

JOB DESCRIPTION

JOB TITLE:	Clinical Assessment and Treatment Service DUTY MANAGER
PAY BAND:	Band 6
LOCATION:	St Leonards Hub
ACCOUNTABLE TO:	IUCS Service Lead Clinical Assessment and Treatment Service Manager
LINE MANAGER:	
KEY RELATIONSHIPS:	Professionals, patients, and service users, and the wider public
HOURS OF WORK:	This is a full or part time post . The post holder will be required to work flexibly to meet the needs of the service including in the out of hours periods, bank holidays and the Christmas period. weekends
JOB SUMMARY	Dorset Integrated Urgent Care Services (DIUCS) provides a streamlined urgent care pathway across the county, to help patients access the advice or treatment they need more quickly and make better use of local NHS resources.

The role holder will be required:

To act as a role model providing leadership, support, and day to day management to the teams, facilitating effective working within the team and collaborative working.

To manage staff efficiently and effectively by assisting with the planning, organising, monitoring, directing of Clinical Assessment and Treat functions to ensure the delivery of high-quality care through engaged and motivated employees. The role holder may be the single point of contact for staff for some shifts.

To ensure team members have developmental opportunities and that staff are engaged with and have a full understanding of how they contribute to team and service success.

Ensure effective working relationships with operational staff are maintained and developed accordingly and to lead the teams as part of the Clinical Assessment and Treatment Service management team to ensure operational delivery against national and local performance targets with an emphasis on safe, high quality patient care.

Promote a safe working environment with equal opportunities for all staff.

MAIN DUTIES AND RESPONSIBILITIES	
1.	MANAGERIAL RESPONSIBILITIES
1.1	Supervise and support team members and contribute to their overall Continuous Professional Development, mandatory training, and appraisal process, recognising the skills required across the team
1.2	Liaise with the Clinical and Assessment Treatment) Supervisors to develop career pathways and support apprentices as required.
1.3	Empower the team to creatively meet professional and organisational objectives, promoting a culture of learning, development, inquiry, and a team vision
1.4	To ensure the work of the team is co-ordinated and concerns are fed back in a structured and timely manner which can then be acted upon efficiently and effectively.

1.5	Plan shift rotas and allocation of staff, liaising with key contacts within Clinical and Assessment Treatment Service where required; identify deficits in staffing levels and act to address these
1.6	To evaluate care and service provision, taking appropriate action leading to improvement in quality standards through audit, Root Cause Analysis and dealing with complaints
1.7	To inspire and demonstrate leadership qualities through managing the team, working with others, demonstration of personal qualities, continuous service improvement, and setting direction
1.8	Supporting the management of change through strategic thinking, use of negotiating skills, self-awareness, and communication
1.9	Act as a role model and promote the Trust Behaviours of being proactive, positive, respectful, supportive, reliable, and trustworthy.
1.10	To ensure Health and Safety requirements are met and embedded into the planning and decision-making processes and culture of services; to ensure that Health and Safety Legislation is always complied with.
1.11	To ensure the return of quality audit/reports making certain learning is shared and actions taken.
1.12	To communicate a wide range of information and knowledge using a variety of techniques ensuring that the needs, motivations, and ways in which people prefer to communicate are considered.
1.13	To develop and maintain a well-established network of contacts with colleagues at all levels within the organisation and with external organisations.
1.14	To ensure the safeguarding of children and adults (as appropriate) ensuring that staff work together to safeguard and promote the welfare of children and adults, ensuring adherence to local safeguarding policies and procedures.
1.15	To ensure quality standards are achieved and maintained
1.16	Ensure that Key Performance Indicators are delivered and taking appropriate steps to avoid service standards not being met, escalating through predefined local and national channels as appropriate.
1.17	To provide and ensure a consistently safe, responsive, and patient-focused service to those requiring assistance and information from Urgent Care Services for the Trust.
1.18	To ensure the mobile fleet is maintained and fit for purpose. First point of contact for any Transport issues.
2.	OPERATIONAL RESPONSIBILITIES
2.1	To provide managerial support to the Service. Have responsibility for a named team; but provide equal managerial support for all staff on any given shift by being the managerial point of contact. Ensure named managers are made aware of any positive events of feedback relating to their own named team members.
2.2	To ensure adequate and safe staffing cover is maintained for patient/service user care.
2.3	Recognise, assess, and manage risk across the immediate and wider working environment and make appropriate decision autonomously ensuring statutory requirements are met
2.4	To be responsible for patient safety through knowledge of systems, legal requirements and understanding of litigation
2.5	To communicate effectively in verbal and written form in the exchange of complex, sensitive or contentious information in difficult situations using de-escalation, mediation, resolution, and professional Duty of Candour.
2.6	To ensure adequate and safe staffing cover is maintained for patient/service user care.
2.7	To identify and advise appropriate cover in the post holder's absence.
2.8	SystemOne super user for the Clinical Assess and Treatment Service.
3.	RESPONSIBILITY FOR HUMAN RESOURCES / WORKFORCE

3.1	To be responsible for day-to-day management of staff applying HR knowledge and skill to practice to include performance management, sickness and absence management, and compliance with organisational targets
3.2	Participate in the recruitment and selection of staff, assisting in the orientation of new staff.
3.3	To performance manage staff effectively and in line with Trust policies to undertake roles which meet patient needs in the most flexible and productive way possible. To coach, guide and develop team members to do the same.
3.4	To ensure all staff have annual appraisals and personal development plans
3.5	To hold regular one-to-ones with direct reports.
3.6	To manage the staffing levels to maintain the service during annual leave, sickness, training, and major incidents.
3.7	Recognise and utilise the individual's skills and knowledge, coaching others in their development and acting as a mentor/preceptor across all professional boundaries.
4.	RESPONSIBILITY FOR FINANCE / RESOURCES
4.1	To promote the best use of available resources in the pursuit of quality service provision.
4.2	Authorised signatory up in excess of £1,000 per month for area of responsibility.
5.	RESEARCH & DEVELOPMENT
5.1	Participate in surveys, regular audits, and clinical trials relevant to role as required and create a learning environment to improve quality of care based on these results
6.	POLICY & SERVICE DEVELOPMENT
6.1	Responsible for contributing to the development of policies, procedures, and practices applicable to their own discipline
6.2	To actively support improvement and innovation in the delivery of services moving towards the delivery of fully integrated services with the Local Authority, GPs, the Voluntary Sector, other providers of NHS services and other key partners.
7.	RESPONSIBILITY FOR INFORMATION / DATA
7.1	To maintain and ensure the highest quality of recording of patient data into the relevant record system in line with professional guidance and Trust Policy
7.2	Evaluate and report data relevant to role using Trust record systems and use of Microsoft Office components such as Word and Excel
8.	PROFESSIONAL RESPONSIBILITIES
8.1	Ensure that personal and team performance meets job requirements, Professional Codes and standards, Trust, and post competency standards at all times.
8.2	Ensures the required level of IT competence required for the role and for team members to process, record, evaluate and report data
8.3	Demonstrate commitment to the role and to service improvement through developing relationships with Commissioners, innovative thinking, and small-scale project management
8.4	Challenge poor performance and take appropriate action making full use of current support systems
8.5	Provide a positive, compassionate role model to junior staff and colleagues to ensure the delivery of people centred care and the key components of compassionate care
8.6	Create effective teamwork across professional boundaries using team building skills, creating common goals, and through engagement

8.7	Respects and applies the requirements of equality and diversity, promoting and role modelling these across the team.
9.	ENVIRONMENTAL FACTORS
	PHYSICAL EFFORT
9.1	The role holder will work from an office environment and will be required to travel to other Trust sites
	MENTAL EFFORT
9.2	The role holder will be required to maintain high levels of concentration over prolonged periods of time, analyse data and draw conclusions, respond to urgent requests whilst managing frequent and constant interruptions.
	EMOTIONAL EFFORT
9.3	From time to time will be exposed to distressing and /or emotional circumstances that will be either directly or indirectly.

PERSON SPECIFICATION

1.	KNOWLEDGE, SKILLS AND TRAINING	ESSENTIAL	DESIRABLE
1.1	Educated to degree level, or equivalent experience	Yes	
1.2	Relevant managerial or project management qualification to diploma level or equivalent experience	Yes	
1.3	Knowledge and understanding of Trust Strategy relevant to role	Yes	
1.4	Pathways trained or working towards.		Yes
2.	JOB SPECIFIC EXPERIENCE		
2.1	Previous line management experience	Yes	
2.2	Experience at Practitioner Band 5 level		Yes
2.3	Experience of multi-disciplinary working	Yes	
2.4	Recent previous experience within a comparable role	Yes	
2.5	Experience of facilitating and managing change		Yes
2.6	Experience of working within an urgent care call centre		Yes
2.7	Evidence of recent professional development	Yes	
3.	MANAGERIAL/SUPERVISORY EXPERIENCE		
3.1	Previous line management experience	Yes	
4.	FINANCE/RESOURCES		
4.1	Ability to promote the best use of available resources in the pursuit of quality service provision ensuring a safe environment.	Yes	
5.	INFORMATION TECHNOLOGY/RESOURCES		
5.1	Demonstrable ability to evaluate data and produce reports using Microsoft Word and Excel	Yes	
5.2	Experience of electronic patient / service user record systems	Yes	
6.	PERSONAL QUALITIES/ATTRIBUTES		
6.1	Able to communicate effectively at different levels of the organisation in both verbal and written form for example with staff, patients / service users, visitors, or external organisations in the exchange of complex, sensitive or contentious information, which will require the use of negotiating and/or persuasive skills.	Yes	
6.3	Able to analyse and assess sometimes challenging and complex situations requiring interpretation of potentially conflicting situations with the ability to make judgements on appropriate courses of action, requiring consideration of a range of options and the implications of each.	Yes	
6.4	Experience of planning and organising complex activities such as organising own time and that of junior staff and learners, planning off duty rota and undertaking discharge planning involving co-ordination with other agencies.	Yes	
6.5	Evidence of demonstrating the Trust's values and behaviours.	Yes	
6.6	Evidence of complex communication skills both verbal and written to deal with difficult situations	Yes	
6.7	Ability to use own initiative within sphere of authority	Yes	

6.8	Demonstrated ability at using tact & diplomacy	Yes	
6.9	Demonstrable leadership qualities and the ability to perform as a role model	Yes	
6.10	Ability to plan and manage work within agreed objectives	Yes	
6.11	Inquisitive and eager to learn, asks questions and responds positively to change in practice/procedure. Seeks ways to improve self and others.	Yes	
6.12	Ability to monitor and maintain a healthy, safe, and secure workplace for self and others.	Yes	
7.	BUSINESS TRAVEL		
7.1	Subject to the provisions of the Equality Act, able to travel using own vehicle on Trust business.	Level 1/2	
8.	ADDITIONAL REQUIREMENTS		
8.1	Demonstrable skills in written and spoken English to a standard which enables the post holder to carry out the full range of duties and responsibilities of the role effectively.	Yes	

***Essential / desirable car user definitions**

Level 1 – (Essential) post holder is required to:

- travel an average of more than 3,500 miles a year.
- or travel an average of at least 1,250 miles a year; and necessarily use their car an average of 3 days a week; or spend an average of at least 50% of their time on such travel; including duties performed during the visits.
- or travel an average of at least 1,000 miles a year and spend an average of 4 days a week on such travel, including the duties performed during the visits.
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Level 2 – (Essential) users who use their own vehicles for official journeys other than in the circumstances described under Level 1 above.

Level 3 (Desirable) non-essential car users who may exceptionally be required to travel on Trust business where such journeys could also reasonably be made by public transport.