

“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”

JOB DETAILS

Job Title	Cluster Support Manager
Reports to	Cluster Manager- Therapies
Band	Band 7
Department/Directorate	Exeter Mobility Centre, Therapies Cluster Specialist Services Division

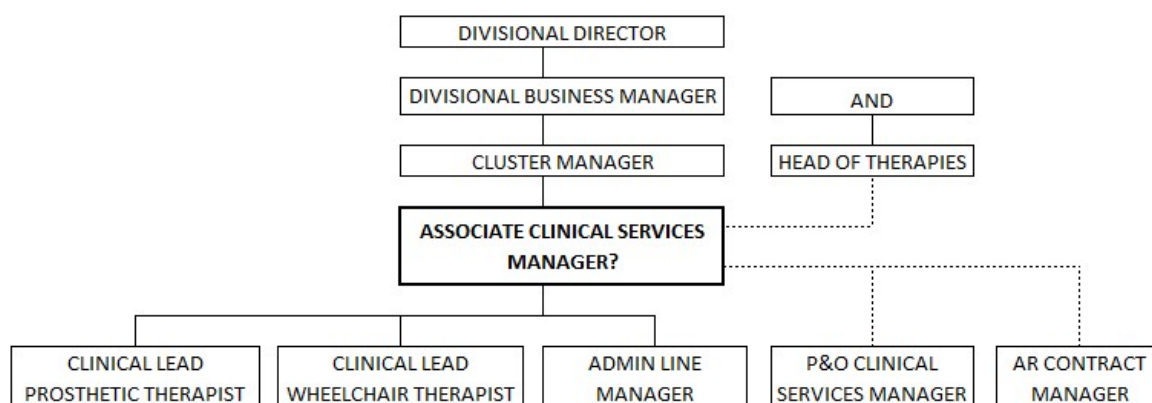
JOB PURPOSE

- To provide professional managerial leadership and strategic direction to Exeter Mobility Centre (EMC) with the support of the Cluster Manager and Head of Therapies, with responsibility for the day to day operational management of the centre.
- Foster an effective style of team working with a collaborative approach to partnership working with the contracted service providers for prosthetics, orthotics and wheelchair repair and maintenance.
- Manage the day to day running of the wheelchair clinical services and administrative staffing, and prosthetic therapists, in accordance with Trust policies and will effectively manage the budget for allocated pay and non-pay spend, including procurement of capital equipment.
- Support the Cluster Manager to continuously develop the most efficient and cost effective structure for the future delivery of the services provided within the centre with the involvement of clinicians, professionals and commissioners.
- Support the Cluster Manager in meeting performance targets for quality, governance, activity and finance.
- Lead practical and sustainable change and service modernisation

KEY WORKING RELATIONSHIPS

Specialist Services Divisional Director
Specialist Services Divisional Business Manager
Specialist Services Cluster Managers
Associate Medical Director
Head of Therapies
Opicare Clinical Services Manager
Lead Clinician and Clinicians for specified Service(s)
Other Cluster Managers
HR Department,
IM&T Department
Central Support Team
Service Development Team
Directorate Management Accountant
Head of financial Development (contracting)
External Bodies: CCG, SPEC COM, other rehab centre managers, charitable organisations, network and users

ORGANISATIONAL CHART



KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- Manages in collaboration with the Cluster manager and Management accountant a budget in excess of £5.5m, ensuring resources are used effectively and reflect the best value for the Trust by working closely with Procurement
- Managerial responsibility, with support from Head of Therapies for a multi-disciplinary team with an overarching responsibility for recruitment and retention whilst ensuring appraisal, CPD, performance and training targets are met.
- In conjunction with the Cluster manager is responsible for effective prosthetic, orthotic and wheelchair approved repairer sub-contract management, ensuring quality of services are maintained and KPI's are achieved.
- Provide leadership and direction for EMC ensuring clear communication of policy, business objectives and agreed targets
- Responsible for ensuring a full up to date knowledge of national requirements for mobility services and ensuring effective implementation of these, including national strategic developments

COMMUNICATION/RELATIONSHIP SKILLS

- Communicates service related information to a wide range of stakeholders, including senior managers, clinicians, administrative staff and external agencies
- Maintains effective communication with sub-contractor management team
- Works with the Cluster Manager, Divisional Business Manager, Management Accountant and Head of Therapies to ensure that service agreements or amendments are being negotiated to ensure the best outcomes for patients and the Trust.
- Negotiates along with Cluster Manager, on behalf of the centre, with subcontractors, commissioners and suppliers of equipment
- Acts as local, regional and national representative for EMC as required and attends / participates in regional and national service manager forums
- Attend regular contract management meetings with SPEC COM and the CCG and provide timely and accurate information to NHS England (NHSE), meeting specific timescales
- Ensures excellent written and verbal communications are maintained with all stakeholders within the service, providing appropriate levels of understanding
- Develop a forum to enable the effective management of change

ANALYTICAL/JUDGEMENTAL SKILLS

- Responsible for the provision and accuracy of statistical data regarding activity and monitoring information and analysing such data to undertake any strategic planning with divisional management team.
- Lead with the support of Procurement, tender processes for the prosthetic / orthotic and wheelchair Approved Repairer contracts, using good analytical skills when reviewing a range of bids received to ensure a fair and consistent process is achieved

PLANNING/ORGANISATIONAL SKILLS

- Takes responsibility for prioritising conflicting demands using good time management
- Alongside the Cluster Manager, leads on operational planning of EMC services, and business planning as well as organising a broad range of complex activities and projects.

PHYSICAL SKILLS

- Requirement to have a good level of IT / keyboard skills
- Able to travel independently between sites and to national meetings

PATIENT/CLIENT CARE

- Maintains professional and empathetic communication to patients when complaints are received, conveying sensitive information in a sympathetic and reassuring nature, when required. Write formal complaint responses for divisional or CEO sign off, as appropriate
- Take a lead on any legal cases regarding wheelchair, orthotic and prosthetic patients, working with the legal department and providing timely information when required
- Responsibility for reviewing and grading incidents and ensuring a good oversight of investigations
- Adherence to MHRA standards, working closely with clinicians and governance managers to ensure reportable incidents are quickly identified and reported/ resolved appropriately
- Ensure an overview of both clinical and non-clinical risks within the service and complete risk assessments where required / escalate as appropriate.
- Represent the centre at the EMC user group meetings and support them with their activities and involvement in the design and operation of the services provided within the centre.
- Support the Head of Therapies in ensuring application of the Trust's strategy for clinical governance to deliver appropriate quality and timeliness of service at a specialty level.
- Act upon findings of internal or external audits to continuously improve the quality of the service.
- Addressing both verbal and written complaints in a timely, sympathetic and professional manner.

POLICY/SERVICE DEVELOPMENT

- Responsible for proposing and implementing departmental Standard Operating Procedures (SOPs) and processes for EMC
- Ensure departmental compliance to overarching Trust policies
- Responsible for implementation and maintenance of a Quality Management System (QMS) for the wheelchair service in accordance with MHRA standards

FINANCIAL/PHYSICAL RESOURCES

- In conjunction with the Cluster Manager, oversees the management of the financial and physical resources within EMC taking responsibility for and managing the budget within EMC as an authorised signatory, allocating financial resources appropriately
- Develop schemes along with Cluster Manager and action plans to deliver Cost Improvement Plans (CIP) according to target
- Ensure efficient stock control system is in place to manage the considerable stock element of the budget
- Responsible for annual stock takes, signing these off as an accurate record.
- Liaise with Procurement to ensure purchasing is reflective of current strategies and reflects the best value for the Trust
- Ensure compliance with Trust Standing Financial Instructions (SFI) and Standing Orders
- Take a lead in the planning an implementation of capital schemes within EMC and take responsibility for coordinating capital bids/ schemes as required
- Take overall control of financial payments made through petty cash, including reconciliation of account
- Responsible for the timely provision of financial information to commissioners via the contracts department
- Responsible for ensuring accurate reimbursement of funding from NHSE and Department of Health (DoH) for eligible prosthetic limbs
- Responsible for timely authorisation of invoices, EROS orders and staff expense claims
- Lead on completion of EMC business cases and CRICs where required

HUMAN RESOURCES

- Lead on the effective implementation of good human resource management at EMC, ensuring adherence to all HR related Trust policies
- Manage sensitive staff issues within a multidisciplinary team, including disciplinaries and, grievances seeking appropriate guidance from HR
- Work with the Head of Therapies to develop a robust workforce plan for the cluster

- Ensure effective systems for performance review are in place for all staff, linking training and development plans to the Trust's business plans where required and ensuring systems of training outcomes are in place.
- Oversee planning and monitoring of wheelchair clinic timetables to ensure the most efficient use of time is achieved
- Actively participate in and seek opportunities for role design, where appropriate, in response to changing service needs and development

INFORMATION RESOURCES

- Lead on monitoring waiting list management, including validation and continuous review of demand and capacity, on the validation of performance data including preparing information for monthly meetings and ensuring information is supplied in a timely manner.
- Responsible for timely submission of monthly and annual NHSE prosthetic currency and Quality Indicator (QI) reports
- Responsible for timely submission of quarterly NHSE wheelchair data return
- Responsible for timely submission of annual QSSD data
- Review and develop service specifications for the prosthetic, orthotic and wheelchair Approved Repairer contracts
- Information Asset Owner (IAO) for EMC computer system and prosthetic and orthotic computer system, ensuring regular completion of regular updates to the spine are made to ensure patient demographics are kept up to date within the IT systems
- Ensure identification and timely resolution of any bugs in EMC computer system and reports, support with correction of issues identified following a failed EDT, ensure staff access to the system is up to date and accurate in accordance to their roles
- Lead on contract meetings, ensuring an appropriate level of information is received from the contractors, to ensure compliance with KPI's is maintained
- Review IT resources to ensure the IT system is fit for purpose and maintained in line with Trust guidelines
- Lead on managing general IT problems within the centre, which affect the wheelchair service, liaising with the IT department for support

RESEARCH AND DEVELOPMENT

- Liaise with the chair of the EMC user group to gain feedback from patients to support service development
- Ensure compliance with audits undertaken by external bodies is achieved in a timely fashion
- Ensure compliance with Trust research/ governance policies

FREEDOM TO ACT

- Manage the service effectively, operating independently on a day to day basis, but linking in with the Head of Therapies and Cluster Manager to ensure a consistent approach is applied to the cluster/ division

OTHER RESPONSIBILITIES

- Working with the Head of Therapies and clinical leads to ensure that EMC has a structure for debating, reviewing and implementing issues relating to the governance.
- At EMC, in conjunction with the Head of Therapies and Cluster Manager, ensure the implementation of the Trust's Clinical Governance, Health and Safety and Risk Management policies and plans, and monitor implementation and compliance within EMC.
- Health and Safety – Ensure adherence to the Trust's Health and Safety policy and management system. Ensure all staff are aware of its implication and their own roles and responsibilities.
- To take part in regular performance appraisal.
- To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling
- To contribute to and work within a safe working environment
- The post holder is expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated

infection

- As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

APPLICABLE TO MANAGERS ONLY

Evidence that supporting employee health and wellbeing is included in any documents outlining the skills and knowledge that line managers need.

All managers hold the responsibility of the health and safety and wellbeing of their staff.

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

THE TRUST- VISION AND VALUES

Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:

Honesty, Openness & Integrity
Fairness,
Inclusion & Collaboration
Respect & Dignity

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff's commitment to meeting the needs of our patients.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the Manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462.

PERSON SPECIFICATION

POST	
BAND	

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Educated to Masters level or relevant equivalent experience	E	E
Post graduate management qualification or relevant equivalent experience	D	E
Project Management qualification/experience	D	E
KNOWLEDGE/SKILLS		
Innovative, able to problem solve and make decisions	E	E
Working knowledge of intricate healthcare service delivery issues	D	E
Ability to deal with a wide range of data and information and make appropriate decisions from it	E	E
Ability to influence and negotiate across a broad range of professions and/or organisations as appropriate	E	E
Ability to analyse/interpret a range of highly complex data in order to identify solutions to service delivery	E	E
Highly effective interpersonal, communication and people management skills when dealing with highly complex, or sensitive information	E	E
Detailed knowledge of performance management frameworks and methodologies.	D	E
Competent IT skills including Word, Excel, PowerPoint, databases and email	E	E
Sound understanding of operational budgetary management within the NHS	E	E
Ability to manage own time and meet deadlines	D	E
EXPERIENCE		
Operational experience of working in secondary care within the NHS	E	E
Demonstrate evidence of sound financial management	E	E
Proven experience of change management/project management	E	E
Experience in demand and capacity planning	E	E
Significant line management experience required	D	E
PERSONAL ATTRIBUTES		
Remain calm in stressful situations	E	E
High level of self-awareness and openness to self-improvement	E	E
Awareness of diversity and equality issues within the NHS	E	E
Good persuasive and conflict resolution skills	E	E
OTHER REQUIRMENTS		
Flexible to the requirements of the role	E	E
Ability to travel to external meetings	E	E

WORKING CONDITIONS/HAZARDS		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	Y/N		X		
Contact with patients	Y/N				
Exposure Prone Procedures	Y/N				
Blood/body fluids	Y/N				
Laboratory specimens	Y/N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	Y/N	X			
Respiratory sensitisers (e.g isocyanates)	Y/N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	Y/N				
Animals	Y/N				
Cytotoxic drugs	Y/N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	Y/N				
Laser (Class 3R, 3B, 4)	Y/N				
Dusty environment (>4mg/m3)	Y/N				
Noise (over 80dBA)	Y/N				
Hand held vibration tools (=>2.5 m/s2)	Y/N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y/N				X
Heavy manual handling (>10kg)	Y/N				
Driving	Y/N		X		
Food handling	Y/N				
Night working	Y/N				
Electrical work	Y/N				
Physical Effort	Y/N				
Mental Effort	Y/N				X
Emotional Effort	Y/N				
Working in isolation	Y/N			X	
Challenging behaviour	Y/N		X		