

Job description

POST

Outpatient Services Supervisor

SALARY

£25,147 - £27,596 per annum
(pro rata where applicable)

CARE GROUP

Outpatient Services, Clinical Support Services

BASE

Kent & Canterbury Hospital

CONTACT

Outpatient Operational Manager, Tara Fuller

Welcome to East Kent Hospitals

. The Outpatient Service Team is a hard-working Team who are highly motivated and effective, as a large Trust we have Services at 6 of the sites and we provide key services within the patient pathway for Outpatient and in-patient activity. We work hard as a Team to continually ensure that patient care is at the forefront of our service. We are a professional and diverse team with different experiences and challenges and recognise that both professional and pastoral care for our teams is a priority.

We offer a full package of benefits, including a car lease scheme; on-site childcare; generous annual leave in line with NHS terms and conditions; high street and public transport discounts; a 24/7 staff support service - and the little things that make life easier, like on-site Amazon lockers and fresh fruit and veg stalls.

About us

We are one of the largest hospital trusts in England, with three acute hospitals and community sites serving a local population of around 700,000. We also provide specialist services for Kent and Medway.

We care about our patients and our people. We are focused on providing outstanding, safe patient care, and a positive working culture that benefits staff and patients alike. With our emphasis on staff training and development, a staff support scheme that's second to none, and a healthy package of benefits, it's easy to put down roots in East Kent Hospitals.



Patient Service Centre, Supervisor

Role specific duties

The Outpatient Patient Service Centre role is responsible for providing an efficient and streamlined administrative service to patients and customers of East Kent Hospitals University Foundation Trust. This role involves supporting the Supervisor and lead a team comprising of Senior Administrator and a team of Assistant Administrators in the operational delivery and clinical governance of Outpatient Services. The role is for our busy Patient Service Centre and the candidate will be working in a fast-paced environment and will involve training of new staff and supporting them through an intense training programme to assist with continuous development of our improvement and quality standards. To help support the team to maintain accurate staff records and ensure mandatory training is up to date. The Assistant Administrators you will be responsible for will carry out many tasks from registering the GP referrals, Booking the first appointment with the patient speaking to patients with a positive, friendly, helpful attitude, making the first point of contact an excellent patient experience ready for when they attend for their Hospital Outpatients appointment.

Along with the Senior Administrator you will manage the day to day activities of the staff and work within Patient Service Centre ensuring a comprehensive administrative service to all service users. This includes organisation of own and other team members work. Duties may include contact with front line service users, members of the public and other external stakeholders. This post will include organisation and maintenance of effective systems (paper based and electronic) and typing and preparation of correspondence for team members.

We have several teams within Patient Service Centre which consist of Clinic maintenance team which deal with all clinic changes this could be cancelling a clinic, changing a slot from face to face to telephone, setting up new clinics. Two week wait team who deal with urgent appointments for patients to be seen within 2 weeks. Pre-reg team who deal with the referrals as they come in from the GP's and register them on the system. The 18-week teams book patients first appointments within an 18-week period.

At East Kent Hospital Trust we strive in making a difference, making sure we all have a voice and are listened to, communication plays an important part to ensure we are kept informed at all times. We take time to make sure our employees feel empowered, and encourage them to flourish, while keeping them motivated, healthy and well. We encourage team engagement and support from one another, ensuring colleagues are recognised for their contribution and commitment leading to a well-managed, well led environment for staff to work in. We have exceptional resources for all our staff to use from training to help with career progression, help with finances, mental health and wellbeing support.

- To ensure the Senior Administrator has the support and understanding of their role within the team and any additional training highlighted and acted upon.
- Act as an expert and positive role model for all staff.
- Lead, facilitate and maintain training within the team to ensure a high standard and quality of service.



- To support care groups with meetings/highlight regarding specific issues to their service and agree ways forward.
- Escalate any concerns or issues as per the Escalation standard operating procedure to Management Team so these can be acted on in a timely manner.
- Report, investigate and act upon complaints and adverse incidents in line with directorate and Trust policies collating themes and learning points from department and division.
- Promote excellent Customer Care sharing knowledge/experiences with others and assist in training to promote a better-quality service.
- To manage the work on a daily basis of OPA to ensure all patient referrals, telephone calls and appointments are dealt with in an appropriate and timely manner.
- Using the relevant reports Patient Target Lists (PTL) and other relevant QlikView reports to ensure correct patient outcomes to ensure safe delivery of 2 & 18 week pathway compliance.
- Participate in the development and delivery of appropriate training materials for all staff to promote professional development.
- Answer the telephone in a courteous and timely manner
- Ensure accuracy in giving and receiving messages
- Input and update data on the PAS system
- Audit departmental standards and action issues relating to the departmental indicators, 18 week standards/Access Policy/SOP's
- Ensure all staff complete assessments/competencies and mandatory training.
- Ensuring Clinical Governance standards are met by maintaining Datix, 4Risk, Departmental change register and health & safety in the department.
- Provide positive motivation, training and support to new and junior staff in accordance with Trust policies and procedures.
- Participate in department meetings when required and join the 'exchange of information' necessary to be involved in decision making processes at the relevant level.
- Show empathy to individuals requiring more training/time to fully understand processes.
- Working weekends on a rotational basis with the rest of the Senior Administrators and Supervisors to maintain service need.
- To conduct 1:1's on a regular basis with Assistant Administrators/Senior Administrator and any comments made to help improve the service taken forward to Management team. Upload 1:1's to personnel files.
- To conduct weekly team meetings and highlight any issues to the management team so they can be acted upon.
- Manage staff to ensure compliance with Trust Policies: i.e. staff conduct in the workplace dress code, and behaviours.
- Organisation of annual leave and staff rotas ensuring all are on Health Roster and service is covered at all times and highlighting to Management team any issues.
- Working flexibly across the organisation, covering the work of colleagues during peak periods or absence.
- To ensure sickness absence is monitored and managed in line with the Trust Policies
- Conduct appraisals and personal development plans of managed staff.
- Working knowledge of human resource policies and procedures.
- Undertakes initial stages of grievance and discipline with regards to performance and sickness including Occupational Health referrals.
- Staff are monitored on Key Performance Indicators (KPIs) demonstrated by achievement by expected standard and maintained.



- Encourages open and honest feedback formally and informally from patients and service users.
- To ensure the department offers excellent customer service when talking to patients on the telephone, ensuring data quality and data protection. Use governance quality assessment tools to ensure compliance and deal with complaints.

Your commitments

We are focused on providing outstanding, safe patient care, and a positive working culture that benefits staff and patients alike. This is why we ask you to:

- maintain the confidentiality of information about patients, staff and other health service business and adhere to data protection law
- comply with the Trust's policies and procedures, including infection prevention and control, risk management, health and safety, safeguarding children and adults, financial management and use of resources
- act at all times in accordance with the professional Codes of Conduct and Accountability relevant to your role
- participate in annual mandatory training.

We are a smoke-free Trust, and offer staff support to stop smoking.

Values

We care about our values of caring, safe, respect and making a difference. We'll ask you to

demonstrate these values during the recruitment process and throughout your appointment – and you can expect us to do the same.

Our NHS People Promise

We are committed to the NHS People Promise. We want our culture to be positive, compassionate, and inclusive – and we all have our part to play.

Living and working in East Kent

Our large district general hospitals, specialist units and community sites provide a vibrant and diverse working environment with the extensive opportunities and teaching facilities you would expect of a large trust.

East Kent offers stunning countryside, beautiful beaches and charming places of historic interest, with easy access to London. With excellent schools, a wealth of leisure facilities and easy family days out on your doorstep, alongside beautiful and affordable housing stock, the perfect work-life balance couldn't be easier to achieve.


How to apply

For more information or to arrange to visit us, please contact Laura Jones via 01227 766877



Person specification



Requirements	Essential	Desirable	Method of assessment
Qualifications and training	Numeracy & literacy (Maths and English) qualifications GCSE	Customer Services Training	Application Form Interview
Skills and experience	<p>Minimum of 2 years' experience of working in a busy administration environment.</p> <p>Excellent communication and interpersonal skills, showing empathy and diplomacy.</p> <p>Experience in a customer facing role, providing a sensitive and caring approach.</p> <p>High level of accuracy and attention to detail.</p> <p>Ability to communicate clearly, both written and verbally.</p> <p>Ability to interact with colleagues and other stakeholders courteously.</p> <p>Ability to prioritise and organise own workload and productivity of the team.</p> <p>Ability to negotiate and persuade.</p> <p>Analytical skills</p> <p>Ability to track information.</p>	<p>Previous NHS experience.</p> <p>Training and coaching experience.</p>	<p>Application Form</p> <p>Interview</p>
Governance	<p>To adhere to organisational Governance guidelines and report against these.</p> <p>Experience of managing issues associated with Risk.</p>	Knowledge of the Datix system	Application form and interview
Personal/professional attributes	<p>Ability to remain calm under pressure.</p> <p>Experience of managing a team.</p> <p>Experience or awareness of a range of work practices in an office setting.</p> <p>Experience of interacting with customers/patients.</p>		Application form and interview
Other requirements	To be aware of and adhere to the Trust's Vision, Mission and Values.		 <p>Application form and interview</p>



The small print

Band	Band 4
Salary Scale	<p>£25,147 - £27,596 per annum (pro rata, if applicable)</p> <p>Progression through the pay scale will be determined on an annual basis. It will be subject to the post holder demonstrating the required standards of performance, conduct and completion of statutory and role specific training.</p>
Hours of work	37.5 hours per week
Annual Leave Entitlement	<p>Annual leave entitlements are based upon the following lengths of NHS service (pro rata if applicable):</p> <p>On Appointment = 27 days After five years = 29 days After ten years = 33 days</p>
Pension Scheme	<p>As an NHS employee you will be entitled to join the NHS Pension scheme and will be enrolled from your first day of service, if you meet the eligibility criteria. Employees who are not eligible to join the NHS Pension Scheme may instead be enrolled in the Trust's Alternative qualifying scheme, NEST.</p> <p>Your remuneration will be subject to the deduction of superannuation contributions in accordance with the relevant scheme.</p>
Contractual Notice	<p>Bands 1-4 = 1 Month notice Bands 5-6 = 2 Months' notice Band 7-9 = 3 Months' notice</p>
Probationary Period	<p>New staff appointed to East Kent Hospitals University NHS Foundation Trust in this post will be subject to a 6-month probationary period. During this time, you will be required to demonstrate to the Trust your suitability for the position in which you are employed. This period may be extended at the Trust's discretion and is without prejudice to the Trust's right to terminate your employment before the expiry of the probationary period. In the event that a decision is taken to terminate your contract of employment during or at the end of your probationary period, you will be entitled to a notice period in line with the statutory timescales, which for employees with less than one year's service is one week.</p>

Dimensions

Financial and Physical	Manages	1 x Senior Administrator and team of up to 10 Assistant Administrators.
	Impacts	Post holder will be exposed to long periods of sitting.
Workforce	Manages (Bands and WTE)	1 x Senior Administrator and team of up to 10 Assistant Administrators.
	Located	KCH
	Impacts	Responsible for leading and maintaining a high level of Service and ensuring an appropriately skilled and effective workforce.
Other		Confidentiality- it is essential that information of a sensitive or personal nature is not disclosed or discussed with inappropriate persons within or outside the workplace.

Communications and working relationships

Internal	The post holder will be required to communicate both verbally and in writing with: General Managers, Operational Managers, other Departmental Managers, Sisters, nursing staff, other clinical staff, students, transport staff, domestic staff, porters, hospital manager, nurse practice development, administrative staff, financial team, information team, human resources team.
External to NHS	Other Trusts, PCT's and GP Surgeries.
Other	Patient, visitors, solicitors, and legal authorities, GP Surgery's

Environment

Category	Description/Definition	Frequency/Measures
Working Conditions	<ul style="list-style-type: none"> Working in a large office of people, with lots of things going on at once. 	Daily
Physical Effort	<ul style="list-style-type: none"> Sitting in the same position for long periods of time. 	Daily
Mental Effort	<ul style="list-style-type: none"> Frequent concentration is required while carrying out task accurately. 	Daily

	<ul style="list-style-type: none"> • Word processing and data input for a moderate proportion of working time • Exposure to occasionally dealing with unpredictable and frequent interruptions is part of this role 	Daily Daily
Emotional Effort	<ul style="list-style-type: none"> • Frequent exposure to highly emotional or distressing circumstances. redeployment, grievance, staff personal issues and disciplinary proceedings. Supporting staff members to deal with traumatic incidents, distressed patients and relatives. 	Frequent

Most challenging part of the job

- The post holder should be flexible and adaptable to meet the diverse needs of the working environment.
- The post holder will require qualities of tact, empathy, discretion and courtesy.
- The post holder should be able to use their initiative and intuition to problem solve and contribute to the effective utilisation of the work area resources.
- Adherence to targets, policies and processes is paramount.
- Working under pressure to produce an efficient team dealing with patients and service users while coping with a high workload and meeting deadlines.
- To provide a sensitive and professional approach to patients through the Outpatient Appointments Department. Demonstrating Trust ambassadorial language and behaviours in the role.
- To effectively use all available IT and information systems to fully utilise Outpatient appointment cancellation and template management and highlight demand in support of the achievement of 18 week and 2ww targets set both locally and nationally.

We confirm that the details of the above post as presented are correct. This is a description of the duties of the post as it is at present. This is not intended to be exhaustive. The job will be reviewed on a regular basis in order to ensure that the duties meet the requirements of the service and to make any necessary changes.

