

JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | **Fern Centre Manager**  |
| **Reports to**  | Clinical Matron Cancer Services |
| **Band**  | 6 |
| **Department/Directorate**  | Specialist Services (Cancer Services) |

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| **JOB PURPOSE**  |
| ThiThe post holder will provide business support to a directorate and will manage specific project within a site or section of the organisation. The post holder will have responsibility for developing, implementing and monitoring business plans and will monitor progress to support performance improvement.The post holder’s duties may also include financial and personnel administration, overseeing maintenance of building(s), giving charity presentations and dealing with clients/visitors.This is a pivotal post within Cancer Services at Royal Devon University Healthcare NHS Foundation Trust (RDUH). The primary purpose of this post is to effectively plan and coordinate the daily running and management of the Fern Centre at RDUH. With the supervision of the Clinical Matron for Cancer Services in liaison with the Head of Charity Fundraising for the Royal Devon Hospitals Charity. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| The post holder will fulfil all administration tasks and work as part of a team and will have day to day line management responsibility or supervision responsibility of 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 line manager and may, on occasion, be required to deputise for the line management.The Fern Centre Manager will lead a team of volunteers who will be based in the following areas:Fern CentreHealth and Wellbeing ClinicsSeamoor UnitThe post holder will be expected to work closely with the charity, as the cancer and wellbeing centre’s running costs is reliant on the funding of the hospital charity – Royal Devon Hospitals Charity.The post holder will fulfil all tasks and work as part of a team. To meet the needs of the service, the post holder may be required to work in other areas as appropriate as directed by the line manager.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.  |
| **KEY WORKING RELATIONSHIPS**  |
| Of particular importance are working relationships with:

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| **Internal to the Trust**  | **External to the Trust**  |
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| VolunteersClinical Matron for Cancer ServicesCounselling TeamRelevant staff within RDUHRoyal Devon Hospitals CharityLiving with and beyond cancer team |

 | Voluntary and private sector organisationsPatients/carers/ relatives and any centre visitorsComplementary TherapistsFundraisers and grant making foundationsOther supporting charitiesLocal community representativesOther supporting stakeholders |
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| **ORGANISATIONAL CHART**  |
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| **FREEDOM TO ACT**  |
| The post holder will be required to adhere to the organisation’s standard of customer care. The post holder will persuade project boards and staff of the importance of the business plan/project, negotiate with other agencies to achieve project delivery and ensure agreed targets are met. Communicate through the organisation of working group, focus groups, marketing campaigns and other methods as appropriate.  |
| **COMMUNICATION/RELATIONSHIP SKILLS**  |
| The post holder will be required to make formal presentations to large groups regarding the project/area of the business, acting as the central point of contact.The post holder will be expected to behave in accordance with the Trust’s values of demonstrating compassion, striving for excellence, respecting diversity, acting with integrity and o listen and support others.To work closely with the Living with and Beyond Cancer team to ensure the smooth running of the support groups, cancer information events and other wellbeing events taking place in the centre, including assisting with planning, organisation and assignment of volunteers. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| The post holder will manage and prioritise all incoming and outgoing communications, initiating responses where appropriate, demonstrating at all times a high level of discretion and confidentiality while ensuring responses to deadlines and targets are met.In the absence of the line manager, 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.To use patient feedback and consider suggestions made to develop and improve the service.The post holder will act as the specialist for their own business area, and will lead the management of the unit. The post holder will be guided by broad occupational policies. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| Manage a broad range of complex activities and/or projects/business plans to ensure delivery which will sometimes require the adjustments of plans to meet targetsThe post holder will need to keep monitoring statistics in line with grant funders requirements (i.e Royal Devon Hospital Charity). |
| **PATIENT/CLIENT CARE**  |
| Responsibility for patients and client care within the Fern Centre.Part of and makes formal presentations.The post holder is required to put the patient, as the first priority, at the centre of all activities |
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| **POLICY/SERVICE DEVELOPMENT**  |
| Develops policies and procedures in relation to the directorate/project and oversees their practical implementation. This includes implementing or proposing changes which may impact beyond their own area of activity |
| **FINANCIAL/PHYSICAL RESOURCES**  |
| Responsible for monitoring a delegate budget i.e. authorised signatory for travel/project expenses under the supervision of the clinical matron for cancer services. |
| **HUMAN RESOURCES**  |
| Demonstrates activities to the new starters, including providing training on the area of work to others, including volunteers i.e. complementary therapists, art therapists, physiotherapists and occupational therapists. The post holder will be responsible for the day to day management OR supervision of a team of staff, duties may include recruitment, monitoring sickness absence etc.Taking an active part in the development review of own work suggesting areas for learning and development for future progression.Be part of and coordinate regular supervision and support of volunteers for the unit, including volunteer complementary therapists, gardeners, meeting and greet and administrative roles. |
| **INFORMATION RESOURCES**  |
| Manages, maintains and develops directorate information systems, uses a range of IT programmes to regularly create reports and business projects/plans. |
| **RESEARCH AND DEVELOPMENT**  |
| Comply with Trust’s requirements and undertake surveys and audits as necessary to own work.Regularly undertake complex surveys to support a number of projects.  |
| **PHYSICAL SKILLS** |
| Standard keyboard skills required.Utilisation of advanced keyboard skills for operation of a wide range of computer software and manipulation of the data for reporting purposes |
| **PHYSICAL EFFORT** |
| Period of standing in the Fern Centre, meeting and welcoming patients to the unit and those close to them. There is a frequent requirement for sitting or standing in a restricted position for a substantial proportion of the working time. There may be a requirement for light physical effort e.g. using projector/equipment in the project meetings/presentation.  |
| **MENTAL EFFORT** |
| There is an occasional requirement for prolonged concentration for checking documents, writing reports and protocols, analysing statistics and may have frequent interruptions on project issues.  |
| **EMOTIONAL EFFORT** |
| Exposure to distressing or emotional circumstances is rare, however the post holder may have difficulty with staff/public/patients in delivering the project objectives. |
| **WORKING CONDITIONS** |
| Office conditions may use a VDU more or less continuously on most days. May be required to frequently drive around to Trust sites. |
| **OTHER RESPONSIBILITIES**  |
| SAFEGUARDINGTo be fully aware of and understand the duties and responsibilities arising from the Children’s Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker’s role within the organisation.To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker’s role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker’s line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.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.**STAFF HEALTH AND WELLBEING**You must take responsibility for your workplace health and wellbeing:* Be physically active at work (i.e. take breaks away from your desk, taking the stairs where possible)
* 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.

HEALTH AND SAFETY AT WORKThe employer will take all reasonably practical steps to ensure your health, safety and welfare while at work. You must familiarise yourself with the employer's Health & Safety policy, and its safety and fire rules. It is your legal duty to take care for your own health and safety as well as that of your colleagues.INFECTION CONTROL - ROLE OF ALL STAFFIt is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:* Attending mandatory and role specific infection prevention education and training.
* Challenging poor infection prevention and control practices.
* Ensuring their own compliance with Trust Infection Prevention and Control policies and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents

CONFIDENTIALITYYou may not disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law. Any failure to comply with this term of your employment will be treated as an act of misconduct under the employer's disciplinary procedure. |
| **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.
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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.Royal Devon University Healthcare NHS Foundation Trust has recently become a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E’s track record of excellence in research, teaching and links to the university with NDHT’s innovation and adaptability. |

PERSON SPECIFICATION

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| **Job Title** | **Fern Centre Manager** |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**Educated to A level standard or equivalent and able to demonstrate relevant experienceQualified to degree level (Ba/BSC) standard or working towardsWorking knowledge or experience of working within cancer care | EEE |  |
| **KNOWLEDGE/SKILLS**Ability to motivate, support, lead and manage a team of complementary therapists and volunteers.Ability to resolve conflict, analytical judgement and problem solveExcellent organisational, planning and prioritising skillsExcellent IT skillsHighly developed communication skillsExcellent interpersonal skillsAbility to prioritise work in a busy environmentExperience of dealing with cancer patients and their families/carers  | EEEEEEEE |  |
| **EXPERIENCE**Experience and ability to manage teamsExperience of working collaboratively and effectively through the multidisciplinary teamsExperience of budgetary managementRecent experience of working with the voluntary and charity sector with broad knowledge of volunteer work and charity functionsExperience of working with voluntary servicesExperience of working with external partnersExperience of willingness to learn to communicate and work with complementary therapists.  | EEEEEEE |  |
| **PERSONAL ATTRIBUTES** Self-motivatedSociableOrganisedEmpathicFlexibleCalm and considerateCaring and compassionate | EEEEEEE |  |
| **OTHER REQUIREMENTS**  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the TrustAbility to travel to other locations as required  | EE | InterviewInterview  |

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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 | Y | x |  |  |  |
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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) | Y |  | x |  |  |
| Animals | Y | x |  |  |  |
| 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) | Y |  | X |  |  |
| Driving | Y | x |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | Y |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort  | Y |  | x |  |  |
| Mental Effort  | Y |  |  |  | x |
| Emotional Effort  | Y |  |  |  | x |
| Working in isolation | Y |  | x |  |  |
| Challenging behaviour | Y |  |  | x |  |