of Health Groups	

3. Job Summary

Performance Management

Responsible for overall safe and smooth delivery of identified services as set out in the Trust business plan and national service frameworks.

Responsible for delivering admitted and diagnostic performance targets and metrics, including clinical outcome objectives and service line reporting.

Interpret data available within the service to report, monitor and track performance and to satisfy reporting requirements within the designated areas of responsibility.

Work in partnership with the Information Department to provide specialty specific reports which feedback performance to the Delivery and Performance Manager and other senior staff.

Monitor levels of admitted and diagnostic activity against expectations and highlight any adverse variance to the Delivery and Performance Manager and Divisional Teams.

Ensure that public and patient user views are taken into account in the planning and monitoring of services.

4. Clinical / Operational Responsibilities

Risk, Clinical Governance & Quality

Ensure implementation of clinical governance, complaints, and risk management process for the service in monitoring of compliance with clinical governance standards, other Trust-wide policies and processes and best practice requirements.

Facilitate the resolution of complaints, conflicts and issues from patients, staff, suppliers, other internal and external service providers, and partner organisations in a timely and appropriate manner in line with Trust policy, procedures and service delivery values and priorities.

Support clinical staff in root cause and trend analyses of all complaints and adverse incidents that relate to elective care across the Trust.

Ensure infection prevention and control within the service ensuring compliance with the hygiene code.

Information and Communication

Manage the collection and analysis of information relating to service performance activity and quality, identifying corrective action with the Programme Director, Elective Care Delivery and senior clinical team, where appropriate to meet standards.

Facilitate collaboration and joint working between departments.

Engage and influence senior clinical team in the achievement of service objectives

Staff Management

In conjunction with the Delivery and Performance Manager ensure delivery of national and Trust workforce issues, which address recruitment, retention, induction, support and development of all staff within the service, in collaboration with relevant stakeholders in line with the business plan.

Responsible for ensuring that all staff managed by the post holder have job appropriate and mandatory training and personal development plans.

Ensure staff compliance with appropriate Trust and HR policies and procedures.

Line manage, coach, motivate and develop team morale through effective personal leadership.

Financial Management

Act as an authorising signatory for capital and revenue budgets within limits agreed by the Delivery and Performance Manager.

Manage reporting on budget positions across the service to support the Delivery and Performance Manager to discharge their accountability for ensuring internal and external financial targets, including CIPs, as specified in the business plan.

Identify cost improvement savings on an annual basis ensuring cash releasing savings are removed from the budget and income targets are fully achieved.

Strategy and Service Improvement

With the Delivery and Performance Manager and senior clinical team supports the development of efficient, effective, and high-quality patient focused services that is responsive to changing patterns of healthcare in conjunction with relevant stakeholders.

Identify opportunities and develop plans for service redesign, utilising service improvement techniques in line with the Trust's corporate strategy.

Inform the development and implementation of annual business plans, which support the overall strategy of the Trust.

Undertake performance reviews of the service, forecasting trends and developments that affect service delivery and provide information as requested.

Participate in negotiations of service level agreements as required.

Elective care pathway management

Provide guidance to Patient Pathway Managers (PPMs) and Service Managers on patient pathways, support and carry out necessary actions to move patients forward and have a plan per patient.

Lead elective care training for the Trust using in-depth examples in Medway, other clinical systems, and elective care portal.

Work with medical, non-clinical staff and consultants for clinical reviews as well as carry out actions such as booking appointments, pre-operative appointments, admissions, and book / manage outsourcing patients and team and move patients in pathways.

Review their PTLs and liaise with the staff within services so all are aware on who is looking at certain weeks wait to gain movements per patients, to prevent staff duplicating work within the services.

Attending tracking meetings when required to give support to PPM's.

Create and manage SOP's / Crib sheets for elective care including admissions add and remove from waiting list, updating patient level details, creating referrals)

Prepare weekly reports for Access papers, 38-week month end breaches, 52 weeks month end breaches, 52 weeks on the day breaches and 90 week month end breach reports.

Attend Trust wide weekly huddle meetings and advising, guiding PPM's and services Managers of next steps required for patients within their PTL's.

Manage Health Roster, staff sickness, annual leave, stress risk assessments, DSE assessments, Occupational health reviews, BAME assessments within the team.

5. Policy, Service, Organisational and Professional Responsibilities

Policy Development

Responsible for policy implementation and development for designated services

Ensure national and Trust policies affecting service delivery are embedded

6. General

All staff are responsible for the continual compliance with CQC standards and outcomes.

The postholder must be aware of, and work in line with, our Trust's Safeguarding Adults and Children procedures.

Deputise for the Delivery and Performance Manager (Elective Care) as appropriate

Act as an ambassador for the Trust at all times.

7. Personal development

All staff are required to be appraised by their line managers at least once a year at a personal development review meeting where progress made over the last year is discussed and agreed. Focus on the following year's departmental and personal objectives will be identified, discussed, and agreed. Where necessary, help and support will be provided, and development opportunities agreed in line with service provision and knowledge and skills competency framework.

8. Mandatory Trust responsibilities

Amending the job description

This is a newly created role and it is expected that as the organisation develops and changes, it may be necessary to vary the tasks and/or the responsibilities of the postholder. This will be done in consultation with the postholder and it is hoped that agreement can be reached to any reasonable changes.

Confidentiality

The post holder must at all times maintain a complete confidentiality of the material and information that they handle. Any matters of a confidential nature, or in particular, information relating to diagnoses and treatment of patients and individual staff records must not, under any circumstances, be divulged or passed on to any unauthorised person or persons. The postholder must respect patient named confidentiality in keeping with “Caldicott principles”.

Data protection

The Trust relies on special provisions under data protection legislation to process personal information. Personal information includes name, address, national insurance number and date of birth as well as anything else confidential or sensitive. For example, racial or ethnic origin, trade union membership, health and the commission or alleged commission of any criminal or civil offences.

The Trust's fair processing notice is on our [website](#) details what personal information the trust uses, why this is required, the lawful basis for processing (legitimate reasons for collection, storage, usage and sharing), how the Trust processes (uses, stores, retains, disposes and protects) personal information, retention periods, who we share personal information with, confirmation of your information rights and the process for reporting a complaint or concern.

The Trust will lawfully process your personal information in compliance with data protection legislation.

Leaders' agreement

If the post holder has leadership and/or line management responsibility, then they are responsible for demonstrating, and developing in line with, the standard of behaviour as outlined in our Trust 'Leaders' Agreement'.

Policies and procedures

The post holder will be expected to comply with all statutory legislation, Trust Financial Framework Guidance and approved national and local policy. The postholder is also expected to be aware of our Trust's Risk Management Strategy which includes the responsibilities placed on them by the Health and Safety at Work etc Act (1974) and the Clinical Governance Framework. All employees are expected to comply with all Trust Policies and Procedures.

Safeguarding children and vulnerable adults

Safeguarding and promoting the welfare of children, young people and adults is central to the care provided by our Trust and the post holder must be aware of their responsibilities and work in line with our Trust's Safeguarding Adult and Children Procedures.

Health and safety

Under the Health & Safety at Work etc. Act (1974), it is the responsibility of individual employees at every level to take care of their own health and safety and that of others who may be affected by their acts or omissions at work. This includes co-operating with management in complying with health and safety obligations, commensurate with their role, to maintain a safe environment and particularly by reporting promptly any incidents, defects, risks or potential hazards.

You must co-operate with Management in discharging its responsibilities under the Health and Safety at Work etc Act 1974 and ensure the agreed safety procedures are carried out to maintain a safe environment for patients, employees, others and visitors.

.

Sustainable development and our health and wellbeing

The Trust is committed to UK Climate Change Act and NHS Sustainable Development Unit strategy to reduce its business activity related carbon emissions and its impact on the environment. Our Sustainability vision is to "continually sustain, retain and enhance the savings and culture change to meet our sustainability commitments."

All staff are required to support the Trust's Sustainability vision, which aims to minimise environmental and healthcare impacts by developing preventative approaches. This will help improve the internal and external environment, reduce impact on natural and energy resources, reduce air pollution, prevent infection, provide financial savings and improve the health and wellbeing of staff, patient and the public.

All Managers Band 7 and above are required to take appropriate responsibility in their departments. They are expected to support in raising awareness, encouraging staff on waste segregation, energy savings, promoting active and healthy modes of travel, help reduce waste and embed sustainability by completing a Sustainability Impact Assessment on their local activity and business cases.

Infection control

Employees must be aware of the responsibilities placed upon them by The Health Act (2007) to ensure they maintain a safe, infection free environment. This includes the knowledge and understanding of the management of infected patients and the principles of Standard Infection Control Precautions including the correct technique for Hand Washing and the appropriate use of Personal Protective Equipment (PPE).

Smoke free

Our Trust buildings and grounds became fully Smoke Free on National No Smoking Day 11th March 2015. Our Trust expects all staff to promote healthy living and to set good examples in their own behaviour. Those not ready to quit smoking must remain

smoke free during working hours and will not be able to smoke in Trust uniform, in Trust grounds including car parks, while driving on Trust business or take smoking breaks. Second hand smoke causes heart and lung disease, and is harmful to young children. However, disposable or rechargeable e-cigarettes (“vaping”) may be used outside hospital buildings.

General

The post holder will be expected to comply with all statutory legislation, Trust Financial Framework Guidance and approved national and local policy.

The postholder will be expected to be responsible for his/her continuing professional development and to take a proactive approach to maintaining personal and professional effectiveness in an evolving role.

The duties and responsibilities described in this Job Description are intended to be indicative but not exhaustive of the responsibilities of the postholder. As our Trust develops, the requirements of the job may change and the postholder is expected to adapt to these changes.

Equal opportunities policy

Our Trust operates in a multi-ethnic area. All members of staff are expected to take into account equalities in all areas of work.

All employees are expected to abide by our Trust’s equal opportunities policy, failure to do so could result in disciplinary action up to and including dismissal.

Date: 26th August 2022

Prepared By: Seeni Naidu, Programme Director, Elective Care

Person Specification

Selection Criteria	Essential Criteria	Desirable Criteria	Means of Assessment
Education/Qualifications	<ul style="list-style-type: none"> • Relevant first degree, equivalent professional qualification, or suitable experience. • Relevant post graduate courses or equivalent • Evidence of continued learning /personal development 		Application Form Interview
Skills/Abilities	<ul style="list-style-type: none"> • Effective written and verbal communication skills • Able to influence, negotiate and persuade • Ability to work within and across teams to meet project demands • Ability to provide & receive contentious information • Planning and management of service redesign • Ability to act under own initiative and work to deadlines • Ability to develop and maintain good working relationships internally and externally • Ability to manage own time effectively and to be able to plan and manage own work programme • Excellent IT and financial skills including the ability to create and handle large document using word processing skills, producing spreadsheets and analysis for presentation at meetings 	<ul style="list-style-type: none"> • Knowledge of Medway PAS • SQL 	Application form and Interview

	<ul style="list-style-type: none"> • Ability to manage and deliver to deadlines and within resources 		
Experience/ Knowledge	<ul style="list-style-type: none"> • Proven experience in an NHS Operational Role band 7 or above • Demonstrable success in project management. • Proven success in delivering change and performance with and through management and clinical teams. • Experience of managing a multidisciplinary team and ability to build high performance teams. • Experience of budget and staff management. • Experience of service redesign and development • Experience of dealing with complex and/or sensitive information and unpredictable situations. • Ability to analyse complex problems and to develop practical and workable solutions to address them; • Ability to think and plan creatively, and to prioritise work programs in the face of competing demands; • Ability to collaborate constructively with internal and external partners to create the conditions for successful partnership working; • Good working understanding of the changing NHS environment. • Proven track record of writing high quality reports, production of 		Application form and interview

	<p>business cases and presenting data clearly</p> <ul style="list-style-type: none"> • Good knowledge of 18 week and cancer pathways • Competence at reporting and interpreting trends • Experience of adapting strategy into an operational environment • Experience in complaints handling 		
Personal Qualities	<ul style="list-style-type: none"> • Proactive, versatile and problem solving approach • Customer focussed approach • Able to prioritise workload demands • A strong sense of personal and team accountability coupled to a clear understanding of the boundaries around delegated authority, responsibility and accountability • Excellent inter-personal and communications skills, negotiation and influencing skills demonstrated through the ability to engage others • Strong sense of commitment to openness, honesty and integrity in undertaking the role 		Interview