

“A great place to be cared for; a great place to work”

2020110585CEP



University Hospitals of Morecambe Bay

NHS Foundation Trust

JOB DESCRIPTION

Job Title:	Assistant Service Manager
Department/Ward:	Therapies
Band:	5
Care Group:	Integrated Community Care Group
Responsible to:	Therapies Clinical Service Manager
Accountable to:	Associate Director of Nursing and Allied Health
JOB SUMMARY:	<p>This role is to work with Clinical Service Managers in the day to day management of Therapies services across UHMBT. Responsible for the operational management of services to patients in accordance with agreed objectives, targets, quality standards, controls and resource constraints. Particular responsibilities with regard to the clinic management and orthotics service provision.</p> <p>Assistant Service Manager will also provide management support to therapies administrative teams and support specific areas of work designated by the Therapies Clinical Service manager.</p>

KEY WORKING RELATIONSHIPS:

Therapy Clinical Service Manager
Care Navigator
Therapies Administrative team
Therapy team leaders
Colleagues in CPCC
Other clinical and administrative colleagues
I3 team (Information, Informatics and Innovation)
ICCG Business Analysts

MAIN DUTIES

Work with the Service Manager to plan and organise the administrative service regarding outpatient management.

Ensure robust systems are in place to cash up clinics appropriately and expediently.

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Work with CPCC and the booking HUBs to manage referrals, booking clinic appointments, attendance and patient outcomes

Be the knowledge expert on patient pathways and provide a troubleshooting function, escalating any more serious issues to the Service Manager as appropriate

To ensure systems are in place to comply with the Access Policy in relation to the 18-week target.

Examine capacity problems in relation to service delivery and develop methods to resolve problems and offer sustainable solutions.

Work with other departments, e.g. Imaging etc, to manage six-week diagnostic targets and escalate appointments where necessary.

Regular requirement to produce reports from hospital systems relating to performance with the designated function

Implement long-term sustainable service improvements to support compliance with performance targets.

Responsible for ensuring there is regular, efficient and comprehensive validation of all waiting list data and ensuring reasons for delays are accurately recorded.

To support clinical staff in the delivery of their roles within CCS Therapies

To line manage relevant staff groups within the department, undertake annual appraisals, and ensure all staff have a Personal Development Plan.

Be responsible for recruitment and retention within the orthotics and administrative function.

Ensure there is adequate cover in all specialities allowing for annual leave, sickness and vacancies.

Ensure that any performance issues are addressed in line with Trust policies.

Responsible for raising non-stock orders, collating and checking invoices, requisitions, purchase orders and ensuring the correct budget code is stated before sending for signature, verification and payment.

Authorised signatory for timesheets

Responsible for ordering and maintaining sufficient and appropriate supplies of stationery for the Service Management Team

Assist the Service Managers in investigating any complaints or incidents that arise from time to time within the specialities.

To work as a member of the team and communicate with all staff, patients and carers appropriately.

Ensure confidentiality and security of patient details at all times.

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Be responsible for continuous improvement and development of the role.

Any other duties commensurate with the grade as may be requested/ allocated from time to time

This job description is not exhaustive and will be reviewed and amended, with the post holder, when necessary.

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TERMS AND CONDITIONS

This post will be subject to the terms and conditions of the University Hospitals of Morecambe Bay NHS Foundation Trust.

CONFIDENTIALITY

Information relating to patients, employees and business of the Trust must be treated in strictest confidence. Under no circumstances should such information be discussed with any unauthorised person(s) or organisations. All staff must operate within the requirements of the Freedom of Speech policy.

SAFEGUARDING & PROTECTING CHILDREN

Everyone shares responsibility for safeguarding and promoting the welfare of children and young people, irrespective of individual roles. As an employee of the trust you will need to be aware of your responsibility in relation to safeguarding and protecting children. You will need to be aware of trust/local LSCB procedures and know how to contact named professionals, within the safeguarding team for advice and support.

ENVIRONMENTAL IMPACT

It is the responsibility of all staff to minimise the Trust's environmental impact by recycling wherever possible, switching off lights, computers, monitors and equipment when not in use and it is safe to do so, minimising water usage and reporting faults promptly.

HEALTH AND SAFETY

The Health and Safety at Work Act stipulates that it is the responsibility of each employee to observe all rules governing safety and conduct and as such safety equipment and Personal Protective Equipment provided must be used.

INFECTION CONTROL

The Trust is committed to protecting the health of all staff, patients and visitors to the Trust. As such all staff is personally responsible for compliance with all Trust and department infection prevention and control policies. Failure to comply with such policies and associated procedures is likely to lead to disciplinary action and may result in dismissal.

MANUAL HANDLING

The post holder will be provided with adequate training in correct lifting techniques by a recognised lifting instructor.

NO SMOKING POLICY

A No Smoking Policy operates across all Trust sites.

QUALITY OF SERVICE

The trust is committed in its use of available resources to obtaining the best possible service for patients and staff. The Post holder must share this objective and seek to maintain and improve the quality of service provided.

EQUAL OPPORTUNITIES

The Trust is pledged to equal opportunities for all and is committed to ensure that no job applicant or employee receives less favourable treatment on the grounds of gender, marital status, age, race, colour, sexual orientation, creed, nationality, ethnic or national origin or disability. We promote flexible working opportunities wherever possible to enable staff to balance their work with their private lives.

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TRAINING AND DEVELOPMENT

Maintain your professional standards in respect of education and training and ensure that you are aware of your specific area specialty training and needs analysis.