

LANCASHIRE TEACHING HOSPITAL NHS TRUST

HUMAN RESOURCES DIRECTORATE

JOB DESCRIPTION

JOB TITLE:	Compliance and Assurance Team Senior Analyst
DIRECTORATE:	Diagnostic and Clinical Support
REPORTS TO:	Compliance and Assurance Team Managers
ACCOUNTABLE TO:	Head of Compliance and Assurance Team
KEY RELATIONSHIPS:	Compliance and Assurance Analysts, Compliance and Assurance Senior Analysts, Compliance and Assurance Team Manager, Booking Team, Waiting List Team, Speciality PTL Co-ordinators, Speciality Performance Managers, Business Intelligence
DIRECT REPORTS:	Compliance and Assurance Team Managers
HOURS:	37.5
LOCATION:	RPH
BAND:	4

NB: The Post holder may be required to work in other departments across the Trust including across Trust sites

KSF Core Dimension Levels for Role

Communication	Personal & People development	Health, Safety & Security	Service Improvement	Quality	Equality & Diversity
3	3	2	3	3	2

Role Summary

The post holder will be responsible for supporting the implementation and delivery of the RTT standards for all specialities within the organisation which will in turn improve the patient's experience and further reduce waiting times.

The post holder will be required to manage and supervise staff through audits, 1-1s, sickness monitoring, annual leave co-ordination, appraisals and to also provide ongoing training to existing and future members of the team.

The post holder will support daily operational implementation of the RTT pathway, undertaking analysis of data to ensure accurate reporting, identify procedural and data issues affecting the patient's pathway, monitor and maintain the operational PTL and contribute to service improvements. They will be responsible for monitoring the RTT Trust position and escalating risks and concerns via the appropriate forums to the relevant staff.

The post holder will demonstrate excellent organisational skills, must be flexible in approach and able to exercise initiative and demonstrate a consistently high standard of professionalism, being aware of the need for confidentiality and integrity. Fundamental to this post is the ability to multi task, lead team meetings and effectively manage the team workload working to tight deadlines.

Key Duties and Responsibilities:

The duties and responsibilities listed below should be undertaken in accordance with the levels of competence as defined in the KSF outline for this post. In addition all staff are expected to act in accordance with the values and behaviours of the Trust.

Our Values



Being Caring and Compassionate

Being caring and compassionate is at the heart of everything we do, it is about understanding what each person needs and striving to make a positive difference in whatever way we can.



Recognising Individuality

Appreciating differences, making staff and patients feel respected and valued.



Seeking to Involve

Actively gets involved and encourages others to contribute and share their ideas, information, knowledge and skills in order to provide a joined up service.








Building Team Spirit

Working together as one team with shared goals doing what it takes to provide the best possible service.



Taking Personal Responsibility

Individuals are accountable for achieving improvements to obtain the highest standards of care in the most professional way, resulting in a service we can all be proud of.

ROLE DUTIES	MEASURABLE OUTCOMES	Link to Values				
						
<ul style="list-style-type: none"> Be committed to the continuous improvement of 18 week RTT Performance, taking personal responsibility for the quality of services provided and to contribute towards and support service improvements. Perform role and responsibility with due regard to all Trust Procedural and Policy documentation and local policies Maintain improvements and developments in the timely capture of sound and accurate data across the Trust To complete daily validation of 18 Weeks/RTT PTL database, update QCPR and identify and escalate risks to compliance. Validate 18 weeks breaches for admitted and non-admitted patients and update the trust operating systems where necessary. 	<ul style="list-style-type: none"> Accurate, robust and up to date 18 weeks RTT data Reduction in volume of inaccuracies, duplication and gaps in 18 weeks RTT data Outstanding next event risks actioned in a timely manner leading to a reduction in wait times. All breaches accurate and unavoidable. 	X	X	X	X	X

Excellent care with compassion

<ul style="list-style-type: none"> • Extract patient information from clinical correspondence or case notes in shared electronic folders and on Alma, Evolve or in paper notes. • To identify inaccuracies, inconsistencies and gaps in RTT data collection. Correct data and support operational staff in improving their understanding of the data collection processes. • In depth operational knowledge of appropriate computer packages including BI Portal to extract data for analytical purposes. • Ensure validation/exception reports are actioned as appropriate, ensuring pathway information is obtained/corrected. • To ensure all information relating to the patient RTT pathway is communicated effectively and by the most appropriate medium. • Escalate to senior staff all risk of potential breaches of RTT pathway identified as a result of analysis. 						
<ul style="list-style-type: none"> • Plan and lead meetings with colleagues and staff in other departments as required. • Take an active role in departmental meetings as required. • Analyse and monitor patients through the RTT pathway, ensuring any potential breaches are escalated to the appropriate senior manager. • Maintain accurate documentation of all actions undertaken for each patient. • To work to deadlines and to inform the Compliance and Assurance Manager in advance of potential problems. • Exercise judgement and initiative when problems arise, taking the necessary actions to resolve the problems or referring to the appropriate person. • Organise, prioritise and adjust own workload in a manner that maintains and promotes quality – alerting the Compliance and Assurance Manager of any quality issues • Work as an effective and responsible team leader, presenting a positive image of self, team and organisation. • Promote within the department an open and honest culture that encourages the use of initiative, individual and team responsibility. • Ensure the effective deployment of staff and resources to ensure delivery of an efficient well organised service. 	<ul style="list-style-type: none"> • Efficient and productive team meetings • Work streams within the team both effective and efficient. • Adherence to Trust values creating a positive and open culture within team that encourages development and growth. 	X	X	X	X	X

<ul style="list-style-type: none"> • Ensure the implementation of departmental policies and procedures. • Provide support and training to colleagues. • Make agreed changes to own work and agreed timescales, whilst offering suggestions for improving the services. 						
<ul style="list-style-type: none"> • Ensure that wait times are accurately recorded and patients managed in line with the RTT target and help ensure that the requirements relating to Inter-Provider Transfer (IPT) Minimum Data Sets (MDS) and non-patient encounter events are observed. • Undertake scheduled and ad hoc audits of processes of work, highlighting areas where RTT achievement is compromised – identifying training/development needs are required. • Fulfil above functions by the efficient use of computerised systems, email and manual systems. • Work in a supervisory role, escalating issues to the Compliance and Assurance Manager when required. • Assist in training of staff to required standard in the use of all procedures. • Develop and maintain effective working relationships with colleagues, other departments and services and managers. • Be a point of contact for queries and initiate and respond to correspondence and resolving queries. • Develop and maintain communication with people about a range of matters ensuring that Trust and Directorate information is cascaded and appropriate action is taken. • Represent the Compliance and Assurance Manager in their absence as required. • Actively promote the importance of patient's right to access services within the maximum wait times. • Undertake and identify learning and development opportunities 	<ul style="list-style-type: none"> • Effective training packages that clearly identify gaps in staff's knowledge. • Issues within the team minimised. • Improved clinical pathways leading to reduction in wait times. • Independently supervise team analysts using initiative and judgement. 	X	X	X	X	X
<ul style="list-style-type: none"> • Undertake the continuous review/development of quality initiatives, responding in line with changing requirements • Identify the potential to streamline and co-ordinate operational procedures across all areas of the Trust and assist with the development of generic processes across directorates/sites • Ensure the effective deployment of staff and resources to ensure delivery of an efficient well organised service. 	<ul style="list-style-type: none"> • Effective 18 week RTT clinical pathways that accurately reflect good adherence to RTT rules. • Reduction in volume of inaccuracies, duplication and gaps in 18 weeks RTT data 	X	X	X	X	X

<ul style="list-style-type: none"> • Monitor any issues of poor performance whenever it occurs along the patient journey and feedback to Compliance and Assurance manager the steps taken to resolve. • To support in the collection and evaluation of data for audit purposes and provide support for all directorates in identifying areas requiring pathway reform and redesign for service improvement. • Provide support and encouragement for exploring new ways of working that optimise the patient experience. 	<ul style="list-style-type: none"> • Improved patient experience. 					
<ul style="list-style-type: none"> • Provide line management support to the Analysts within the Compliance and Assurance Team. 	<ul style="list-style-type: none"> • Be responsible for the day-to-day management and supervision of staff within the Compliance and Assurance Team. • Manage job performance of staff and identify/action training and development needs. • Participate in the recruitment, selection and effective training of staff to acquired standard in the use of all procedures. • Ensure 100% compliance with the department's appraisal, Information Governance, and mandatory training requirements. Undertaking staff appraisals annually. • Maintain confidentiality at all times. 	X	X	X	X	X

Occupational hazards or exposures relevant to this job (please tick)			
Physical			
Patient moving & handling	<input type="checkbox"/>	Regular DSE work	X
Regular equipment / material moving & handling > 10kg	<input type="checkbox"/>	Climbing ladders and / or working at height	<input type="checkbox"/>
Noise (LEP,d > 80)	<input type="checkbox"/>	Hand Arm Vibration	<input type="checkbox"/>
Hot or cold conditions	<input type="checkbox"/>	Exposure to Ionising Radiations	<input type="checkbox"/>
Entry into confined spaces	<input type="checkbox"/>	Other potential ergonomic problems	<input type="checkbox"/>
Driving on Trust business	<input type="checkbox"/>	Vocational driving (C1,D1, LGV, PCV)	<input type="checkbox"/>
Chemical			
Exposure to known respiratory irritants or sensitisers	<input type="checkbox"/>	Exposure to known skin irritants or sensitisers (including latex)	<input type="checkbox"/>
Exposure to asbestos (non-licenced work)	<input type="checkbox"/>	Exposure to any other chemicals	<input type="checkbox"/>
Biological			
Exposure-prone procedures	<input type="checkbox"/>	Laboratory exposure to pathogens	<input type="checkbox"/>
Other			
Night work	<input type="checkbox"/>	On-call duties/ lone working	<input type="checkbox"/>

Governance

The post holder will operate at all times to high standards of probity. This will include compliance with:

- Health and safety regulations
- All policies and procedures approved by the Trust
- Trust Standing Financial Instructions
- Working within the Data Protection act 1984, Health & Safety at work Act 1974, Maintain confidentiality at all times, as required by legislation and Trust Policy
- Working to defined policies and procedures, actively implementing the development of the electronic solution
- Work within the limitations of the role
- Professional codes of conduct including the NHS Managers Code of Conduct (where these apply)
- All policies and procedures related to infection prevention and control as relevant to their post
- To raise any concerns as soon as possible, as per whistle blowing policy, relating to any:-
 - Healthcare matters, e.g. suspected negligence, mistreatment or abuse of patients; the quality of care provided
 - Concerns about the professional or clinical practice or competence of staff
 - The treatment of other staff, including suspected harassment, discrimination or victimisation
 - Health, safety and environment issues
 - Suspicion or knowledge of theft, fraud, corruption, bribery allegations or other financial malpractice
 - Employment standards and/or working practices
 - Criminal offences or miscarriages of justice
 - Failure to comply with any other legal obligation
 - Deliberate concealment of any of the above

Information Governance

- To be fully aware of and committed to all Policies, Procedures and Initiatives relating to Information Governance - this will include, but not limited to, Data Quality improvements, Confidentiality and Information Security
- To take personal responsibility for safeguarding and ensuring the quality of information.

Behaviour

The post holder will be expected to:

- Support the aims and vision of the Trust

- Act with honesty and integrity at all times
- Be a positive ambassador for the Trust
- Demonstrate high standards of personal conduct
- Value and respect colleagues, other members of staff and patients
- Work with others to develop and improve our services
- Uphold the Trust's commitment to equality and diversity
- Take personal responsibility for their words, deed and actions and the quality of the service they deliver

Job Review

This job description will be reviewed periodically to take into account changes and developments in service requirements. Any changes will be discussed fully with the post holder.

Signature of Post Holder:

Date:

Signature of Manager:

Date:

LANCASHIRE TEACHING HOSPITAL NHS FOUNDATION TRUST

PERSON SPECIFICATION Band: 4

POST: COMPLIANCE AND ASSURANCE TEAM

DIRECTORATE / DIVISION: DIAGNOSTICS AND CLINICAL SUPPORT

ATTRIBUTE	ESSENTIAL	DESIRABLE	HOW ASSESSED
Qualifications & Education	<ul style="list-style-type: none"> Educated to A Level standard (Or Equivalent) Skilled in the use of a range of IT packages including as a minimum: Word, Excel, Power point, Access and outlook. 	<ul style="list-style-type: none"> Medical terminology knowledge Core People Management Educated to Degree Level 	<ul style="list-style-type: none"> Application form Interview
Knowledge & Experience	<ul style="list-style-type: none"> Knowledge of the referral to treatment standards Experience of working in a dynamic environment with changing priorities and challenging deadlines. Minimum 1 years' experience of working towards performance objectives Comfortable analysing large data sets 	<ul style="list-style-type: none"> Proven supervisory experience within an office setting Previous experience Training staff Experience of implementing change in previous team Minimum 1 years NHS working experience Working knowledge of the Trusts current information technology systems 	<ul style="list-style-type: none"> Application form Interview Assessment
Skills & Abilities	<ul style="list-style-type: none"> Excellent interpersonal and people skills with a requirement for negotiation, diplomacy and tact. Excellent time management skills with the ability to prioritise and manage own workload 	<ul style="list-style-type: none"> Experience of monitoring/auditing processes of work Experience in leading team meetings 	<ul style="list-style-type: none"> Application form Interview Assessment

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	<ul style="list-style-type: none"> • Oral, written, telephone, listening and questioning skills. • Self-motivated with the ability to work independently and as part of a team. • Investigative and analytical skills. • Ability to present relevant information in a concise format. • Ability to meet deadlines and deliver under pressured timeframe. 		
Values & Behaviours	<ul style="list-style-type: none"> • Able to demonstrate tact and diplomacy. • Enthusiastic & positive attitude • Demonstrates motivation & reliability • Flexible to the needs of the service • Ability to use initiative • Willingness to undertake further development/training where appropriate • Willing to work flexible hours as and when necessary 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Interview • Assessment

