

JOB DESCRIPTION

JOB DETAILS	
Job Title	Endoscopy Team Leader
Reports to	Admin Line Manager
Band	Band 4 (subject to consistency checking)
Department/Directorate	Medical Division – Endoscopy

JOB PURPOSE
<ul style="list-style-type: none"> • This post is responsible for the leadership of the Endoscopy Admin team, specifically the day to day supervision of the team will be a direct responsibility of this post • To provide high quality assistance to the Admin Line Manager including responsible administrative support in their absence, using own initiative and working without supervision • Provide expert operational system support to the department management, encourage and maintain effective working practices to ensure that the Trust achieves a consistently high level of performance against targets • Provide advanced bespoke training to users in order to maximise system utility and overcome identified issues • Ensure that the professional image and high standards of the Trust are maintained at all times promoting standardisation of processes across all administrative areas.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> • To plan and manage team workload for the Endoscopy Admin team • To manage the rotas for the team • Contribute to the implementation of the Access policy as well as ensuring booking targets are achieved • To undertake or assist the Admin Line Manager in return to work interviews and absence management monitoring • To assist the Admin Line Manager in delivery of PDR's and 1:1's for team members to be overseen by this post • To support recruitment campaigns by undertaking or assisting the Admin Line Manager in shortlisting of candidates. • Ensure that the team complete required and essential mandatory training • To ensure Trust databases (ESR/Health Roster) are kept up to date and accurate for all training • To carry out routine analysis of information as directed by manager, carrying out research to support analysis of information • Respond to complaints where appropriate, escalating to Line Manager if unable to resolve • Work as part of the team in developing processes within the department to meet demands of a growing service • To take accurately minutes at meetings

KEY WORKING RELATIONSHIPS

Areas of Responsibility:

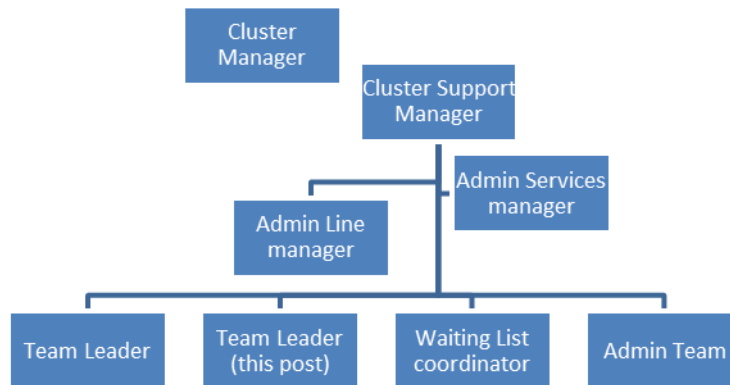
- Supervision of administration team
- Reporting to Admin Line Manager

No. of Staff reporting to this role: (If applicable) 0

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none">• Cluster Manager / Cluster Support Manager• Administrative Line Manager/ Administrative Services Manager• Consultants and other members of the medical team• Divisional Management team• Senior Nursing staff and other ward staff• Other members of the multi-professional clinical team• Health Records & IM&T Departments• Administration and secretarial teams across the Trust• Central Support Team	<ul style="list-style-type: none">• Patients and their relatives• GPs

ORGANISATIONAL CHART



FREEDOM TO ACT

- To use own initiative to manage daily workload of self and team to meet the changing demands of the service
- Ensure the team are complying to all the Trust and NHS England policies and procedures to include the Access policy, ensuring relevant key performance indicators are met
- The post holder will manage their own workload on a day to day basis

COMMUNICATION/RELATIONSHIP SKILLS

- Close working relationships are required to ensure both clinicians and managers are fully engaged and have a good working knowledge of the system.
- Motivation and negotiation skills when implementing changes in practice
- Excellent interpersonal & communication skills inc. demonstrating empathy & sensitivity to anxious patients and relatives as well as
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- To provide and receive both routine and complex information from both internal and external stakeholders to include GP's
- Ensure departmental induction is carried out for new starters and the relevant training programme put in place
- Communicate routine information effectively to include either discussion or written communication such as email; adapting your communication style depending on context
- To manage the department shared email account to include allocation and redistribution of requests to the relevant team member and that these are actioned in a timely manner
- To identify data quality issues and work closely with the IM&T team and IT Training Manager in order to contribute to resolving problems through raising awareness, holding coaching sessions.
- Liaise with MyCare team on system failures which may impact on the MyCare system and vice versa.

- Provide excellent customer care, in a calm and professional manner – some situations may be challenging
- Organise and/or support meetings through effective communication
- Create and maintain up to date records and provide all information required by the Cluster manager.
- To liaise closely with service administrators (medical secretary) and provide specialist knowledge where necessary

ANALYTICAL/JUDGEMENTAL SKILLS

- To assist other members of the admin team in the delivery of a high-quality service
- To analyse the waiting list of two week wait, urgent and routine patients, escalating to the team priorities of booking
- To provide the department management team weekly / monthly data regarding waiting list capacity and productivity of the team and highlight any areas of concern
- Monitor waiting lists and action any issues ensuring all patients are booked according to National Guidelines and the Trust's Access policy
- To explore problem solving when concerns / complaints are raised, escalating to your Line Manager if unable to resolve

PLANNING/ORGANISATIONAL SKILLS

- To plan staffing rotas and ensure cover is in place during periods of absence
- To arrange meetings, to include both clinical and admin staff, as well as minute taking
- To ensure outcomes are recorded timely and follow up appointments are made where appropriate
- Contact patients whose appointments need to be changed and advise all relevant persons of the alterations
- To liaise with Consultants to ensure administrative tasks are undertaken within expected timescales
- To understand the Endoscopy waiting list and Referral To Treatment (RTT), NHS E-Referral Service processes to ensure that RTT waiting times meet NHS standards and targets and are managed in line with the Trust Access policy
- Conduct reminder calls to patients, rearranging appointments where necessary in order to prevent non-attendances.
- Participate in team and directorate meetings as required

PATIENT/CLIENT CARE

- Sending correspondence to patients, GPs, or others involved in the care of a patient, in a timely manner.
- Daily telephone contact with patients for the booking of diagnostic tests or elective admissions, providing information and non-clinical advice regarding their procedure
- Daily face to face contact with patients and relatives who may require information or advice regarding their visit to the unit who may be anxious / distressed

POLICY/SERVICE DEVELOPMENT

- To support the Clinical Lead and Senior Management Team in the provision of accurate processes to enable the achievement of JAG accreditation for the Endoscopy Unit
- To ensure the admin team complete the South West Endoscopy Training Academy (SWETA) training programme to ensure the admin team are compliant with JAG requirements

- Adhere to the Trust Access Policy and appropriate standard operating procedures, Key Performance Indicators, government targets and standard operational policies.
- Work as part of the team in developing processes within the department to meet the demands of a growing service.
- Contribute to service improvement/service redesign as required
- Contribute to audits regarding departmental procedures
- Work within Trust policies – including those for confidentiality, data protection, health and safety fire protection, and annual appraisal
- To assist with the organisation and running of internal and external events
- Contribute to audits regarding departmental procedures

FINANCIAL/PHYSICAL RESOURCES

- Monitor the use of supplies and stationery, placing requisition orders on Unit 4 and ensure this is done efficiently and cost effectively in line with the needs of the service
- To ensure the admin team working hours or periods of absence are recorded on Health Roster and finalise at month end to ensure correct payment of overtime is received by Payroll services

HUMAN RESOURCES

- Actively contribute to the smooth running of the service by ensuring harmonious working relationships with all colleagues
- To support recruitment campaigns by undertaking or assisting the Admin Line Manager in shortlisting of candidates.
- Assist with on the job training of new staff when appropriate
- Assist volunteers in the department.
- Assist with the induction and orientation of new staff in the department, showing colleagues how to complete tasks associated with the role.
- Undertake training as required to maintain competency/comply with trust policies
- Ensure that all new staff have undertaken the required level of training and that all staff leaving are removed promptly from systems.
- Provide cover in periods of absence as directed by department manager, this may involve moving to other areas
- To act in a supervisory capacity to a team of clerical staff including allocating work, resolving straight forward staffing issues and sharing best practice

INFORMATION RESOURCES

- Input and access information on hospital information systems as required.
- Use patient databases, inputting data and editing entries as required.
- Record and capture patient information appropriately and in line with Standard Operating Procedures
- Ensure patient demographics are correct by checking with the patient at every encounter, highlighting any duplicate records and escalating appropriately.
- Input clinical correspondence onto hospital systems
- Use multiple computer systems as required within the department such as EPIC and NHS E-referrals
- Ensure accurate and up-to-date patient details are maintained on patient information systems in line with Trust Information Governance policy with high degree of accuracy
- Maintain health records and patient files in line with Trust Health Records Policy
- Collate required patient information at the request of clinical teams
- Formal Minute Taking

RESEARCH AND DEVELOPMENT

Contribute to audits regarding departmental procedures.

PHYSICAL SKILLS

- Advanced level of keyboard skills required for the regular use of Trust computer systems

PHYSICAL EFFORT

- Requirement to sit in a restricted position
- Keyboard work for long periods

MENTAL EFFORT

Frequent concentration required for the administrative duties whereby regular interruptions will be received from medical and admin staff throughout the day

EMOTIONAL EFFORT

- There is an occasional level of emotional effort in this role whereby you may have to support distressed patients or relatives

WORKING CONDITIONS

- The current room in which you will reside can have high levels of noise due to the number of staff working in one area.
- Frequent VDU use

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 Trust's Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

PERSON SPECIFICATION

Job Title	Team Leader - Endoscopy
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Requirements	Essential	Desirable
<u>QUALIFICATIONS / TRAINING:</u>		
Minimum of 3 qualifications to include GCSE grade A-C/4-9 or equivalent experience	E	E
NVQ 4 or equivalent experience	E	E
ECDL, CLAIT or CMI level 3 in Management and Leadership South West Endoscopy Training Academy training programme (SWETA) – achievable in post	D	D
<u>KNOWLEDGE / SKILLS:</u>		
Excellent planning & organisational skills	E	E
Ability to prioritise workload to respond to changing demand	E	E
Ability to liaise and communicate with staff at all levels	E	E
Motivation and negotiation skills	E	E
Excellent interpersonal & communication skills inc. demonstrating empathy & sensitivity to patients and relatives	E	E
Ability to promote good working liaisons (staff, patients, relatives)	E	E
Extracting information / Listening Skills	E	E
Ability to handle complex enquiries - distressed & anxious patients	E	E
Ability to deal with challenging behaviour	E	E
Ability to provide excellent customer care	E	E
Knowledge of IT databases and computer systems	E	E
Comprehensive PC skills - databases, word-processing, email, Excel	E	E
Understanding of hospital IT systems	D	E
Knowledge of a PAS or equivalent information system	D	E
Analytical skills & ability to problem solve	E	E
Proven strong administration skills	E	E
Accurate data entry	E	E
Excellent telephone manner	E	E
Knowledge of Trust procedures	D	E
Able to work independently, with minimum supervision	E	E
<u>EXPERIENCE:</u>		
Previous clerical experience	E	E
Working in an NHS/clinical environment e.g. hospital, GP surgery, CCG	D	E
Previous experience of supervision of staff including recruitment, appraisals, sickness management	D	E
Previous experience of managing staff rotas	D	E
<u>PERSONAL ATTRIBUTES:</u>		
Enthusiastic highly motivated & committed to delivering a service	E	E
Understand team work and work within a team	E	E
Able to plan and organise workload	E	E
Able to prioritise own and team work load and meet deadlines	E	E
Ability to work un-supervised	E	E
Can remain calm and professional in a busy environment	E	E
Empathetic, but able to understand professional boundaries	E	E
Smart appearance, adhering to the Uniform Policy	E	E
Welcoming friendly and approachable manner	E	E
An adaptable approach to work	E	E
Flexible approach to working hours	E	E

Commitment to continual development to inc. relevant new systems, policies and procedures Adheres to relevant Trust policies & procedures Adheres to confidentiality & data protection requirements	E E	E E
OTHER REQUIRMENTS Flexible approach to shift patterns and location, including flexibility regarding working hours (e.g. early mornings, evenings and weekends). Some roles require additional levels of checks as part of the employment process i.e. roles which come into contact with children, vulnerable adults or their families.	E	E

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