

## JOB DESCRIPTION

<b>JOB DETAILS</b>	
<b>Job Title</b>	<b>Booked Admissions' Deputy Support Manager</b>
<b>Reports to</b>	<b>Booked Admissions' Manager</b>
<b>Band</b>	<b>Band 5</b>
<b>Department/Directorate</b>	<b>Booked Admissions – Surgical Division</b>

### **JOB PURPOSE**

The post holder will provide support to a directorate and assist in managing inpatient waiting lists effectively and within the Patient Access Waiting List Policy. This will include managing specific teams within a site or section of the organisation, making direct bookings (at least 13 hours a week), co-ordinating multi-disciplinary Booked Admissions meetings, maintaining information systems, assisting with developing and implementing and monitoring operating procedures. The post holder will monitor progress to support performance improvement, deputise in the absence of the Booked Admissions Manager and provide training on the area of work to others.

The post holder will assist in the project management of a number of initiatives on behalf of the Booked Admissions' Manager and duties may also include financial and personnel administration, as well as dealing with patients and their families.

### **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES**

The Booked Admissions' Deputy Support Manager will be based in the Booked Admissions Office and will provide support to the central booking function of inpatients and day cases.

The post holder will fulfil all administration tasks, work as part of a team and have supervision responsibility for staff in lower bands. To meet the needs of the service, the post holder may be required to work in other administrative areas as appropriate, as directed by the Booked Admissions' Manager, and on occasion may be required to deputise for the Booked Admissions' Manager.

The post holder will be a key member of the Division in delivering and maintaining an effective and efficient Booked Admissions' service at RDUHNFT; the main responsibilities are:

- Supporting clinical teams in the delivery of effective use of theatre sessions through effective booking and waiting list management.
- Providing expert knowledge in waiting list management.

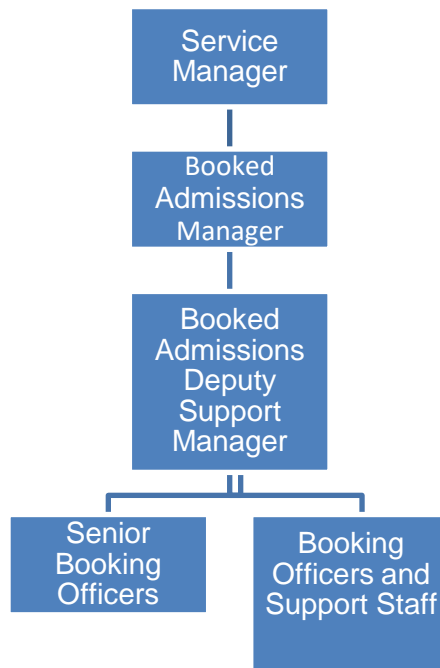
### **KEY WORKING RELATIONSHIPS**

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 media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> <li>• Theatres</li> <li>• Anaesthetics</li> <li>• Service Management</li> <li>• Pre-operative Assessment Departments</li>   <li>• Consultants in the specialties below who the team book treatment and surgery for:</li> <li>• Breast</li> <li>• Colorectal</li> <li>• General Surgery</li> <li>• Upper GI</li> <li>• Vascular</li> <li>• Ophthalmology</li> <li>• Oral Surgery</li> <li>• Community Dental</li> <li>• Urology</li> <li>• Orthopaedics</li> <li>• Pain</li> <li>• Plastics</li> <li>• Endoscopy</li> <li>• Gynaecology</li> </ul>	<ul style="list-style-type: none"> <li>• GP Practices</li> <li>• Other Hospitals</li> </ul>

## ORGANISATIONAL CHART



## FREEDOM TO ACT

The post holder will manage their own workload with guidance from the Booked Admissions' Manager, ensuring they utilise department Standard Operating Procedures and adhere to the Patient Access

Waiting List Policy when booking patients and advising the team, using own initiative and decision making.

### **COMMUNICATION/RELATIONSHIP SKILLS**

The post older will be required to adhere to the organisational standards of customer care. They will negotiate with patients and their relatives in the agreement of appointments and assist to solve any concerns or complaints made. The post holder will demonstrate clear communication of the targets which are Trust priorities and support to persuade staff and clinicians to work with you to ensure agreed targets are met and communicate through the organisation of working groups, focus groups and other methods as appropriate.

The post holder will co-ordinate and manage the administration function of departmental meetings.

The post holder will communicate with patients and their relatives regarding their elective care, which will include consultants, theatres, anaesthetics, endoscopy, outpatients, ward staff and administration staff to deliver high quality elective booking and waiting list management within the agreed SOPs.

The post holder will assist in the development of robust relationships within the full multi-disciplinary team, including consultants, theatres, anaesthetics, endoscopy, outpatients, ward staff and administration staff to deliver high quality elective booking and waiting list management within the agreed SOPs.

The post holder will co-ordinate and manage the administration function of departmental meetings and communicate sensitive and complex information with staff at all levels within the Division and the Trust as required. This will include providing and receiving complex information and will involve the use of negotiation, persuasive and motivational skills.

The post holder will be expected to behave in accordance with the Trust's values - acting with compassion, integrity, inclusion and empowerment.

### **ANALYTICAL/JUDGEMENTAL SKILLS**

The post holder will assist with incoming and outgoing communications, initiating responses where appropriate, demonstrating at all times a high level of discretion and confidentiality while ensuring responses to deadlines are met.

In the absence of the Booked Admissions' Manager, the post holder will also be required to make rapid and accurate assessments of urgent and delicate situations that can be addressed with appropriate colleagues in the Trust in order to meet deadlines, provide solutions and minimise disruptions.

In the absence of the Booked Admissions' Manager, the post older may be responsible for monitoring the cost effectiveness of the booking process and propose necessary action to ensure effective processes are developed to maintain economic viability of the service, escalating any issues regarding capacity or other issues which will impact on effective booking of theatres or any contravenes of the Patient Access Waiting List Policy.

### **PLANNING/ORGANISATIONAL SKILLS**

The post holder will be expected to plan and organise a number of programmes of work, including scheduling of 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.

The post holder will participate in the theatre scheduling and 6-4-2 meetings and will organise regular team meetings and training, providing verbal and written reports regarding the waiting lists and theatre

capacity to manage the current workload within the local and national waiting targets, including RTT, 62 days cancer and diagnostics waiting times, ensuring patients are booked within clinical priority and chronological order, taking into account planned patients as well as active waiting lists. The post holder may write ad hoc reports as required by the group and will organise and plan workload, ensuring the flow of work is prioritised to meet targets and objectives.

#### **PATIENT/CLIENT CARE**

The post holder is required to put the patient as the first priority at the centre of all activities. Contact with patients will be a regular occurrence, either face-to-face or by telephone and the post holder will provide non-clinical advice to patients and clients.

#### **POLICY/SERVICE DEVELOPMENT**

Share best practice for booking in Epic across the organisation, providing standardisation across all inpatient, day case and outpatient treatment/diagnostic booking. This includes supporting and implementing changes which may impact the wider department.

#### **FINANCIAL/PHYSICAL RESOURCES**

Responsible to offer support to ensure all staff have the necessary resources required to undertake their duties, including access to systems, learning and policy documentation.

Responsible for supporting non-pay budget ordering and maintaining equipment such as laptops, printers for the department and effectively reporting any problems that may arise. The post holder will be an authorised signatory for timesheets (over £1000 a month).

#### **HUMAN RESOURCES**

Demonstrate activities to new starters, providing training on the area of work to others. Support with new employee integration into the department and the supervision of the administration team, including allocation of work and service continuity. The post holder will also provide support for specialist training to the team as required.

The post holder will take an active part in the development review of own work, suggesting areas for learning and development in the coming year.

In the absence of the Booked Admissions Manager, post holder will supervise the booking team and escalate any issues or concerns to senior management. Post holder will on occasion, take responsibility for the recruitment and interview process. May also be required to assist with performance management or conflict resolution.

#### **INFORMATION RESOURCES**

On occasion, responsible for sourcing and gathering information to produce reports, briefings and papers for meetings, taking notes and distributing them when needed, ensuring that any actions are followed.

Maintain effective office systems ensuring that files and records are stored and retrieved appropriately in accordance with Trust procedures. Post holder will be required to modify and maintain office and specialty booking guides, as well as analyse information presented on work queues and booking data/reports.

#### **RESEARCH AND DEVELOPMENT**

Comply with Trust's requirements and undertake audits as necessary to own work to meet the requirements of a high quality patient focused service.

#### **PHYSICAL SKILLS**

Post holder will require advanced keyboard skills.

## **PHYSICAL EFFORT**

Office based post with a frequent requirement to sit in a restricted position at display screen equipment. Lifting files and confidential waste sacks will occasionally be required. There may also be a requirement for light physical effort using projector/equipment in project meetings/presentations or lifting stationary boxes.

## **MENTAL EFFORT**

Predictable work pattern with frequent interruptions and changing work priorities requiring a high degree of flexibility.

When deputising, use own judgement and logic to resolve issues and escalate where appropriate. On occasions may be required to make recommendations to improve working practices.

To perform tasks that require occasional periods of concentration, involving the use of computers, accurately recording discussions, planning and preparing documents.

## **EMOTIONAL EFFORT**

Occasional distressing or emotional circumstances – staff performance issues, dissatisfied service users, dealing with complaints.

The post holder will respond to concerns and questions from a range of people, such as: patients, ward managers, theatre staff, service managers and PACS with different needs. It is likely that patients will be anxious or distressed.

Support the Booked Admissions Manager investigating patient pathways and may encounter occasional exposure to distressing information.

May have occasional exposure to distressing or emotional circumstances when dealing with staff issues, such as initial stages of performance management or conflict resolution.

## **WORKING CONDITIONS**

On site office location, own desk space allocated, although may on occasion be required to hot desk.

## **OTHER RESPONSIBILITIES**

Take part in regular one to ones with booking staff.

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, safety and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources, such as: Trust Health and Safety Policy.
- 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.

## **KNOWLEDGE, TRAINING AND EXPERIENCE**

Expertise and knowledge gained through practical experience and training within the NHS administration. This will include knowledge of specialist software, managerial knowledge and on-going programmes of work including monitoring capacity, escalation of issues and implementation of corrective action.

Extensive knowledge of administrative procedures associated with supporting a high-quality elective care service for patients

#### **APPLICABLE TO MANAGERS ONLY**

Leading 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.

#### **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

<b>Job Title</b>	<b>Booked Admissions' Deputy Support Manager</b>
------------------	--

Requirements	Essential	Desirable
<b>QUALIFICATION/ SPECIAL TRAINING:</b>		
Educated to degree level or equivalent experience	E	
Project management qualification or equivalent experience.		D
Keyboard skills, RSA 3, or equivalent skill level.	E	
<b>KNOWLEDGE/SKILLS:</b>		
Demonstrable experience in communicating and working alongside stakeholders at all professional levels.	E	
Skilled in the use of Electronic Patient Record systems, such as: Epic		D
Good analytical and clear report writing skills	E	
Medical Terminology.		D
Excellent organisational skills – ability to work collaboratively, methodically and flexibly to ensure exacting deadlines are achieved in a busy environment whilst high standards are maintained.	E	
Broad knowledge of NHSE waitlist targets and general understanding of Patient Access Waitlist Policy.		D
Excellent communication skills both written and verbal with a wide range of people.	E	
Persuasive, tactful, diplomatic, empathic	E	
<b>EXPERIENCE</b>		
NHS Background/experience		D
Formal minute taking experience with complex agendas	E	
Significant experience of MS office applications (including Word, Outlook, Excel and Powerpoint), email, internet browser and scheduling	E	
Budget management experience		D
Experience of managing or supervising staff, ideally a team of more than 3	E	
<b>PERSONAL ATTRIBUTES</b>		
Approachable, responsive, resourceful, enthusiastic and flexible approach	E	
Self-motivated and proactive.	E	

Effective interpersonal and influencing skills	E	
Reliability and flexibility, able to contribute to changing demands of the service.	E	
Willing to undertake training relevant to the post.	E	
Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality.	E	
<b>OTHER REQUIREMENTS</b> The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	
Ability to travel to other locations as required.		D

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