

JOB DESCRIPTION

JOB DETAILS	
Job Title	Failsafe & Administration Lead
Reports to	Service Manager, Ophthalmology
Band	Band 5 (Subject to consistency checking)
Department/Directorate	Ophthalmology/Surgery

JOB PURPOSE
<p>Specific National guidance specifies the requirements placed on Failsafe to track each of our patients to ensure clinical responsibility is transferred; patients are seen and treated within nationally set timeframes, are monitored and tracked and not lost to follow-up. This data is then used to report against national Quality Assurance Standards.</p> <p>The post-holder will be responsible on a day-to-day basis for undertaking the specific failsafe duties within the ophthalmology service alongside consultant ophthalmologists and service manager. They will be an active member of the ophthalmology management team in order to contribute to the strategic development of the service.</p> <p>Management and gradual reduction of general and subspecialty pending lists and liaising with clinical leads, Patient Access Co-ordinators and Service Manager.</p> <p>They will be responsible for the day to day management of a small team of staff, including work allocation and will be the main point of contact for matters relating to the Ophthalmology outpatient department and manage any admin staff issues or any patient queries or complaints that may arise.</p> <p>They will fulfil admin tasks as required and work flexibly as part of a team to support needs of the service.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ol style="list-style-type: none"> Supervise bookings team to ensure that all patients referred by the screening service to ensure: <ol style="list-style-type: none"> Referral received date is recorded and each referral has the minimum data items included. They are tracked, as per national guidance and local Policy, ensuring they are in the correct care pathway and all data is timely entered into the patient tracking system. Patient attendance/non-attendance/cancellation/discharge and planned follow-up appointments are investigated. Monitor all patients referred into the Ophthalmology service, to include Medical Retina and Glaucoma Diagnostic clinics, Macular injections, Wet AMD, Diabetic Screening and any other areas as advised by the Service Manager. Management and gradual reduction of general and sub-specialty follow up waiting lists, liaising with clinicians and booking team/patient access co-ordinator to put on extra clinics to minimise risk of patients coming to hard from delayed follow up Work autonomously, make decisions to ensure targets are met and work to tight deadlines. Facilitate regular clinical waiting list reviews alongside the sub-specialty consultant, recording and reporting outcomes to the service manager. Manage urgent access for high risk patients (i.e. new WAMD) ensuring there is adequate ring-fenced capacity in existing templates and prevent inappropriate booking of those slots for non-urgent cases. Invoke Patient Access Policy in terms of arranging extra clinics where lack of capacity is identified. Collect, record, analyse and report data, and to monitor progress against key performance indicators and manage interdependencies both within and outside of the Trust. Assist and track long waiting patients in line with the Access Policy.

10. Support the appointing of the patient based on their referral type (Urgent, Routine) within National set timeframes including patients who require re-inviting as a result of DNA and/or cancellation by the patient. Collate and enter the details and report potential breaches to Clinical Lead for investigation and follow-up.
11. To assist the service manager with all aspects of data quality.
12. Review and respond to individual queries, data completeness reports, data quality reports and audits. Provide awareness and report statistical information to the divisional director for surgery, group manager and service manager.
13. Regularly review national guidelines and best practice relating to failsafe and take this into account when fulfilling the role.
14. Support with management of complaints, incidents and risks, working with the Service Manager to support investigations.
15. Deal with different aspects of personnel work including recruitment, supervision, 1:1 meetings, appraisals and line management responsibilities
16. Maintain strict confidentiality in respect of clients, correspondence and communication associated with duties
17. Following suitable preparation, be prepared to undertake new skills/procedures, relevant to patient need and in accordance with Trust policy.

KEY WORKING RELATIONSHIPS

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day-to-day basis as well as the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

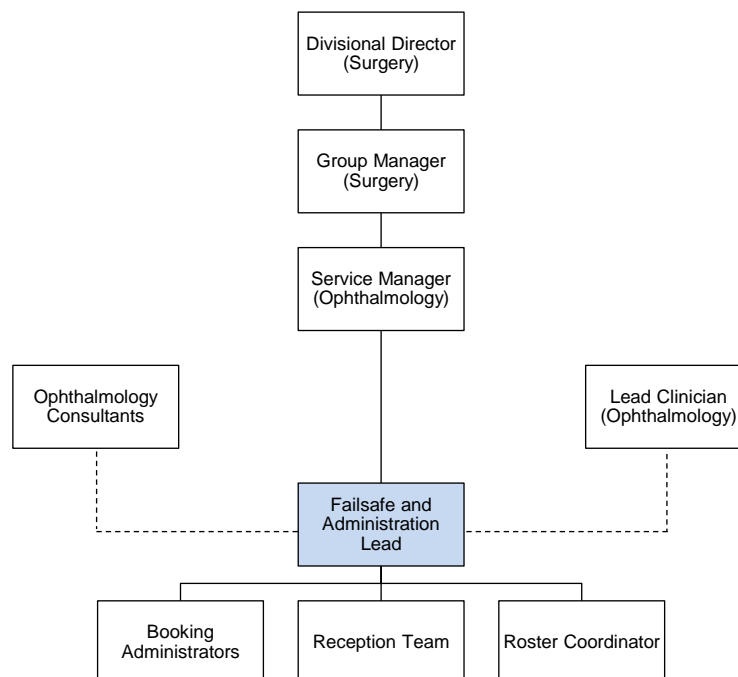
Areas of Responsibility: Admin, Governance, Performance & Access, Managerial, Leadership, Service Development.

No. of Staff reporting to this role: 11

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Patient Access Team • Service Manager • Booking Clerks/Administrators • Reception Team • Lead Clinician • Ophthalmology Consultants • Orthoptists • Optometrists • Nursing Team • Divisional Management Team 	<ul style="list-style-type: none"> • DESP Failsafe Officer • Primary Eye Care Devon • GP's • Optometrists

ORGANISATIONAL CHART



FREEDOM TO ACT

- To plan and organise own work schedule, demonstrating good time management and ensuring anticipated difficulties in meeting deadlines are reported promptly through routes of escalation
- Interpret BI reports, reports from EPIC to include PTL reports and to plan and prioritise workload.
- Work is managed with minimal supervision.
- Works independently to defined policies and procedures

COMMUNICATION/RELATIONSHIP SKILLS

- To provide the Service Manager and Group Manager with updates of any patients identified as not having received the planned level of care or breach of targets identified; enabling feedback to the PTL meetings, Divisional Performance and Safety and Risk Committee.
- Provide and receive information requiring empathy, tact or persuasive skills. Barriers to understanding; provide and receive complex or sensitive information, exchange of information with patients and staff on a variety of different matters and procedures. Understand potential barriers with communication such as cultural or language difficulties.
- To attend relevant meetings to provide waiting list updates.
- To communicate complex, sensitive, contentious information with a range of stakeholders and provide support to both clinical and administrative staff to resolve and correct patient tracking issues relating to Access and RTT. There will be complex patient pathways.
- To ensure confidentiality and security of data in accordance with organisational requirements and in line with the GDPR.
- Occasional communication with patients which could result in challenging behaviour as patients will be contacted over the telephone to discuss Outpatient attendance e.g. non-attendance at appointments.

ANALYTICAL/JUDGEMENTAL SKILLS

- To use own initiative to implement, analyse, interpret and apply judgement involving a range of facts and options to complex multi patient pathways to ensure compliance with local and national guidance. Interrogate and analyse data by investigating a range of issues and proposing solutions.

- Investigating data anomalies and taking corrective action as appropriate
- Ability to interrogate complex information reports.
- Autonomously monitor capacity and demand liaising with clinicians to review risks to patients and ensure patients are seen within the appropriate clinical timeframe. Escalating to service manager where appropriate.

PLANNING/ORGANISATIONAL SKILLS

- To have autonomy to investigate and validate patient pathways in liaison with Divisional Management Teams, Access Support Manager and Head of Operational Performance and Information.
- To amend outpatient clinic outcomes where an incorrect outcome has been recorded.
- To update RTT pathways where information is identified that has not been included on the pathway which may affect clock start or stop dates.
- To monitor a range of multi-specialty patient pathways to ensure compliance with national 18 Week RTT and Access Policy rules and action following clinical decision.

PATIENT/CLIENT CARE

- To request and review patient case notes, where required, to establish patients have received follow up care within clinically agreed timescales and identify and escalate as appropriate.
- Patient contact is not a daily responsibility however occasional patient contact may be required via telephone.
- To be responsible for ensuring that patient pathways are correctly linked and reflect the patient journey within EPIC against other hospital systems.

POLICY/SERVICE DEVELOPMENT

- Contribute to the strategic development of the service and review processes and roles to deliver service improvement.
- Follow Access Policy and subsequent learning together with National and Local RTT rules to promote safe and accurate data quality and recording of patient level detail.
- At the request of the Information Manager, to be involved with testing new processes and systems relating to improved data collection.

FINANCIAL/PHYSICAL RESOURCES

- Personal duty of care in relation to equipment and resources
- Responsibility for authorising overtime for ophthalmology bookings team, reception and roster co-ordinator
- Authorising NHSP shifts for bookings team and reception
- Responsible for overseeing stock control for the ophthalmology bookings team and reception

HUMAN RESOURCES

- Day to day management of the administrative staff within the Ophthalmology Service.
- Carry out annual appraisals, manage sickness and performance.
- Inform the on-going adjustment and training for all Trust staff in issues relating to Access and RTT pathways and data quality in relation to this.
- Responsible for allocation of work

INFORMATION RESOURCES

- Recording own information, entering data and updating EPIC to ensure complex patient pathways are accurately monitored and tracked through the use of Dashboards, Reports and BI reporting.
- To provide support to Service Managers, Group Manager, Patient Access Team in identifying, reporting and resolving complex data issues in order to achieve a high standard of quality data collection to support completeness of RTT, on a weekly basis.
- Respond to ad hoc requests relating to complex data validation for other national and local targets.
- Use of advanced IT skills required for EPIC and other hospital systems and Microsoft applications such as Excel.

RESEARCH AND DEVELOPMENT
<ul style="list-style-type: none"> Occasional requests to provide audit support to ensure data quality is maintained and to provide training to staff groups in areas of poor data quality.
PHYSICAL SKILLS
<ul style="list-style-type: none"> Advanced keyboard skills. Potential use of public transport and ability to drive to other sites
PHYSICAL EFFORT
<ul style="list-style-type: none"> Frequently sitting at computer for long periods. Frequent use of telephone and headset. Very occasional light physical effort by moving equipment and lifting case notes. To be based at the acute site but travel to community sites as required.
MENTAL EFFORT
<ul style="list-style-type: none"> Frequent requirement for concentration where the work pattern is unpredictable and attention to detail and accuracy is essential when reviewing and amending complex reports/pathways. The post holder will undertake fewer duties other than concentrating for half the shifts worked or more.
EMOTIONAL EFFORT
<ul style="list-style-type: none"> To undertake work involving the patient pathway which may include sensitive or complex circumstances. To review clinical letters on EPIC frequently resulting in exposure to emotional circumstances.
WORKING CONDITIONS
<ul style="list-style-type: none"> Challenging behaviour, VDU use.
OTHER RESPONSIBILITIES
<p>Take part in regular performance appraisal.</p> <p>Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling</p> <p>Contribute to and work within a safe working environment</p> <p>You are 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</p> <p>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.</p> <p>You must also take responsibility for your workplace health and wellbeing:</p> <ul style="list-style-type: none"> When required, gain support from Occupational Health, Human Resources or other sources. Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health. Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you. Undertake a Display Screen Equipment assessment (DES) if appropriate to role.
GENERAL
<p>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</p>

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.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

PERSON SPECIFICATION

Job Title	Failsafe and Administration Lead
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
<ul style="list-style-type: none"> Educated to degree level or equivalent relevant experience Evidence of further professional development Leadership or management qualification 	<ul style="list-style-type: none"> ✓ ✓ 	<ul style="list-style-type: none"> ✓
KNOWLEDGE/SKILLS		
<ul style="list-style-type: none"> Working knowledge of Microsoft Office packages – including Word, Excel, pivots and spreadsheets Excellent communication skills, both written and verbal Able to demonstrate practical analytical skills Ability to liaise with staff across all grades Excellent organisational skills, ability to work collaboratively, methodically and flexibly to ensure deadlines are achieved. Knowledge of outpatient and inpatient procedures across secondary care Advanced keyboard skills with ability to use multiple systems requiring speed and accuracy Knowledge of the Trust systems including EPIC, Experience of managing a team of people 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✓
EXPERIENCE		
<ul style="list-style-type: none"> Proven strong administration skills including organisation to meet deadlines Proven experience of managing patients on RTT pathways Experience of inputting accurate and timely data into computer systems Good working knowledge of operational practice in an acute NHS setting Good understanding of Referral to Treatment Waiting Times 	<ul style="list-style-type: none"> ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✓
PERSONAL ATTRIBUTES		
<ul style="list-style-type: none"> Frequent requirement for concentration Able to follow Trust policies and procedures Self-motivated and proactive Good attention to detail Ability to work as part of a team including improving processes 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ 	
OTHER REQUIREMENTS		
<ul style="list-style-type: none"> The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. Ability to travel to other locations as required. Willingness to undertake a wide variety of duties 	<ul style="list-style-type: none"> ✓ ✓ ✓ 	

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