

JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | Team Leader |
| **Reports to**  | Senior Team Leader |
| **Band**  | Band 4 |
| **Department/Directorate**  | Outpatients Department, Planned Care |

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| **JOB PURPOSE**  |
| To provide business support, administrative leadership and general office management to deliver a high quality, comprehensive administrative service. Responsible for own workload which may include financial and personnel administration, overseeing maintenance of building(s) and dealing with visitors to the department and clients via the telephone and work with the multi-disciplinary teams. Will be required to supervise and allocate work to staff in lower bands.The post holder will be responsible for all aspects of administration and co-ordination of the departmental roster with shared decision making, escalating issues to the Department Lead/or Service Manager as necessary.The Team Leader will be based in the Clinical Management Centreand will provide business and administrative support to the team. The post holder will support Clinic Management staff in optimising patients’ appointments, acting as a central co-ordination point for outpatient activity within team. The post holder will be responsible for high quality customer service function in recording contact information on the electronic EPIC record, and on-going liaison with referrers and relevant others within the specified response time.The post holder will fulfil all administration 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 administrative areas as appropriate as directed by the line manager and may, on occasion, be required to deputise for the line manager. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Develop good communications and working relationships with all colleagues.
* Manage clinic cancellations and direct into teams appropriately for patients to be contacted if required.
* Develop and maintain an organised office environment, effective filing systems, both paper and electronic and other office systems to ensure records are kept up-to-date and readily accessible.
* Monitor and oversee referrals to the appropriate specialties pending lists.
* Use the vacant slot report to get teams to focus on ensuring clinics where possible are full
* Work with the Patient Access Co-Ordinator’s to structure new or revised clinics to respond to service needs and achieve RTT and diagnostic targets.
* Deal with different aspects of Personnel work, i.e. Recruitment - being an interview panel member, carry out Development Reviews where required. One to One meetings and pastoral work as required.
* Provide either formal or on the job training for staff as identified either in their application form, work or Development & Review.
* To have a broad and up to date range of knowledge so that queries can be dealt with effectively in the absence of or on behalf of other team members.
* Distribute information to relevant parties as appropriate, electronically or otherwise.
* Provide a key role in the maintaining of effective and accurate patient information and record on the electronic EPIC system.
* Provide statistical analysis using the reporting systems and develop reporting tools.
* Monitor and report any difficulties or ineffectiveness of the electronic system, offer support and liaise with the IT services.
* Full, accurate and proper use of EPIC including management of patient information and letters.
* Ensure sufficient and not excessive stationery stocks are maintained and order when required, make the relevant parties aware of depleted stocks.
* Liaise professionally with external authorities, i.e ERS, Suppliers, consultants and secretaries and relevant Patient Access Co-ordinators, GPs etc.
* Ensure leave records maintained for all staff in the Department and leave reported accurately at month end including sickness.
* Perform sickness reviews to the Trust Policy.
* Work flexibly with other members within the team.
* Work well under pressure, to tight deadlines and be capable of prioritising.
* Project a professional image of the Team, maintaining high standards of courtesy and discretion, and upholding the strictest of confidentiality at all times.
* Communicate appropriately with the senior management team and to contribute to the strategic direction of the department.
* Daily management of staffing levels to ensure staffing levels / minimum core numbers are maintained at all times escalating issues as necessary. Including cross cover of staff between teams to cover absences and leave.
* Ensure that new staff are effectively incorporated into rosters;
* Manage annual leave within team and update Department Lead/Service Manager
* Devise creative and innovative solutions to ensure compliance with regulations escalating issues as required.
* Observe and adhere to the strictest confidentiality regarding information to which you have access and to comply with the Data Protection Act.
* Any other duties as required, which are appropriate to the role.
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| **KEY WORKING RELATIONSHIPS**  |
| Area of Responsibility: The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter 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 Executive
 | * Community Healthcare Providers
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| * Associate Director of Operations Planned Care
 | * GP Surgeries
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| * Group Manager
 | * The General Public
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| * Head of Outpatients
* Service Manager Outpatients
* Outpatients Admin Manager
* Senior Team Leader, Clinical Management Centre
* Team Leader Clinical Management Centre
* Clinical Booking Co-ordinators
* Administration Assistant
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| **ORGANISATIONAL CHART**  |
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| **FREEDOM TO ACT**  |
| The post holder is guided by Standard Operational Procedures and will organise own workload on a day to day basis and work within Trust policies and procedures. Use initiative to deal with routine matters and refer more complex queries to Senior Team Leader. |
| **COMMUNICATION/RELATIONSHIP SKILLS**  |
| The post holder will be required to adhere to the organisations standards of customer care. The post holder is required to courteously and efficiently receive enquiries, communicate effectively with staff at all levels across internal and external to the organisation, either by telephone, email or receiving visitors in person, in a tactful and sensitive manner, respecting confidentiality at all times. The post holder will exchange confidential or contentious information with staff and clients within partner agency organisations where agreement and co operation is required or where there is a need to diffuse potential aggression from upset/angry clients. The post holder may also be expected to participate in consultation with staff relevant regarding changes to area of work.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 to listen and support others.  |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| Judgements on complex facts requiring interpretation and comparing options which may involve exercising judgement when dealing with clients or other departments/partner agencies. This will include resolving minor problems with regard to personnel, payroll and maintenance, and highlighting any problems and conducting risk assessments as appropriate. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| The post holder will organise their own day to day activities and tasks and allocate work to staff as appropriate, arranging staff cover as and when necessary. |
| **PATIENT/CLIENT CARE**  |
| The post holder is required to put the patient, as the first priority, at the centre of all activities. The post holder will have regular contact with patients/clients by phone and will provide non-medical information and advice to patients and carers if requested. |
| **POLICY/SERVICE DEVELOPMENT**  |
| To adhere to Trust policies and contribute to the continuous improvement in the efficiency and effectiveness of the service provided to clients by attending and participating in meetings as necessary. The post holder will propose changes and implement administration policies and working practices for own area. |
| **FINANCIAL/PHYSICAL RESOURCES**  |
| To monitor stock levels of stationery, receive deliveries and report maintenance faults. To ensure the efficient and effective use of all resources used within the course of one’s own duties, maintaining an awareness of the financial impact of inappropriate use. |
| **HUMAN RESOURCES**  |
| Maintain and update own training relevant to post. Taking an active part in the development review of own work suggesting areas for learning and development in the coming year.Demonstrates duties to new starters and allocate and check work of other administrative staff. Provide on the job training for new staff and work experience students, taking an active part in the development review of own work, suggesting areas for learning and development in the coming year. |
| **INFORMATION RESOURCES**  |
| Daily use of IT programmes relevant to the work area to produce documents and reports; be responsible for the effective inputting, storing and maintenance of information. |
| **RESEARCH AND DEVELOPMENT**  |
| Comply with Trust’s requirements and undertake surveys as necessary to own work.  |
| **PHYSICAL SKILLS** |
| * Advanced Keyboard Skills
* Inputting of data accuracy and in accordance with the Trust’s Policy on Data Handling.

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| **PHYSICAL EFFORT** |
| Frequent requirement to sit in a restricted position at display screen equipment for the majority of the working day.The post holder may be required to exert light physical effort (loads of not more than 5kg.) on an occasional basis for several short periods during the shift.  |
| **MENTAL EFFORT** |
| The work pattern is unpredictable, with frequent interruption. There will be an occasional requirement for concentration for data entry.The post holder will be expected to provide cover for other administration and clerical staff during busy periods, including cover due to sickness absence and annual leave. This may require the post holder to involve travelling and working in other areas within the Trust. |
| **EMOTIONAL EFFORT** |
| Occasionally manage difficult situations, which may arise with abusive clients and telephone callers, of which may need to be referred to a senior member of staff.There will be the occasional indirect exposure to distressing and sensitive information whilst maintaining confidentiality in accordance with Trust Policy.  |
| **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 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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| **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.We are committed to serving our community. We aim to co-ordinate our services with secondary and acute care.We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighbouring healthcare agencies and professionals.We recruit competent staff whom we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients.The Trust operates a 'non smoking' policy. Employees are not able to smoke anywhere within the premises of the Trust or when outside on official business.If the post holder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Equality Act 2010.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. Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming 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.T*his is*  |

PERSON SPECIFICATION

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| **Job Title** | Team Leader |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**Good Standard of EducationNVQ 3 Business Administration or Team Leadership/Management or working towards including relevant qualification/experience.Relevant IT qualification specific to post.Additional relevant co-ordination knowledge acquired through further experience |  |  |
| **KNOWLEDGE/SKILLS**Effective interpersonal, organisational and communication skillsAbility to manage own workload and to supervise the workload of others, ability to delegate tasksAdvanced IT/Keyboard skills, Medical TerminologySound understanding and proven experience of EPICUnderstanding of capacity and demand meaning.Knowledge and experience of electronic rostering systems |  |  |
| **EXPERIENCE** Significant clerical/administrative experience within customer care environment or similarSignificant experience of supervising staff Previous NHS experienceExperience of managing medical staff rotas |  |  |
| **PERSONAL ATTRIBUTES** Reliability and flexibility, able to contribute to changing demands of the service.Willing to undertake training relevant to the post.Ability to work independently, and within a team Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality.Ability to work under pressure with conflicting demands |  |  |
| **OTHER REQUIREMENTS** The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. Ability to travel to other locations 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 | N |  |  |  |  |
| 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 | Y |  |  |  |  |
| 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 |  |  |  |  |
| Heavy manual handling (>10kg) | Y |  |  |  |  |
| Driving | Y |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort  | N |  |  |  |  |
| Mental Effort  | Y |  |  |  |  |
| Emotional Effort  | Y |  |  |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | Y |  |  |  |  |