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***“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision, we expect all our staff to uphold our Trust Values”***

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| **JOB DETAILS** | |
| **Job Title** | Virtual Ward Support Manager |
| **Reports to** | Head of Urgent and Emergency Care |
| **Band** | 7 |
| **Department/Directorate** | Acute Medicine/Medicine Division |

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| **JOB PURPOSE** | |
| To provide managerial leadership in order to:   * Support the operational team to continuously develop the most efficient and cost-effective structure for the future delivery of the virtual ward with the involvement of clinicians, professionals and commissioners. * Support the operational team to meet performance targets for quality, volume and cost. * To take a proactive role in continuous improvement of services within the specialty. | |
| **KEY WORKING RELATIONSHIPS** |  |
| * Clinical Matrons * Clinical Leads * Clinical Nurse Managers * Acute clinical teams * Finance teams * Divisional Directors * Group Managers/Service Managers * Associate Medical Director for Medicine Division * Associate Director of Nursing for Medicine Division * Community, Northern services * Operational Teams within the Northern site * HR Department * IM&T Department * Transformation Team * Directorate Management Accountant * External Bodies: CCGs, ICSs, Regulators, SCG, Charitable Organisations, Network and Users | |

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| **ORGANISATIONAL CHART** | |
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| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** | |
| * In conjunction with the cluster and divisional management teams, help to develop the service strategy into an operational work plan for the specified cluster, adjusting and developing the plan as required. * Support an open environment which promotes innovation and a positive approach to service development. * Support the operational team to continuously develop the most efficient and cost-effective structure for the future delivery of specified services with the involvement of clinicians, professionals, users and commissioners. * Establish and maintain appropriate links with professionals in the health care community involved in developments that affect the services. * Plan and implement change (in conjunction with clinical staff) in order to improve the quality of service in line with local needs and the NHS policy direction. * Be aware of the virtual ward within the Division and the responsibility each part has for the success of the whole. Ensure that effective action is taken to preserve the financial integrity of the Trust. * Deputise as required. * Take responsibility for division wide projects as required. | |
| **COMMUNICATION/RELATIONSHIP SKILLS** | |
| * Communicate effectively including discussion and written communication. * Proactively manage email communication in line with the RD&E’s Email Best Practice guidance. * Provide excellent customer care, in a calm and professional manner – some situations may be challenging. * Organise and/or support team meetings through effective communication. | |
| **ANALYTICAL/JUDGEMENTAL SKILLS** | |
| * Monitor the performance of the service. Monitoring related standards including the review of complex data/spreadsheets and act to ensure that performance targets for quality and volume are met. * In conjunction with the operational team, provide the monthly review information for the virtual ward which contributes to the specialty meetings. | |
| **PLANNING/ORGANISATIONAL SKILLS** | |
| * In conjunction with the operational team, organise the structure and work patterns of the virtual ward planning in order to ensure well defined line management and efficient and appropriate use of staff. | |
| **PATIENT/CLIENT CARE** | |
| * Support the operational team in ensuring application of the Trust’s strategy for clinical governance to deliver appropriate quality and timeliness of service at a specialty level. * Wherever possible and appropriate seek the involvement of service users in service planning and monitoring. * Act upon findings of internal or external audits to continuously improve the quality of the service. * Addressing both verbal and written complaints in a timely, sympathetic and professional manner. | |
| **POLICY/SERVICE DEVELOPMENT** | |
| * Assist in the formulation, implementation and subsequent monitoring of cluster and divisional policies and procedures as appropriate. | |
| **FINANCIAL RESOURCES** | |
| * In conjunction with the operational team oversee the management of the financial and physical resources within the cluster. * Identify revenue shortfalls and provide and implement business solutions. * Support the operational team in the planning and implementation of capital schemes within specified services. This may involve holding meetings with clinical staff, architects, estates managers, building contractors and private sector managers within allocated resources. * Ensure the delivery of services agreed with purchasers within the financial constraints. * Work with the operational team to deliver against agreed CIP targets and plans. * Work with the operational team, to ensure that service agreements or amendments are being negotiated to ensure the best outcomes for patients and the Trust. * Work with the operational team and finance team to monitor delivery of service agreements and ensure that appropriate income is received. | |
| **HUMAN RESOURCES** | |
| * In conjunction with the operational team, lead on the effective implementation of good human resource management in the specified Services. * In conjunction with the operational team lead on modernisation and workforce role redesign for specified services. * Work with operational team to develop a workforce plan for the cluster as part of the divisional workforce plan. * Ensure that Trust policies are adhered to in relation to recruitment, selection and development of all staff within the specialty including PDRs, mandatory training, absence management, disciplinary and grievance procedures. | |
| **INFORMATION RESOURCES** | |
| * Contribute to effective communication channels to ensure all staff in the department are aware of the aims and business of the department and Trust. Create an environment which allows open communication at all levels amongst all staff. Ensure application of principles of Investors in People. * Contribute to the development effective channels of communication and working relationships with officers of organisations outside the Trust, e.g. CCGs, other local acute Trusts and Networks. | |
| **RESEARCH AND DEVELOPMENT** | |
| * Ensure compliance with audits undertaken by external bodies such as Dr Foster, and CQC etc in a timely fashion. * Ensure compliance with Trust Research Governance policies. | |
| **OTHER RESPONSIBILITIES** | |
| * To take part in regular performance appraisal. * To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling. * To contribute to and work within a safe working environment. * The post holder is 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. | |
| **THE TRUST- VISION AND VALUES** | |
| Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:  Compassion  Inclusion  Integrity  Empowerment  We recruit competent staff that 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.  We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.  We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards. | |
| **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.  The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462. | |
| **POST** | Virtual Ward Support Manager |
| **BAND** | 7 |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/SPECIAL TRAINING**  Educated to Masters level or relevant equivalent experience  Post graduate management qualification | **** | **** |
| **KNOWLEDGE/SKILLS**  Innovative, able to problem solve and make decisions  Working knowledge of intricate healthcare service delivery issues  Ability to influence and negotiate across a broad range of professions and/or organisations as appropriate  Ability to analyse/interpret a range of highly complex data in order to identify solutions to service delivery  Highly effective interpersonal, communication and people management skills when dealing with highly complex, or sensitive information  Detailed knowledge of performance management frameworks and methodologies  Competent IT skills including Word, Excel, PowerPoint, databases and email  Sound understanding of operational budgetary management within the NHS  Ability to manage own time and meet deadlines | ****  ****  ****  ****  **** | ****  ****  ****  **** |
| **EXPERIENCE**  1+ years’ experience of working in secondary care within the NHS  Proven experience of change management/project management  Experience in demand and capacity planning | ****  **** | **** |
| **PERSONAL ATTRIBUTES**  Remain calm in stressful situations  High level of self-awareness and openness to self-improvement  Awareness of diversity and equality issues within the NHS  Good persuasive and conflict resolution skills | ****  ****  ****  **** |  |
| **OTHER REQUIRMENTS**  Flexible to the requirements of the role  Ability to travel to external meetings | ****  **** |  |

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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 | Y |  |  |  | X |
| Contact with patients | Y |  |  |  | X |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | Y |  |  |  | X |
|  | | | | | |
| **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 | N |  |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
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| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | Y |  |  |  | X |
| 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 |  |  |  | X |
| Heavy manual handling (>10kg) | Y |  |  |  | X |
| Driving | N |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | Y |  | X |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | Y |  |  |  | X |
| Mental Effort | Y |  |  |  | X |
| Emotional Effort | Y |  |  |  | X |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | Y |  |  | X |  |