

# North Bristol NHS Trust

Exceptional healthcare, personally delivered

## Job Description

### Job Details

Job Title: Team Leader - Outpatients  
Grade: Band 4  
Department: Centralised Outpatient Services  
Division: Core Clinical Services  
Location: Southmead Hospital

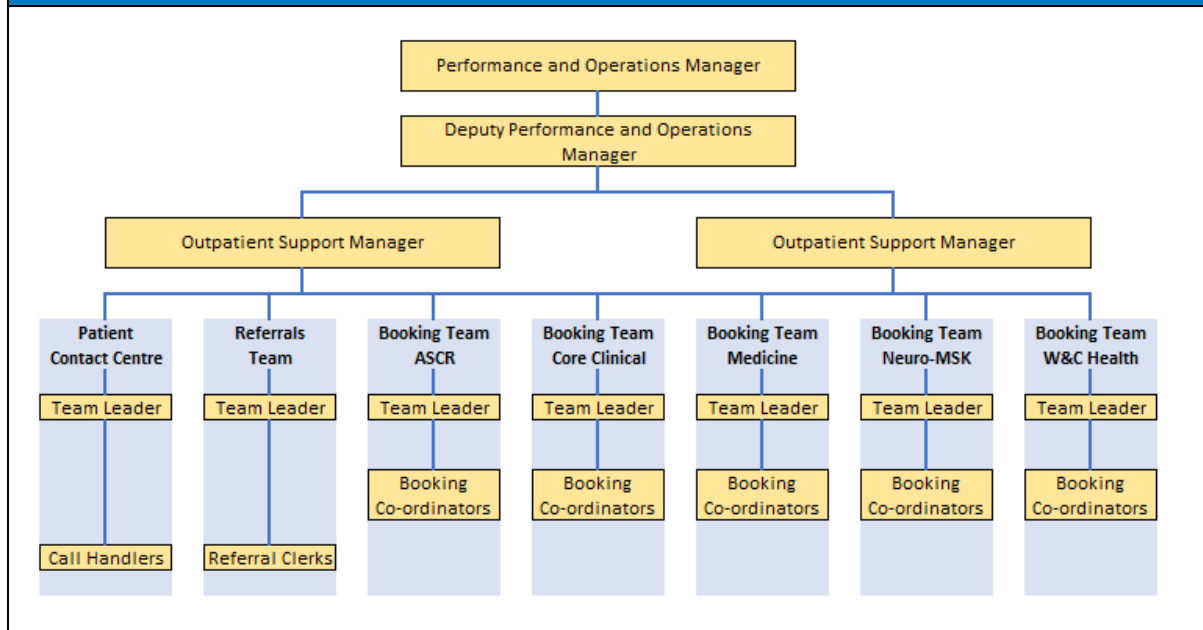
### Job Summary

The post holder will have specific responsibility for leading and coordinating the Contact Centre and administrative functions of the Outpatient operational teams based within the Centralised Outpatients department.

The post holder will provide day-to-day management of the Outpatient contact centre and administration ensuring consistent levels of cover in line with service needs, providing a high quality and efficient service to patients.

The post holders have responsibility for the delivery of key performance indicators associated with the Outpatient services and the effective leadership of the teams.

## Organisation Chart/Accountability



## Knowledge, Training, Experience and Skills Required

- Educated to HND level (or equivalent experience).
- ECDL qualification (or equivalent).
- ILM Level 2 (or equivalent experience).
- Comprehensive knowledge of tasks undertaken within the outpatient setting.
- Supervisory experience and willingness to attend future training as appropriate.
- Understanding of current developments within the NHS.
- Experience of budget monitoring.
- In-depth working knowledge of CareFlow
- Good working knowledge of Microsoft Office applications including Excel, Word, Powerpoint.
- Previous NHS experience preferably within an outpatient setting.
- Previous experience of contact centre management.
- Experience of change management.
- Experience of undertaking appraisals, managing workload, sickness absence, performance, etc.
- Commitment to own personal development.
- Excellent communication and interpersonal skills, both written and verbal.
- Able to communicate in pressurised situations, using tact and diplomacy.
- Excellent customer service/customer care skills.
- Able to critically evaluate administrative processes and manage any resultant change effectively.
- Able to extract, evaluate and report on hospital data.
- Able to use initiative and judgement to make appropriate decisions.
- Able to work unsupervised.
- Able to lead and motivate a team.
- Excellent planning and organisation skills.
- Able to prioritise and manage own workload as well as that of the administrative teams.
- Able to train and develop members of the administrative and contact centre teams.
- Excellent knowledge of hospital IT systems.
- Clear understanding of the principles of confidentiality.

## Main Duties and Responsibilities of the Post

- Responsible for the day-to-day management of the Outpatient Contact Centre and administration teams working in the Centralised Outpatient Services.
- Provision of leadership to the Centralised Outpatient teams including Contact Centre.
- Ensure that all staff work effectively and to the required level of competency.
- Conduct annual appraisals for all staff and regular one-to-ones to identify training and development needs.
- Work with the Support Manager to define on-going staffing requirements.
- Provide appropriate training and induction to newly appointed staff (including bank staff) to ensure that they are effective in their roles.
- Participate in the recruitment and selection of staff in line with Trust policies.
- Responsible for patient experience, investigating complaints, analysing feedback and survey results and produce and undertake any action plans.
- Attend patient user group meetings.
- Analyse friends and family reports and develop action plans to improve services.
- Deal with patient issues/complaints on the telephone or face to face to resolve the difficulties.
- Necessity to cover Trust wide Outpatient locations including Brunel and Cossham Hospital.
- Oversee health and safety within the administration areas of Outpatients and ensure that staff work within Trust policies. Identify any training needs in relation to health and safety.
- Monitor annual leave, study leave, sickness absence etc and ensure that areas are adequately always covered.
- Identify to the Support Manager any emerging trends in sickness absence and provide more detailed information as appropriate.
- Identify any performance issues to the Support Manager as appropriate.
- Prepare for and lead meetings with Specialty managers sharing outpatient related data, highlighting issues, and escalating appropriately.
- Lead on and manage data quality issues relevant to post holders area of responsibility, including month-end & DM01 validation returns, referral, pending, and access plan waiting list reports and quality audits.
- Lead effective weekly scheduling, and team performance meetings with the relevant outpatient's administrators.
- Maintain effective communication within the department by attending regular team meetings. Ensure that relevant information is effectively shared and understood.
- Ensure that data entry is of the highest standard.
- Work with the Management Team to ensure that Service Level Agreements including Contact Centre performance targets are met.
- Ensure that the patient access policy is always adhered to.

## Working Conditions / Effort

- Extensive use of a VDU/PC.
- Manage challenging and upsetting situations involving staff and patients.
- Ensure that the Outpatients department is adequately staffed from an administrative perspective.
- Unpredictable workload.
- Frequent interruptions.
- Prioritisation of team and individual workload.



NBT Cares. It's a very simple statement; one which epitomises how everybody across our organisation goes the extra mile to ensure our patients get the best possible care.

NBT Cares is also an acronym, standing for caring, ambitious, respectful and supportive – our organisational values.

And our NBT Cares values are underpinned by our positive behaviours framework – a framework that provides clear guidance on how colleagues can work with one another in a constructive and supportive

way.

### Improving the patient experience through your work

Patients are the most important people in the health service and are at the centre of what we do. Patients and carers are the 'experts' in how they feel and what it is like to live with or care for someone with a particular illness or condition. The patients' experience of our services should guide the way we deliver services and influence how we engage with patients every day in our work.

All staff should communicate effectively in their day to day practice with patients and should support and enable patients/carers to make choices, changes and influence the way their treatment or care is provided. All staff, managers and Board members should work to promote effective patient, carer and public involvement in all elements of their work

We have a duty to involve, engage and consult with patients, carers and families about plans for health facilities and the provision of our services. North Bristol NHS Trust wholeheartedly embraces the principles of patient partnership and has made clear its commitment to involve patients in key aspects of its work.

### Infection control

Compliance with all infection control policies and procedures will form an integral part of the practice of all staff working in a clinical environment. Each staff member will be responsible for familiarising themselves with the Infection Control Manual in the clinical areas and on LINK the Trust's Intranet site. Staff must keep up to date with new policies and subsequent implementation in practice.

Staff must seek support and advice from Infection Control in all instances where cross infection is likely to have occurred or when managing situations involving patients with infections where guidance provided in the Policies is not applicable.

All staff must contact the Occupational Health Dept if they are suffering from any form of infection which may put patients and other staff at risk.

## **Commitment to health and safety, no smoking, equal opportunities and harassment and bullying**

### **Health and Safety/Security**

It is the duty of every employee to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

### **No-Smoking Policy**

As an NHS employer, the Trust has a duty to its staff and patients to protect them from the health hazard that smoking represents. Consequently, in line with the public health white paper, *Choosing Health*, the current policy will be that smoking will not be permitted anywhere on Trust property including all buildings, grounds and within leased/owned vehicles of the Trust. This applies to all staff, patients, and visitors of the Trust. Failure by staff to comply with this requirement may result in recourse to the disciplinary procedure. Employees also have a responsibility to remind members of the public, visitors, and other staff to refrain from smoking on Trust premises and to inform the appropriate manager if they witness repeat non-compliance.

### **Equal Opportunities**

North Bristol NHS Trust has given its full commitment to the adoption and promotion of the key principles of equal opportunities contained within current legislation and the Trust's Equal Opportunities Policy.

All staff hold personal responsibility for the application of this policy on a day-to-day basis and should not undertake any acts of discriminatory practice during their employment. Similarly, all staff have a responsibility to highlight any potentially discriminatory practice to their line manager, human resources department or trade union/professional associations.

Copies of the Equal Opportunities Policy are available in the Personnel Policies and Procedures file in every department and on the intranet.

### **Harassment and Bullying**

We believe that all people, whether staff, patients or visitors, are entitled to an environment in which the dignity of the individual is respected.

We are also firmly committed to promoting an organisational culture which values diversity and equality of opportunity and to preventing discrimination in all aspects of its employment practices and services. We regard harassment and bullying as totally unacceptable forms of behaviour that will not be tolerated or condoned.

## Confidentiality and freedom of information

Information relating to patients' records, diagnosis and/or treatment of patients, staff records, or information concerning contracts, tenders and other commercially sensitive matters etc. are considered to be **confidential** and must not be divulged without prior authority other than in accordance with the provisions of the Trust's Policy on raising concerns about Health Care Services as may be amended from time to time. Breaches of confidentiality will result in disciplinary action, and may result in dismissal. Managers are also required as a condition of this Contract to represent the views of the Trust in any dealing they may have with Trust employees, their representatives, the media, general public or other organisations in which he/she may come into contact.

However, as a public body, the Trust has a requirement to publish particular information. Therefore, in addition to the above confidentiality requirements you must also comply with all aspects of the law concerned with information handling. For this purpose, the relevant legislation is the Freedom of Information Act 2000. This Act places a legal duty on all staff to comply with the rights of the public to access information. Any altering, destroying, or concealing of information held by the Trust with the intention of preventing the legitimate disclosure of all or part of that information will result in disciplinary action, and may result in dismissal.

## Safeguarding

North Bristol Trust are committed to safeguarding and promoting the welfare of children, young people and adults and to protecting them from all risks of harm. The organisation expects all staff to work to national and local children and adult safeguarding policies and procedures. The trust expects all staff and volunteers to be dementia aware and to support the care of people with dementia. All staff are expected to share this commitment and meet the competencies relevant to their role.

## Job Description Agreement

Completed by: Lorraine Lewis, General Manager  
Authorised by: Lorraine Lewis, General Manager  
Dated: February 2023

*This job description is a guide to the duties you will be expected to perform immediately on your appointment. It is not an exhaustive list, and such duties may well be altered from time to time to meet changes in the Trust's requirements. Any such changes will be commensurate with the grade of the post and will be discussed with the postholder prior to the changes being made*