

Job Details

Job Title: Assistant Directorate Manager – Theatres and Outpatients

Division: Surgery

Base: North Manchester General Hospital

Full Time: Yes

Band: 7

Organisational Arrangements

Reporting to: the Deputy Directorate Manager, the role is primarily to provide day to day operational management to the services within the directorate.

Responsible to: The Assistant Directorate Manager provides management support to the Deputy Directorate Manager (DDM) to meet the strategic and organisational requirements of the Division.

Job Purpose

The post holder is also expected to oversee the administrative functions and processes within the directorate, providing expert leadership to ensure National Waiting Time Standards are met. The post holder will work closely with the Directorate Manager and Clinical Director, deputising for the Directorate Manager in their absence.

The post holder will provide effective input into the work of the Trust; to support the achievement of our vision and values.

Main Tasks & Overview of Responsibilities

- Support the Directorate Manager in the planning and organisation of the Directorate.
- Support the development of business plans for the Directorate in conjunction with the Directorate Manager, Divisional Nurse Manager and Clinical Director, and will lead one or more relevant projects of service development.
- Lead and facilitate the transformation and development of one or more specific areas within the Directorate.
- Responsible for the performance management of one or more specific areas within the Directorate.
- Ensure the achievement of activity and budgetary targets for one or more specific areas within the Directorate.
- Assist and support and make personal and professional contributions in the planning and the strategic management of the Directorate within the Division to ensure quality services offering best value for money are achieved and maintained.



- Support the Directorate Manager in ensuring the efficient and effective management of all resources within the Directorate; ensuring the continuous development and delivery of a high quality, patient focused services.

Communications and Relationships

- Contribute to effective working relationships within the Division and beyond.
- Ensure members of the Directorate are kept up to date with Trust, Divisional and Directorate developments, and issues.
- Responsible for internal communication with the following as appropriate: - Directorate team and Divisional Team members, Executive Directors, Lead Clinicians, Consultant Medical Staff, Junior Medical staff, Modernisation and performance team, Administrative Staff, Heads of Departments, Ward Managers, Professional Advisers, HR Directorate, Finance Advisers, Information and Technology staff.
- External communication as appropriate with the following: - Patients, Relatives, PCTs, other Trusts, Social Services, Statutory/Voluntary Agencies and User/ Focus Groups, NHS and Trust Suppliers, Modernisation Agency, SHA, Royal Colleges.

Planning and Organisational Skills

- Within the specific areas, to lead the management of key performance indicators by ensuring effective capacity management and take remedial action if/when capacity issues are identified.
- Within the specific areas, to ensure clinical workloads are maintained within an overall integrated approach to capacity management for the service.
- To ensure implementation and compliance with Trust policies across the departments of responsibility
- To ensure that systematic reviews of Directorate policies and protocols are carried out in line with the Trust policy on document control, and the Risk Management strategy.
- Within specific areas, be responsible for the implementation of service development plans. The plans should combine the achievement of national and local targets with the aspirations of the specialty teams.
- Ability to manage, prioritise and organise competing demands, and work to deadlines.
- To work closely with system wide partners in developing business plans for the development of the defined areas.
- To work closely with colleagues in Finance, Human Resources and Planning and Development/Contracts in the production of cases of need for service development.



- To ensure administrative systems are developed and refined as required, ensuring changes are implemented and evaluated.
- Contribute to the strategic planning of the service, considering clinical developments and commissioning and business plans.
- Cover the work of colleagues during periods of absence and peak workload.
- As a member of the Divisional Management Team, contribute to innovation and decision making and share collective responsibility for decisions made.

Physical Skills

- The post holder will be computer literate with knowledge of Microsoft Office
- The post holder will have a working knowledge of NHS systems.
- Travel between sites may be required for the role to attend meetings.

Responsibility for Policy/Service Development

- Leads as directed, represents, and promotes the Directorate within the Division and the wider health economy.
- Prepares and implements strategic plans for certain areas within the Directorate, in line with the corporate strategies of stakeholders and linking directly to wider policy decisions from the Department of Health.
- Supports the development of strategic service plans and the coordination and management of certain Directorate service developments, as necessary.
- Develops and sets objectives and standards for certain areas within the Directorate in accordance with overall divisional and Trust service policies and strategies.
- Develops strategic alliances and maintains strong partnerships working with statutory & voluntary agencies as well as user/focus groups in the planning and delivery of services.
- Responsible for the coordination and management of specific divisional and policy developments on behalf of the Directorate Manager in association with other managers, ensuring effective liaison with colleagues across the Trust and externally.
- Reconfigure certain services in line with the strategic plans of the Trust as part of the Divisional Team.
- Take joint responsibility for risk management, corporate governance, and controls assurance within the directorate in conjunction with the Service Leads, Clinical Lead and Senior Directorate Manager.
- Monitor, review and deliver the standards of certain areas of service delivery, risk management and ensure safe practice in accordance with the Trusts Clinical Governance Strategy. This will include co-ordination of mandatory training, investigation of incidents, identification of trends and production of



recommendations to the Directorate Manager and the wider Division and investigation of complaints for areas of responsibility.

- Develop and implement systems to ensure staff are competent and maintain and develop clinical competencies.
- Ensure all mandatory training is in place for the specific areas managed.
- Develop and introduce process changes, within specified areas to ensure targets are met and activity maintained. This includes liaison with clinicians and the modernisation team to influence working practices to achieve the necessary changes.

Responsibilities for Financial and Physical Resources

- Responsible for the effective management of specified areas within the Directorate finances and physical resources.
- Support, develop and implement annual operational business plans, which contribute to the Trust's Service objectives.
- Responsible for the implementation of effective and appropriate performance management systems and processes within specified areas.
- Lead in the collection, production and analysing of relevant financial, activity/case mix service performance and personnel-related data within specified areas.
- Develop own work plan in line with the Division and Trust objectives.
- Lead and contribute to specific Trust wide projects or initiatives as requested by the Directorate Manager.
- Review and monitor the performance of specified areas within the directorate to ensure Trust requirements are met.
- Lead the establishment of specified Service Level Agreements in conjunction with the finance department and external/internal agencies.
- Support the identification and delivery of Efficiency Saving programmes whilst maintaining safe clinical standards and service delivery.

Responsibilities for Human Resources

- Provide leadership to all staff in the directorate in conjunction with the Clinical Directors, Divisional Nurse Managers and Directorate Manager.
- Undertake effective recruitment.
- Ensure that appraisal is cascaded down to all staff working in the Directorate.



- Serve as line manager to designated staff within the various Directorate areas. This includes taking action under Trust HR policies (e.g. sickness/absence, grievance, disciplinary, capability) where necessary, with the support of the HR Manager and the appropriate level of liaison with the Divisional Team and Medical Director.
- Work closely with the Divisional Nurse Managers, Clinical Director, and Directorate Manager in resolving complex and sensitive HR issues within the Directorate.
- Ensure that the services adopt flexible working practices that meet the Working Time Regulation and achieve a fair balance between the preferences of individual members of staff, the needs of the Service, and the preferences of the whole staff group in line with Improving Working Lives (IWL).
- Ensure the Directorate operates in an integrated way through the active co-ordination of the different professions, effective communication, and promotion of effective multidisciplinary working.
- Support the management of additional medical and administrative activity within the Directorate.

Responsibility for Information Resources

- Provide and receive highly complex, sensitive, or contentious information.
- Analyse and interpret this information and present it to a variety of internal and external agencies.
- Develop and implement robust information management systems.
- Produce, analyse, and interpret key performance data in accordance with the Divisional Performance Management framework.
- Work closely with Information Management and Technology to ensure that the benefits of IM & T are realised for clinical processes and practice development, data gathering and analysis and service performance management.

Responsibilities for Research and Development

- Participate in and lead research and/or audit projects as appropriate.
- Promote evidence-based practice.
- Support the Clinical Audit Project selection process and subsequent activity as appropriate.
- Support the on-going professional development and PDR process of staff within the Directorate.

Equality and Diversity

- To act in ways that are consistent with trust procedures, policies and legislation
- To treat everyone equitably and with respect.
- To act in ways that recognise people are different and not to discriminate against people because of those differences.



Making Every Contact Count

Front line staff are in an ideal position to offer support and advice on how to improve health and wellbeing. Staff should use their interactions with the public to give them additional advice on health and wellbeing. Staff will be given training and support to help them to signpost people to other services which may improve their health and wellbeing.

Confidentiality and Information Security

As a Trust employee you are required to uphold the confidentiality of all records held by the Trust, whether patient records or trust information. This duty lasts indefinitely and will continue after you leave the trust employment.

All information which identifies individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 1998 Data Protection Act and should be managed in accordance with this legislation.

Health and Safety

All employees of the Trust have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Trust to meet its own legal duties and to report any circumstances that may compromise the health, safety, and welfare of those affected by the Trust undertakings.

All people (including consultants) who manage others

You are accountable for the effective deployment of activities that ensure that your department/ward/clinical team is reducing hospital acquired infection. You will ensure that you and your staff comply with the Trust's policies on infection, prevention, and control. You will ensure that you and your staff receive the training required to maintain competence to execute the Trusts policies on infection, prevention, and control. You have a responsibility to bring deficiencies in the deployment of such policies to the attention of your line manager.

General Competency on Data Quality

All staff are personally responsible for the quality of data entered by themselves, or on their behalf, on the Trust's computerised systems or manual records (paper records) and must ensure that such data is entered accurately to NHS data standards, in a timely manner to ensure high standards of data quality in accordance with the Trust's Information Quality and Clinical Record Keeping policies.

Safeguarding



The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. You will be expected to fulfil your mandatory safeguarding training at the level applicable to this role.

Code of Conduct

Professional staff that have a national Code of Conduct are expected to adhere to that Code and failure to do so could result in disciplinary action being taken. Staff who do not have a regulatory body are expected to conduct themselves in a professional manner and in line with the Trust values and policies at all times.

To undertake any other duties which is deemed appropriate to the band when requested by Senior Staff. The above indicates the main duties of the post which may be reviewed in the light of experience and developments within the service. Any review will be undertaken in conjunction with the post-holder.

General & Corporate Duties

Risk Management

It is a standard element of the role, and responsibility of all staff of the Trust, that they fulfil a proactive role towards the management of risk in all their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

Records Management/ Data Protection

As an employee of the Trust, you have a legal responsibility for all records (including patient health, financial, personal, and administrative) that you gather or use as part of your work with the Trust. The records may be paper, electronic, microfiche, audio or videotapes, or x-ray images. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

Confidentiality and Information Security

As a Trust employee you are required to uphold the confidentiality of all records held by the Trust, whether patient records or trust information. This duty lasts indefinitely and will continue after you leave the trust employment. All employees must maintain confidentiality and abide by the Data Protection Act.

Data Quality

All staff are personally responsible for the quality of data entered by themselves, or on their behalf, on the Trust's computerised systems or manual records (paper records) and must ensure that such data is entered accurately to NHS data standards, in a timely manner to ensure high standards of data quality in accordance with the Trust Data Quality and Clinical Record Keeping Policies.



To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act 1998, Caldicott recommendations and other relevant legislation and guidance are applicable and should be adhered to.

Health and Safety

All employees of the Trust have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Trust to meet its own legal duties and to report any circumstances that may compromise the health, safety, and welfare of those affected by the Trust's undertakings.

Infection Prevention

As member of a clinical team your personal contribution to reducing healthcare associated infections (HCAIs) require you to be familiar with the Trust's Infection Control Manual including the Hand Decontamination Policy, Personal Protective Equipment Policy, safe procedures for using aseptic techniques and safe disposal of sharps. You must be aware of your role in the decontamination of patient shared equipment and are required to attend mandatory training in Infection Prevention & Control and support the Trust in achieving compliance with the Health Act 2006(all measures known to be effective in reducing Health Care Acquired Infections).

Trust Policies

The Trust operates a range of policies, e.g., Human Resources, Clinical Practice (available on the Trust's intranet). All Trust employees must observe and adhere to the provisions outlined in these policies.

Equal Opportunities

The Trust provides a range of services and employment opportunities for a diverse population. As a Trust employee you are expected to treat all patients/customers and work colleagues with dignity and respect irrespective of their background.

Safeguarding

All employees have a duty and responsibility to protect and safeguard children, young people and vulnerable adults. They must therefore be aware of child and adult protection procedures to take appropriate and timely safeguarding action, and reduce the risk of significant harm to adults and children from abuse or other types of exploitation.

