

JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | **Associate Director of Operations and Patient Flow – Eastern Services** |
| **Reports to**  | **Director of Operations Eastern Services** |
| **Band**  | **Band 9** |
| **Department/Directorate**  | **Operations and Patient Flow** |

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| **JOB PURPOSE**  |
| The Associate Director of Operations and Patient Flow will lead the day to day operational management of the hospital. The post holder will work closely with the patient flow and divisional leadership teams to maintain the rhythm of the day focused on facilitating emergency and elective in-patient capacity.The post holder will lead the Urgent and Emergency Care improvement programme and be a key interface with external stakeholders for operational issues. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| To lead the day to day operational management of the hospital to deliver safe, high quality patient care in line with the Trust vision, aims and annual plan objectives. To lead the Wonford site management and acute services discharge team.To develop and implement strategic plans relating to emergency care, patient flow and operational capacity across the Wonford site.To lead and facilitate the Eastern Services Urgent and Emergency Care (UEC) programme in line with National, Regional and Trust frameworksTo coordinate and oversee the development and delivery of the Trust Winter plan in collaboration with Northern Services Head of OperationsTo take all appropriate managerial action to ensure the delivery of operational service objectives and national targets, through the efficient and effective management of all operational services.To be a key interface with the ICB tactical team and represent Eastern Services (ES) at external meetings relating to operational issues.To support the production of the UEC performance element of the monthly Integrated Performance Report, ensuring that the Board of Directors receive clear, accurate data analysis and narrative relating to operational and performance issues. To chair the ES space utilisation group and attend the Strategic Estates Delivery Group to represent eastern servicesTo oversee the safe and effective delivery of the Trust on-call Director, Manager and Senior Nurse rotas to ensure that effective leadership is in place to keep patients safe at all times. Support the delivery of the Emergency, Preparedness, Resilience and Response Framework. To participate in the Director on call rota and deputise for the Director of Operations as required. |
| **KEY WORKING RELATIONSHIPS**  |
| Areas of Responsibility: Day to day hospital operations, patient flow team - Eastern ServicesNo. of Staff reporting to this role: 42.25 WTE – patient flow team and operations support unit The post holder is required to deal effectively with staff of all levels throughout the Trust on a day to day basis. In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media. Of particular importance are working relationships with:

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| **Internal to the Trust**  | **External to the Trust**  |
| * Chief Operating Officer
* Director of Operations Eastern & Northern services
* Trust Directors
* Divisional Directors and triumvirate teams
* Facilities and Estates teams
* Head of Operations Northern Services
* Divisional Business Managers and Cluster managers as required
* Staff side
* Communications and engagement team
* Head of Business Intelligence
* Transformation Team
 | * Devon ICB
* Eastern Locality Care Partnership
* Devon Partnership Trust
* Devon County Council
* South West Ambulance Service Foundation trust
* Devon & Cornwall Police
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| **ORGANISATIONAL CHART**  |
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| **FREEDOM TO ACT**  |
| * To work autonomously within delegated levels of authority.
* To interpret broad policy and establish standards and frameworks.
* To develop project and programme outcomes.
* To use managerial and judgemental skills to analyse complex situations and formulate appropriate solutions/responses.
* To be responsible for organising own workload and that of any project team, prioritising to meet the needs of the project.
* To work within Trust policies and procedures and in line with the Trust’s Corporate Strategy, Values and Operational Plan.
* To maintain high professional standards and actively seek opportunities to develop self and others within programme teams.
* To work within the business standards code of practice for senior managers.
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| **COMMUNICATION/RELATIONSHIP SKILLS**  |
| * Chair local, trust and integrated services meetings and attend other meetings including the Board of Directors as required.
* Attend the Urgent Care Steering Group and Operations Board to report on Urgent Care programme
* Attend LCP (currently co-chair Locality strategic delivery group) & ICB meetings representing Eastern services / the Trust
* Chair the Eastern Services space utilisation and staff rest space groups and ensure processes are in place to contribute to the Strategic Estates Delivery Group
* Chair the ES patient transport group to ensure an effective service for patients
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| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * In conjunction with EPR, BI & clinical teams ensure patient flow data is captured, maintained and accurately reported
* Produce operational, performance and deliveryreports for internal and external outlining clear, concise points for consideration.
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| **PLANNING/ORGANISATIONAL SKILLS** |
| * To lead the safe and effective day to day operational management of the hospital
* Co-ordinate the on-call rotas for senior nurses, senior managers and directors to ensure that the hospital is well supported with senior leadership at all times.
* Participate on the Director on call rota and Deputise for the Director of Operations as required
* To chair the ES space utilisation group, lead decision making about space utilisation and management. Attend the Strategic Estates Delivery Group to represent eastern services
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| **PATIENT/CLIENT CARE**  |
| * Indirect contact with patients – as part of supporting incident or managing on call issues
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| **POLICY/SERVICE DEVELOPMENT**  |
| * Lead the UEC improvement programme and support the performance of the 4 hour ED standard and other national, regional & local performance standards in relation to emergency care and patient flow.
* Lead service wide transformation projects utilising appropriate expertise from the divisional and support services teams.
* Co-ordinate, implement & review the annual Trust winter plan conjunction with Northern services colleagues
* To remain abreast of changes in health policy, strategy and guidance relating to UEC and patients flow, and develop change programmes to meet requirements.
* To be responsible for the development of policies, and procedures, including Standard Operating Procedures where necessary, to support the provision of timely, high quality UEC.
* To support cultural and behavioural change where needed
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| **FINANCIAL/PHYSICAL RESOURCES**  |
| * Manage the finances of the patient flow and operations support unit and support the delivering best value programme
* Contribute to the annual operational planning cycle with focus on bed capacity and patient flow
* Coordinate response to ad hoc funding opportunities in conjunction with relevant divisional colleagues and support service teams
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| **HUMAN RESOURCES**  |
| * Provide line management support to the Wonford Head of Patient Flow, the patient flow team and the Operations Support Unit
* Lead the team effectively and supporting their wellbeing by:
* Championing health and wellbeing.
* Encouraging and support staff engagement in delivery of the service.
* Encouraging staff to comment on development and delivery of the service.
* Ensuring during 1:1’s / supervision with employees you always check how they are.
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| **INFORMATION RESOURCES**  |
| * Ensure that the functionality of EPIC is embedded and there is a continuous cycle of improvement in patient flow through the adoption and adaptation of technology.
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| **RESEARCH AND DEVELOPMENT**  |
| * To ensure that research and innovation is considered appropriately during the design and implementation phase of projects and programmes of work.
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| **PHYSICAL SKILLS** |
| * No specific physical skills are required
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| **PHYSICAL EFFORT** |
| * Light physical effort frequently required for long periods of time eg:
	+ Sitting at a desk in a restricted position (daily)
	+ Car / train travel to attend meetings
* Work pattern unpredictable, with sustained and intense concentration required on a daily basis for investigating problems, analysis of performance data and policies, and interruptions requiring immediate response.
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| **MENTAL EFFORT** |
| * Chairing and / or participating in meetings for significant portions of each working day.
* Keyboard skills required to support regular use of IT equipment daily
* Frequent analysis of complex datasets, and review of data flows
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| * **EMOTIONAL EFFORT**
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| * Frequent emotional demanding circumstances leading complex decision making with clinical implications
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| **WORKING CONDITIONS** |
| * Office conditions where exposure to unpleasant conditions is rare.
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| **OTHER RESPONSIBILITIES**  |
| Take part in regular performance appraisal.Undertake any training required in order to maintain competency including mandatory training, e.g. Manual HandlingContribute to and work within a safe working environment 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 infectionAs 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.You must also take responsibility for your workplace health and wellbeing:* 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.
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| **DISCLOSURE AND BARRING SERVICE CHECKS**  |
| 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. |
| **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.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. T*his is*  |

PERSON SPECIFICATION

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| **Job Title** | **Associate Director of Operations and Patient Flow** |

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| **Requirements ( all essential)** |
| **QUALIFICATION/ SPECIAL TRAINING**Educated to degree level and/or healthcare professional with equivalent experience. Higher professional or management degree (Masters level) or equivalent knowledge gained by experience. Evidence of Continuing Professional Development |
| **KNOWLEDGE / SKILLS**Evidence of highly developed specialist knowledge across the full range of work processes and procedures described in the job description Ability to communicate highly complex, highly sensitive or highly contentious information often in hostile or emotive environments where there are significant barriers to acceptance. Ability to formulate long-term strategic plans which involve uncertainty and which may impact across the whole organisation Well-developed IT skills to manage and report on complex performance management information adapting or designing information systems to meet defined reporting requirements.  |
| **EXPERIENCE** Extensive clinical operational leadership in large complex health or social care organisationSignificant experience interpreting general health and social care, organisational or broad occupational policies and applying this within own area of influence. Evidence of interpreting general health and social care, organisational or broad occupational policies and advising the organisation on how these should be interpreted. Well-developed IT skills to manage and report on complex performance management information adapting or designing information systems to meet defined reporting requirements.Experience of building internal and external stakeholder relationships  |
| **PERSONAL ATTRIBUTES** Manage own workload, prioritise effectively, and work to deadlines. Ability to maintain intense concentration holding large quantities of data in mind whilst proactively engaging with operational issues as necessary. Collaborative team player and ability to inspire and motivate others. Fellowship & leadership – consistently follows through decisions madeRobust and resilient with the ability to deal effectively with occasional exposure to deal with traumatic incidents. A problem solver with a ‘can do’ attitude.Energy and enthusiasm Gravitas and personal integrity  |
| **OTHER REQUIREMENTS** Recognise and deliver the Trust’s vision and values.Ability to attend the site daily, independently travel to Trust and other sites across the Devon as required |

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|  | **FREQUENCY****(Rare/ Occasional/ Moderate/ Frequent)** |
| **WORKING CONDITIONS/HAZARDS** | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | Y |  | x |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| 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 |  |  |  |  |
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| **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 |  |  |  |  |
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| **Other General Hazards/ Risks** |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | x |
| Heavy manual handling (>10kg) | N |  |  |  |  |
| Driving | Y |  | x |  |  |
| Food handling | N |  |  |  |  |
| Night working | Y |  | x |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort  | N |  |  |  |  |
| Mental Effort  | Y |  |  |  | x |
| Emotional Effort  | Y |  |  |  | x |
| Working in isolation | Y |  | x |  |  |
| Challenging behaviour | Y |  | x |  |  |