

JOB DESCRIPTION

JOB DETAILS	
Job Title	Acute Oncology Administrative Line Manager
Reports to	Acute Oncology Lead
Band	Band 5
Department/Directorate	Clinical Specialist Services Care Group

JOB PURPOSE
The Administrative Lead is responsible for the line management of administrative staff and the day to day running of administrative functions for the Acute Oncology Service (AOS) and the Non-Site Specific (NSS) pathway. The post holder will ensure all administrative staff are managed appropriately ensuring the administrative service is appropriately resourced and the work is closely aligned to the needs of the Trust's strategic agenda and direction. Providing a single point of access to a diagnostic pathway for all patients structured pre-diagnostic support and co-ordination of needs without direct supervision. The post holder will work within a multi-disciplinary team and in partnership with any existing case holders (e.g. community nursing, social work, GPs) to ensure an integrated approach and provision of a comprehensive package of diagnostic care to meet the persons identified needs. The post holder will demonstrate highly developed diplomatic and influencing skills. Attention to detail, excellent communication and organisational skills are key components to the position. Ensure implementation and continual compliance with relevant Standard Operating Procedures (SOPs) and all information is secure and confidentiality of information is maintained at all times.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
- Collection and preparation of data for acute oncology audits including neutropenic sepsis and Metastatic spinal cord compression (MSCC) - Maintain Acute Oncology and Non Site Specific patient leaflets and SOP's ensuring the latest version is accessible to patients and staff. - Maintain the trust Acute Oncology intranet (HUB) ensuring up to date information is accessible to healthcare professionals - To supervise and line manage administration staff within the AOS and NSS team - Undertake and audit both services providing reports and presenting these at team meetings - Arranging Acute Oncology Service (AOS) and Non Site Specific (NSS) working group meetings, taking minutes and producing accurate minutes in a timely manner. - Comprehensive knowledge of administration procedures to assist in a co-ordinated approach to patient care across Royal Devon University Healthcare Trust - Undertake complex and detailed information analysis of specific projects/reports and audits - Provide administrative support to the Nurse Consultant, Acute Oncology Manager and NSS Clinical Lead that includes diary management, awareness of deadlines and key priorities - Ability to communicate with all levels of staff including senior clinicians. - Tracking patients progress through the pathway. Escalating of any waits for appointments, diagnostics or radiology and histopathology reporting times that impacts the pathway to meet the faster diagnosis standard

- Be the main point of contact for patient support and advice. Ensuring that the journey of each potential cancer patient runs smoothly and is progressed in a seamless manner by arranging timely investigations and clinic appointments
- Coordinate face to face appointments for those with complex results
- Process clinical outcomes and audio typing of clinical letters. Working from the oncology waiting list, booking outpatient appointments that require booking for NSS.
- Management of the NSS patient tracking list (PTL)
- To deliver a high quality, comprehensive NSS MDT co-ordination service.
- To contribute to the evaluation and successful development of both services.
- Educate and inform other staff and colleagues of service access and availability.
- Contribute to the planning and delivery of education and training
- Rota planning, approving annual leave and managing absence to ensure adequate administration resource at all times, using appropriate Trust systems. Assisting with staffing levels and arranging NHSP shifts when necessary.
- Recording sickness/absence, managing attendance, undertaking return to work interviews and management referrals for the Administration Team.
- Use of financial systems.
- Creating an induction for any new starters
- Validating pathways.
- Prioritising own workload and working to tight deadlines
- Managing processes relating to PALS/complaints

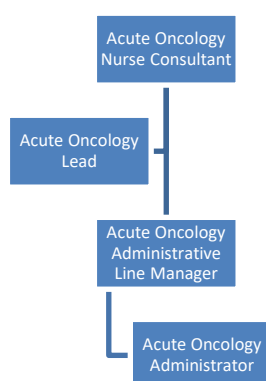
KEY WORKING RELATIONSHIPS

The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider healthcare community, external organisations and the public. This will include verbal, written and electronic communication.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
• The NSS Clinical Team • Derriford NSS team • Cancer Services manager • Acute Oncology Service • Other site-specific MDT co-ordinators/patient navigators • Lead SACT Clinical Nurse Specialist • Consultants/Doctors – all specialities • Radiology teams • Booked admission • Clinical Educator • Seamoor Unit Manager • Site Specific Clinical Nurse Specialist	• Patients, relatives and carers • Primary care colleagues including GP's. • Healthcare professionals in other trusts • Peninsula Cancer Alliance • Integrated Care Board

ORGANISATIONAL CHART



FREEDOM TO ACT

- If a decision is required then the post holder will use initiative to deal with routine matters and complex queries, deciding when it is necessary to refer to the available line manager.
- Work is managed rather than supervised and the post holder will organise own workload on a day-to-day basis.

COMMUNICATION/RELATIONSHIP SKILLS

- Liaise and communicate effectively with colleagues, systems users plus internal and external contacts as required with complex queries, where there may be barriers to understanding
- Providing or receiving complex information and being able to emphasise with a person's situation or view point.
- Communication and presentation of new policies/protocols and other information to staff effectively
- Ensuring that any contentious issues are handled robustly but with tact, empathy and understanding.

ANALYTICAL/JUDGEMENTAL SKILLS

- The post holder is required to collate data relating to service provision, activity and performance and report to relevant service managers.
- The post holder will also be required to make rapid and accurate assessments of urgent/delicate situations that can be addressed by appropriate colleagues within the Trust in order to meet deadlines, provide solutions and minimise disruptions.
- Analyses and reports audit data for each service

PLANNING/ORGANISATIONAL SKILLS

- The post holder will be expected to plan and organise a number of programmes of work and will be required to organise and plan the workload, diary and commitments of the line manager. This includes the scheduling of formal and complex multi-disciplinary meetings, ensuring that the flow of work is prioritised in order to deliver targets and objectives.
- The post holder must be able to manage rapidly changing priorities and multi task, delegating work where appropriate.
- Ensure that deadlines and quality targets are achieved in relation to actions plans.
- Support implementation of strategic modernisation/service improvement, workforce or commissioning strategies and any associated action plans, in accordance with the agreed priorities of the team

PATIENT/CLIENT CARE

- To be a friendly single point of contact for patients, carers and the healthcare team throughout their pathway, supporting the delivery of a seamless, high quality and efficient service for patients. This will include triaging sensitive enquiries and having the knowledge to signpost patients to the appropriate department /clinical colleague etc as required.

- The post holder will communicate with patients at regular intervals, in a sensitive professional manner adhering to the trust values at all times. This includes ensuring patients are aware of upcoming appointments, diagnostic test/investigations, dates for MDT discussion and to offer practical support with the arrangements acknowledging that they may be anxious or distressed, to reduce the risk of 'Did not attend'.
- The post holder will ensure the patient progresses through their pathway in a timely manner, aiming to resolve any delays as able for example by chasing internal pathology results. They will also closely monitor the timely return of imaging reports, chasing where delays are occurring, as per escalation guidelines, sharing this information appropriately with the clinical team and uploading results onto EPIC.
- Actively participate in the provision of general non-clinical information and wellbeing advice for patients and carers, helping to reduce anxiety and provide reassurance and information as appropriate.
- Discuss and signpost, patients and their carers/families to other services, with sensitivity, including voluntary services, as appropriate and keep the CNS team informed of outcomes, utilising their messaging system appropriately.
- Excellent interpersonal skills and especially with challenging individuals
- To report to qualified staff any untoward incidents and take immediate appropriate action to ensure wellbeing and safety of patients, relatives, carers and staff.

POLICY/SERVICE DEVELOPMENT

- Contribute to the NHS service improvement/modernisation agenda e.g. service redevelopment
- Implementation of policies for own work area.
- Have a flexible approach to working hours to meet the demands of the service

FINANCIAL/PHYSICAL RESOURCES

- Responsible for ensuring that all staff have the necessary equipment and resources required to undertake their duties.
- An authorised signatory for the use of financial systems to place, receipt and authorise requisitions, travel expenses, overtime and NHSP shifts.
- Ordering / receipting supplies via the Trust's electronic procurement system
- Contribute to the financial delivery of the services ensuring they are cost effective and delivered on time
- The postholder should be financially aware to support the department to operate within budget and prevent overspends wherever possible.

HUMAN RESOURCES

- Support new employee integration into the team.
- Ensuring that administrative staff work within the boundaries of all relevant Trust policies including HR, health and safety and relevant employment legislation
- The post holder will be responsible for appraisals, sickness absence, disciplinary matters within the admin team.
- To remain up to date and compliant with all HR policies and employment legislation
- To supervise and line manage administration staff within the AOS and NSS team

INFORMATION RESOURCES

- The post holder will require excellent IT skills to use our clinic systems including the electronic patient record system – EPIC- to document all information regarding patients and their care, in line with information governance and confidentiality guidelines, to communicate with the teams and complete other IT tasks as required by the post.
- The post holder will be required to collate and record information/data on behalf of the cancer services to support audits and reporting, using a range of electronic systems.
- The post holder will prepare reports using a variety of software and present data in an easy to read format.

- Take responsibility for the maintenance of accurate paper and electronic information resources, ensuring confidentiality.
- Administer and collate patient surveys.
- To ensure the SOP/Pathway/Patient Information Leaflet is up to date and reflects national best practice guidance.
- Taking and transcribing of formal minutes
- Monitor staff's training databases and ensure compliance

RESEARCH AND DEVELOPMENT

- Provide clinicians and other Healthcare Professionals with data to support departmental audits, professional development
- Contribute to ensuring there are processes in place for spreading and sharing learning and outcome

PHYSICAL EFFORT

- Light physical effort will be required including a combination of sitting, standing and walking

PHYSICAL SKILLS

- Proficient typing and IT skills are essential.

MENTAL EFFORT

- There is a frequent requirement for prolonged concentration with the post holder needing to be particularly alert for cumulative periods of one to two hours at a time when checking detailed documents; or analysing detailed statistics.

EMOTIONAL EFFORT

- The post-holder will be expected to work in a busy environment and be able to deal with sensitive and potentially upsetting situations.

WORKING CONDITIONS

- Use display screen equipment for substantial proportion of working day.

OTHER RESPONSIBILITIES

- Take part in regular performance appraisal.
- Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling
- Contribute 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 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.

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.

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.

PERSON SPECIFICATION

Job Title	Acute Oncology Administrative Lead
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Significant specialist knowledge and experience of Administrative / Secretarial procedures and processes - acquired through training to degree or equivalent level or equivalent experience	E	
ECDL or equivalent IT qualification or relevant knowledge and experience	E	
KNOWLEDGE/SKILLS		
Knowledge of a variety of data entry systems	E	
Knowledge of the NHS Cancer Plan and cancer patient pathways		D
Demonstrate knowledge of medical terminology or willingness to undertake further study	E	
Good IT skills including working knowledge of MS Office and databases	E	
Excellent organisational and prioritisation skills including the ability to work under pressure	E	
Ability to use a methodical approach	E	
Excellent written and verbal communication skills including the ability to communicate in an empathetic manner where there may be barriers to communication and the requirement to communicate sensitive information	E	
Leadership and motivational skills	E	
Ability to work autonomously and as part of a team	E	
Flexible attitude to working	E	
EXPERIENCE		
Experience of working without supervision and as part of a team, pro-actively and effectively managing your own workload to meet constricting targets/deadlines	E	
Previous experience of working within a multidisciplinary environment		D
Experience of hospital specific administration systems	E	
Previous involvement with data collection systems	E	
To have experience of service improvement work		D

• Experience of Cancer Services within the NHS		D
PERSONAL ATTRIBUTES • Flexible - adapts to ensure achievement of objectives within constantly changing situations and environments • Motivation - driven by a genuine desire and concern for the quality and appropriateness of patient services • Accountability - strong sense of personal and team accountability with a clear understanding of the boundaries related to delegated authority	E E E	
OTHER REQUIREMENTS • Demonstrate ability to meet trust values • Conscientious, self-motivated to • Strong sense of commitment to openness, honesty and integrity • Ability to maintain effectiveness and remain calm when under pressure, to cope with unexpected demands • Ability and willingness to handles highly confidential information without compromising confidentiality or trust Proactive, able to work on own initiative and deal with wide range of enquiries • Flexible • Punctual and professional	E E E E E E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	Y	x			
Contact with patients	Y				x
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)	Y	x			
Animals	N				
Cytotoxic drugs	Y	x			
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				Y
Heavy manual handling (>10kg)	N				
Driving	N				
Food handling	Y	x			
Night working	N				
Electrical work	N				
Physical Effort	Y		x		
Mental Effort	Y				Y
Emotional Effort	Y				Y
Working in isolation	Y				Y
Challenging behaviour	Y	x			