

JOB DESCRIPTION

Oxford Health NHS FT

Oxford Health 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.

Job Title:	Operations Manager
Band:	8a
Responsible to:	Community and Primary Care Support Services
Accountable to:	Head of Service
Place of work:	At the Trust's reasonable discretion
Hours:	37.5

Author:	Lucia Winrow
Creation Date:	1 August 2014
Last Updated:	11 August 2021
Document Ref:	IJES 94636
Version:	2

JOB PURPOSE

To be responsible for the operational management of the service areas, contributing to planning, co-ordinating, delivering and evaluating the relevant service. To take a lead role in developing teams and services and to ensure the delivery of high-quality care.

The Operations Manager will work alongside the Head of Service in making a contribution to overall Directorate strategy/policy to ensure the Directorate delivers its quality, quality improvement, people, finance and performance objectives (in regard to the service).

The Operations Manager will also work with the Senior Lead of Quality and Governance on research development and programmes for their service.

DUTIES AND RESPONSIBILITIES

- To have responsibility for the recruitment and selection of new staff and ensuring all staff participate in appraisal, continuous professional development (CPD) and mandatory training.
- To manage a delegated budget.
- To take the lead in specific Directorate / organisation project work.
- To deputise and provide support for the Head of Service as required.
- To work in partnership with Nurse and AHP clinical leads to ensure clinical standards and support matrix working.
- This role will be part of the relevant service management team on call rota and may involve working unsocial hours during evenings and at weekends as well as working in hours as service need dictates to attend Oxford Health NHS Foundation Trust meetings as required.

Management/Leadership

1. To ensure that the delivery of the service develops in line with local and national strategic priorities, remains within budget, is equitable and involves service users in any development.
2. To work in partnership with other services both within and out with Oxford Health NHS Foundation Trust to ensure that all teamwork is an integral part of integrated patient care and ensure there are robust systems in place to support patients.
3. To develop a sound working relationship with Primary Care, partner agencies and the locality GP consortia, within the locality.
4. Establishing strong working relationships with partner organisations especially Health and Social care colleagues, Single point of access, independent care home providers, primary healthcare professionals, non-statutory organisations, providing support for integrated primary healthcare service delivery.
5. To work in partnership with the acute sector to develop integrated pathways which support prevention of hospital admission and early discharge from hospital.

6. To support the Head of Service in shaping the strategic direction for Community Services across partner agencies and the third sector.
7. To support identified service developments in terms of project management – writing proposals, reports and evaluations and negotiating operational implementation. To take the lead / undertake specific projects to improve the running of integrated locality teams.
8. To foster innovative practice and empower staff to look at new ways of working.

Line Management

1. To ensure that clinical competencies and skill mix within the service meet the demands of the service and the requirements of clinical governance. This will include ensuring that service standards and evidence based clinical guidelines are in place, implemented and monitored.
2. To ensure that the workload is distributed fairly across the team and the team runs smoothly and effectively.
3. To line manage staff within the area of responsibility in the service.
4. To be actively involved in the recruitment of all staff in area of responsibility and ensure appropriate induction is provided.
5. To ensure annual performance reviews are undertaken with all staff and ensure that appropriate training and mechanisms for auditing this are in place.
6. To meet regularly with all staff either individually or as teams in order to support them, promotes effective practice.

Human Resources

1. In association with the Head of Service, to be accountable for all capability, disciplinary and grievance procedures which may arise within the service, working closely with Human Resources.
2. To facilitate the resolution of conflict in teams which may be uni- and/or multi-professional.
3. To foster the principles of Improving Working Lives to support staff in developing an effective work / life balance.
4. Support the service on Clinical Governance and Risk Management issues through involvement in the relevant meetings and in the formulation of protocols, standards of practice and risk assessment.
5. To handle all complaints in accordance with departmental policy, receive and record complaints after full and thorough investigation and reporting on the findings.

Governance and Patient Experience

1. Investigate complaints, serious untoward incidents and near misses identifying and highlighting organisational risks and appropriate developmental action plans, making recommendations, and ensuring the implementation of agreed action.
2. Participation in safety huddles and taking appropriate action where applicable.
3. Working with patients and public/service users to monitor experiences and concerns and to facilitate mechanisms to monitor patient experience, which will inform Service delivery.
4. To work with relevant others to lead the operational response to emergency planning and major incident.
5. To be contactable as required accessible to patients, relatives, and staff in order to provide assistance, advice and support, in liaison with Patient Advice and Liaison Service.
6. Working with the recruitment and Human Resource team to redesign the workforce as appropriate.
7. Ensuring all identified staff have individual appraisals, and personal development plans.
8. The post holder will need strength of resolve to hold others to account for agreed targets and to be accountable for delivery a high level of service.
9. The post holder must comply with the appropriate Healthcare Commission Standards for Better Health and the NHS Litigation Authority Clinical Negligence Scheme for Trusts.

Finance and Information

1. To endorse the procurement of, and be an authorised signatory for goods, services, payroll, expenses, and study leave. Ensuring there is an optimum efficiency in procuring equipment for the team, working in close partnership with the chosen equipment provider.
2. Take responsibility for maintaining the confidentiality of all service patient and staff records.
3. To be responsible for ensuring that all staff within the service adhere to all aspects of data security.
4. To be responsible for ensuring all security and confidentiality training needs of all staff are met, both on induction and at the required intervals.
5. Take responsibility for the collection of data and use the information and data to forecast, plan, monitor and review the use of resources to achieve the best outcomes for users and the most efficient use of resources.
6. To work in partnership with colleagues to agree funding splits and recharge between services.
7. To work in partnership with charities and ensure there is a regular charitable funds income to support care delivery into the budget.

Quality Improvement

1. To ensure continuous quality improvement through benchmarking and audit, ensuring any subsequent learning is embedded in practice.

2. Encourage and support quality improvement, audit, and research projects within all professional disciplines, and to promote the development of evidence-based practice.

Research and Development

1. Working alongside the Head of Service to promote active participation in research and development.
2. Initiate and undertake action to ensure learning from research, clinical audit and service evaluation projects informs improved service delivery.
3. Collect and provide research, evaluation and clinical outcomes data as required.
4. Support staff members to initiate research and audit activities/projects.

CODE OF CONDUCT

All staff are required to work in accordance with their professional group's code of conduct (e.g. NMC, GMC, DoH Code of Conduct for Senior Managers).

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

In addition to undertaking the duties as outlined above, the post-holder will be expected to fully adhere to the following:

Personal Development

- To actively participate in an annual performance review (appraisal) and the development and implementation of a personal development plan.
- To take responsibility for their own professional development ensuring professional standards are maintained and statutory and mandatory training is in date.
- To attend any training as requested.

Code of Conduct

- To adhere to the Professional Code of Conduct relating to your profession (if applicable).
- To uphold the principles and values set out in the NHS Code of Conduct for Managers.
- To support the organisation in developing an effective work/life balance for employees that meets the needs of the organisation.
- To ensure that the health and wellbeing of patients is at the centre of all activities and that all staff engage and communicate with patients as appropriate.
- To always promote quality and safety of patients, visitors and staff thus enabling the Trust to meet its regulation requirements (Care Quality Commission Registration – Regulations and Outcomes) that relate most directly to patients and also strive for continuous quality improvement.

Equal Opportunities/Diversity

- To observe Oxford Health NHS Foundation Trust's Equal Opportunities Policy providing equality of treatment and opportunity to employees, service users and service providers irrespective of sex, sexuality, age, marital status, ethnic origin, or disability.

Health & Safety

- To take responsibility for the health & safety of themselves and other persons who may be affected by their omissions or actions at work.
- To promote the Trust's Health and Safety Policy and ensure matters are managed in accordance with it.
- To co-operate with the Trust to ensure that statutory and departmental regulations are adhered to.
- Report accidents, incidents and near misses, implementing corrective action where necessary.

Infection Control

- To comply with Trust policies for infection control and hand hygiene such as hand hygiene, decontamination Policy, uniform and workwear code and standard precautions Policy to reduce the spread of healthcare-associated infections (HCAIs).
- Employees with clinical responsibilities must incorporate into their clinical activities up to date evidence that supports safe infection control practices and procedures, such as the use of aseptic techniques and the safe disposal of sharps.

Confidentiality and Data Security

- To comply fully with the duties and responsibilities outlined in the Trust's Information Governance Policy.
- To comply with the Data Protection Act 2018 and General Data Protection Regulations (GDPR), National Data Security Standards and any professional code of practice on Confidentiality and Data Protection as accepted by the Trust. Departmental codes of practice and procedures for confidentiality are available from the head of department.
- To ensure that all information collected, stored, and used is done so in compliance with the above Act and any relevant Trust Policy.
- To preserve the confidentiality of any information regarding patients, staff records in your area (in connection with their employment) and the Trust business. This obligation shall continue in perpetuity.
- To raise any matters of concern with your Manager/Director

Safeguarding

- To recognise that promoting the welfare and safeguarding children, young people and adults is everyone's business and access training and supervision as appropriate to the role.
- To support the organisation in ensuring service users are protected from abuse or the risk of abuse and their human rights are respected and upheld.
- To ensure concerns are responded to appropriately in line with the Trust's Safeguarding Adults Policy and the Child Protection Policy and interagency safeguarding procedures.
- To comply with recruitment and other checks as requested by the organisation including undertaking an Enhanced Disclosure via the Criminal Records Bureau.

Other

- To be aware of and work in line with all Trust policies and procedures.
- To carry out any other tasks as reasonably directed.

PERSON SPECIFICATION

Band: 8A		
Criteria for Selection	Essential Requirements	Desirable Requirements
Knowledge Requirements	<p>Evidence of a wide range of clinical or operational experience, including experience in the NHS.</p> <p>Evidence of effective line management of a complex team of staff</p> <p>Excellent co-ordinator, facilitator, educator and written and verbal communication.</p> <p>Able to organise workload and manage time within conflicting agendas.</p> <p>Able to prioritise workload when under pressure.</p> <p>Demonstrates excellent and up to date knowledge of national policies relevant to the whole services.</p> <p>Demonstrates in depth knowledge of the principles of clinical governance and quality its application to service development.</p> <p>Demonstrates awareness of the roles of other professionals and agencies</p> <p>Demonstrates awareness of the standards of record keeping and data collection</p>	

Qualifications – Academic/Skills/Professional	<p>First Line Degree</p> <p>post graduate qualification/ long course linked to specialism, or equivalent experience.</p> <p>Or equivalent experience</p> <p>Evidence of completion of informal/formal management and leadership/supervisory skills training</p>	<p>Holds a management qualification.</p> <p>Clinical Degree (Nursing or AHP)</p> <p>Coaching or mentoring qualification</p> <p>Clinical supervision course</p> <p>Prince 2 qualification</p>
Further Training or Job-Related Aptitude and Skills	<p>Evidence of strong management skills</p> <p>Demonstrates ability to be a good team member and to lead a complex team.</p> <p>Excellent negotiation and problem-solving skills.</p> <p>Excellent presentation skills, verbal and written.</p>	
Experience	<p>Budget management experience</p> <p>Experience of managing change</p> <p>Experience of working strategically in the on-going development of services</p> <p>Experience of planning and managing projects</p>	
Personal Qualities	<p>Ability to motivate others.</p> <p>Able to communicate effectively.</p> <p>Excellent interpersonal skills</p>	
Contractual Requirements or other requirements	<p>Ability to travel between sites and to regional meetings.</p> <p>IT literate in Microsoft office</p> <p>To be available to take part in oncall Rota and work weekends.</p>	