

JOB DESCRIPTION

Job Title: Booking System (e-RS) and Patient Access Support Manager

Band: AFC 6

Responsible To: Head of Patient Access

Accountable To: Head of Patient Access

Section/Department/Directorate: RTT/Validation (Surgical Division)

Job Purpose:

To manage and develop the NHS E-Referral Service Outpatient Booking Programme in line with national and Trust targets and guidelines and be the Trust's Information Asset owner and specialist lead for the system providing expert specialist knowledge of the NHS E-Referral Service programme.

Manage on behalf of the Trust the operational and technical performance of the e-RS electronic booking system and ensure the highest level of system availability and quality is maintained.

To analyse and review current performance of e-RS and develop, facilitate and implement change in practice, in conjunction with divisional teams, in order to deliver significant and sustainable improvements in outpatient booking flows, capacity management and other key national targets relating to outpatient services.

To develop standard operating procedures (SOPs) and training materials on e-RS processes and deliver these processes and training to a variety of administrative and clinical staff.

To develop and maintain close working relationships at all levels to ensure that both clinicians and managers are fully engaged and have good working knowledge of the e-RS system.

Manage on behalf of the Trust the maintenance and development of the e-Referral service, liaising with the external provider, the BI team and divisions as required. Providing reports to the Trust on the operational performance of the system.

Support the Head of Patient Access and the Deputy Head of Patient Access with a variety of patient access projects.

Context:

The Booking System (e-RS) and Patient Access Support Manager will be based in the RTT/Validation Team located at Devonshire House, Barnstaple but may be required to travel to all sites within the Trust to provide training to staff.

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.

Key Working Relationships:

This role is Trust wide and so will require working relationships with a large number of staff in the organisation. The key ones of which are:

Head of Patient Access

Deputy HEad of Patient Access

Patient Access Co-ordinators

BI Team

Booking staff across the Trust

Medical Secretaries

Divisional Directors, Group Managers and Service Managers

Senior Nurses

Heads of departments

Directors of Operations

ICB/DRSS staff

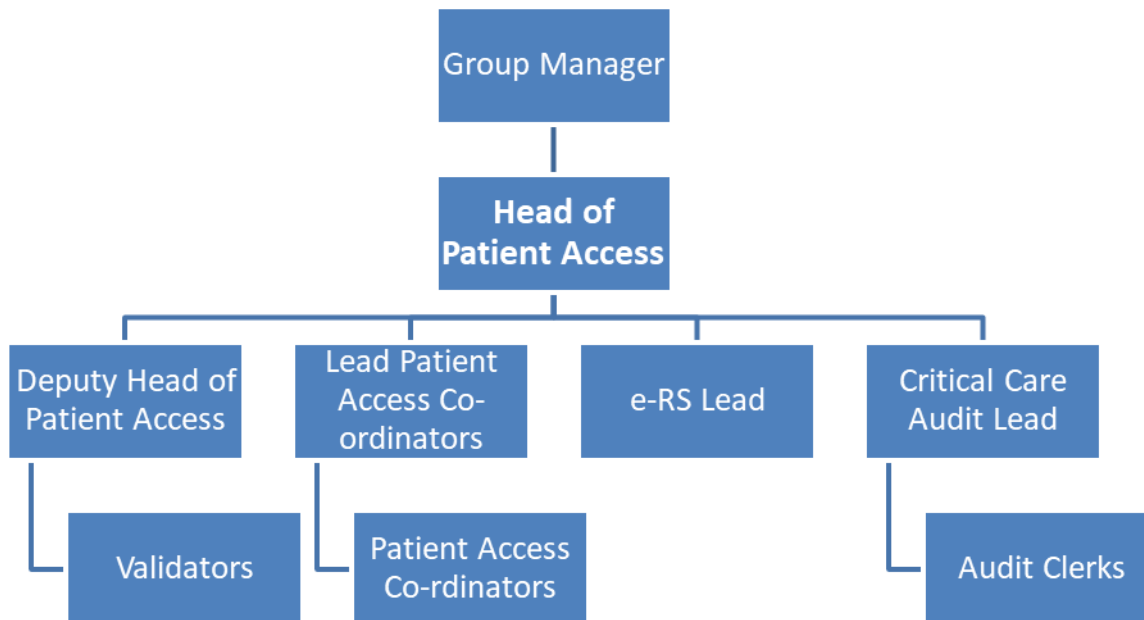
Allied Health Professionals

Clinicians

Patients

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.

Organisational Chart:



Key Result Areas/Principal Duties and Responsibilities

Communication and Relationship Skills

- Establish and maintain strong communication links particularly across clinical directorates to ensure the engagement of stakeholder and the successful integration of new working practices.
- Provide expert written and verbal advice to consultants, GPs, senior management and operational staff both internally and externally on matters relating to referral processes and systems.
- Prepare and deliver detailed presentations as required to large groups or individuals on a wide range of complex issues relating to referrals, NHS E-Referral Service. These may include, but are not limited to, presenting at clinical governance meetings to large groups of clinicians regarding changes to NHS national rules around referral management or presenting to multi-disciplinary teams on business cases.
- Attend local and divisional meetings as required providing updates on changes as necessary.
- Responsible for establishing and maintaining effective lines of communication and working with external parties eg DRSS and NHS National Team to ensure timely response to issues and maintain agreed levels of support and performance.

- Lead meetings/workshops and motivate staff groups to maximise service and performance improvement with the redesign of the booking process within divisions.
- The post holder will negotiate with others to achieve project/service development delivery and ensure agreed targets are met.

Knowledge, Training and Experience

- The job holder must have highly developed specialist knowledge of the e-Referral system (e-RS and the processes and job roles that relate to the systems; including but not restricted to:
 - Outpatients booking teams and processes
 - Diagnostic booking teams and processes
 - Booked admissions team and processes
 - Clinicians and processes
 - Patient Access Co-ordinators
 - Medical Secretaries
- The job holder must have the ability to deliver training to groups, of both administrative and clinical staff. This may be formal, informal, 1:1 or group training which could be a group of 20+.
- The job holder must have extensive knowledge and experience of referral and booking processes within the organisation.

Analytical and Judgement Skills

The post holder will be required to prepare sets of complex data relating to e-RS and its operational performance. Once done this will then need to be presented by them in a manner appropriate to the end user to demonstrate a variety of complex pieces of information and guidance to be acted upon or implemented. In addition they will need to be able to interpret national guidance to be implemented.

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. Analysing facts or situations to make decisions regarding the area of business/project.

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.

Planning and Organisational Skills

The post holder is expected to plan and organise a broad range of complex activities or programmes.

The post holder is expected to plan their daily activities ensuring that they attend all necessary meetings that are either regular or adhoc occurrences and effectively manage their time to meet all requirements of the post. The post holder will lead on many initiatives and projects, some of which will be Trust wide, that will require them to arrange time with others and they will be expected to achieve this effectively to ensure the achievement of the initiative/project in the required timescale. Failure to deliver Trust wide initiatives in the required timescale will affect staff throughout the organisation and may have national reporting implications. The post holder will be required to prioritise and re-prioritise on an on-going basis to achieve all deadlines within their role. The post holder will be expected to escalate as required to the Access and Performance Manager if there are pressures which may result in any of the above being unachievable.

Physical Skills

The post holder will be required to have exceptional keyboard skills in particular in relation to accuracy and attention to detail as they will be analysing and reporting on complex pieces of information.

The post holder will be able to drive.

The post holder may be required to travel to other locations within the Trust and also to other locations for the purpose of attending meetings or conferences.

Responsibility for Patient and Client Care

The post holder will have limited direct contact with patients. They will, however, be required to look at patient's information on the Trust IT systems and in patient's medical records when processing or investigating referral information.

Responsibility for Policy and Service Development

The post holder will be required to develop and maintain Standard Operating Procedures (SOPs) where appropriate for the effective use and maintenance of the e-RS system ensuring compliance with the Trust access policy, NHS rules regarding e-RS utilisation and the NHS Standard contract requirements. They will be required to oversee their practical implementation; this includes implementing or proposing changes which may impact beyond own area of activity. The distribution and training element of this requirement will require them to work closely with clinical and administrative staff in the service development that may be required to ensure adherence to the processes is achieved; they will act as an expert in this field.

Responsibility for Financial and Physical Resources

The post holder will not have any budgetary authorisation or financial responsibility. However, they would be required to apply procurement and/or recruitment policy within any projects they are working on.

Responsibility for Human Resources

The post holder will not line manage staff, however, they will be required to formally train staff on e-RS processes and functionality, this is a significant factor in the role and is an on-going responsibility. These staff will comprise both administrative and clinical staff and training will need to be tailored to meet their needs. The post holder is responsible for taking an active part in the development review of their own work suggesting areas for learning and development in the coming year.

Responsibility for Information Resources

The post holder will be the Information asset owner for NHS E-Referral Service (e-RS) including ensuring policies and procedures are reviewed yearly.

In addition the post holder will be required to use e-RS, and Epic in various ways. These include:

- Data inputting
- Data extraction
- Data analysis (complex)
- Reporting/presenting information

Responsibility for Research and Development

The post holder will occasionally be required to undertake research/audit predominantly in relation to referral and appointment booking processes following research and audit methodology as a requirement of the job.

This may be researching processes in other Trusts, or may be an audit on compliance of a new service/process recently implemented. The post holder will both co-ordinate and undertake the requirement and then present the results in a suitable manner.

Decision Making

The post holder will act as the specialist for their own business area, and will lead on specific project(s). The post holder will be guided by broad occupational policies.

The post holder will be required to make decisions regarding all day to day activities such as how to extract, analyse and present information, their time management and prioritisation decisions without referring to a Supervisor or Manager, as such the post holder has significant discretion to work within a set of defined parameters. The expected results are defined but it is the post holder who decides how best they are achieved. Much of the decision making in the role will require others to participate due to the impact these decision will have on the Trust. As such many final decisions need to be made by groups or committees.

Physical Effort

The post holder will occasionally be required to lift patient's medical records for the reviewing referral information and IT equipment for the purpose of the delivery of training.

Mental Effort

The post holder will frequently need to possess the ability to concentrate for long periods of time on analysing complex data. They will have the ability to work on their own initiative, be able to cope under pressure to meet deadlines and constantly re-adjust priorities as appropriate. They will have the ability to concentrate for long periods of time on analysing complex data and producing documentation for processes monitoring.

Emotional Effort

The post holder will need to be able to regularly motivate themselves and others and at times be able to deal with situations where staff may be distressed or angry.

They will have the ability to work on their own initiative, be able to cope under pressure to prioritise a demanding workload and work to tight and frequently changing deadlines constantly re-adjusting priorities as appropriate. Combined with this they will have the ability to promote the benefits of service change and performance achievement to staff at all levels, including those who may be less receptive to the principles and objectives involved.

The post holder will be subjected to frequent indirect exposure to distressing or emotional circumstances through reading patient letters and notes in the medical record when viewing referral information.

Working Conditions

There is a requirement for regular VDU use.

GENERAL

This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to him or her. You will, therefore, be expected to participate fully in such discussions. It is the organisations' aim to reach agreement to reasonable changes, but if agreement is not possible management reserves 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.

All employees must demonstrate a positive attitude to Trust equality policies and Equality Scheme. Employees must not discriminate on the grounds of sex, colour, race, ethnic or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect.

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.

SAFEGUARDING

To 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.

HEALTH AND SAFETY AT WORK

The 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 STAFF

It 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

CONFIDENTIALITY

You 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.

JOB DESCRIPTION AGREEMENT

Job holder's Signature:

Date:

Manager's Signature:

Date:

PERSON SPECIFICATION**POST : Booking System (e-RS) and Patient Access Support Manager**

REQUIREMENTS	E/ D*	HOW TESTED? Application Form/Interview/ Reference/Test	INTERVIEW COMMENTS	SCORE (1 Low – 10 High)
<u>QUALIFICATIONS/SPECIAL TRAINING :</u> Educated to degree level or equivalent qualification to post graduate level PRINCE or alternative project management qualification or relevant experience in the application and delivery of projects Service re-design tools, to include process mapping, gap analysis, capacity and demand, workforce planning. Evidence of further professional development	E E E E	Application Form Application Form Application Form Application Form		
<u>KNOWLEDGE/SKILLS:</u> Developed IT skills - fully proficient with MS office including excel, word and powerpoint. Ability to use databases, internet. Experience of using NHS e-Referral System Developed Epic skills Excellent communications skills. Degree of influencing, facilitating, negotiating and motivation skills Able to demonstrate fluency and clarity at all levels (both verbally and in writing) Able to receive and analyse complex and possibly sensitive information and	E E D D E E E E	Test Application Form/Interview Application Form/Interview Application Form/Interview Interview Interview Application Form/Interview Application Form/Interview		

data and translate into clear recommendations and project plans				
Proven leadership skills	D	Application Form/Interview		
<u>EXPERIENCE:</u> Significant number of years working within the NHS, some of which to have been in a supervisory role.	E	Application Form		
Knowledge and experience in the delivery of Clinical Systems Improvement	D	Application Form		
Experience of working with waiting/pending lists and in elective processes within a healthcare organisation	E	Application Form		
Previous experience of training or proven experience of presenting information to groups of people	E	Application Form		
<u>PERSONAL REQUIREMENTS:</u> An enthusiastic and positive approach to change is required Confidence	E	Interview		
Ability to organize work independently and adapt to changing priorities	E	Interview		
Excellent telephone manner including good listening skills	E	Application Form/Interview		
Team worker	E	Interview		
Ability to motivate self and others	E	Interview		
Ability to deal with situations where staff may be distressed/angry	E	Interview		
Able to work on own initiative	E	Application Form/Interview		
Able to cope under pressure to meet deadlines and constantly re-adjust priorities as appropriate	E	Application Form/Interview		
Ability to concentrate for long periods of time on analysing complex data and producing documentation for projects and performance monitoring	E	Application Form/Interview		
Regular use of VDU	E			

Flexible approach	E	Application Form/Interview Application Form/Interview Interview		
<u>OTHER REQUIREMENTS:</u> 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 Ability to drive Flexibility	E E E E	Interview Interview Application Form/interview Interview Interview		

*Essential/Desirable

HAZARDS :					
Laboratory Specimens Proteinacious Dusts		Clinical contact with patients		Performing Exposure Prone Invasive Procedures	
Blood/Body Fluids		Dusty Environment		VDU Use	Y
Radiation		Challenging Behaviour		Manual Handling	
Solvents		Driving		Noise	
Respiratory Sensitise- RS		Food Handling		Working in Isolation	
Cytotoxic drugs		Night working			