



Service Manager – Diagnostic Physiology

(Clinical Support Division)

JOB DESCRIPTION





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Welcome



Chelsea and Westminster Hospital NHS Foundation Trust is proud to be one of the top performing and safest trusts in England.

We have two main acute hospital sites—Chelsea and Westminster Hospital and West Middlesex University Hospital, plus our award-winning clinics across North West London and beyond.

- We employ over 7,000 staff and 500 volunteers
- We treat someone in A&E every 90 seconds
- We deliver a baby every 50 minutes
- We operate on a patient every 16 minutes
- We do 50 imaging procedures each hour
- We serve a diverse population of 1.5 million from the beginning to the end of life

Our values

Our PROUD values demonstrate to staff, patients and the public the standards of care and experience they should expect from our services:

- **P**utting patients first
- **R**esponsive to patients and staff
- **O**pen and honest
- **U**nfailingly kind
- **D**etermined to develop

Job summary

Job title Service Manager – Diagnostic Physiology

Band	8A
Division	Clinical Support
Responsible to	Head of Diagnostics
Accountable to	General Manager – Imaging and Diagnostics
Type of contract	Permanent
Hours per week	37.5
Location	Cross-site

Overview starts here.

Key responsibilities

Chelsea & Westminster NHS Foundation Trust provides a range of specialist physiology services growing in both demand and complexity. The areas covered in this role are diagnostic cardiology, respiratory physiology and neurophysiology with a specialist catheter laboratory service at the West Middlesex University Hospital and pacing clinics / implants at both sites.

A key function of this role is to work alongside the lead physiologists of individual areas to support the services from an operational management perspective and to ensure a robust cross-site service. There will also be a requirement to support the delivery of invasive catheter lab services at the West Middlesex site alongside the senior chief cardiac physiologist.

The role also entails the active management of Lung function and Neurophysiology teams and departments working closely with the support of the Head of Diagnostics to develop the services cross-site bringing all areas to the same high standard.

Key working relationships

- Head of Diagnostics - DGM
- General Manager – Clinical Support services
- Lead/Senior Chief Cardiac Physiologist for cath lab/pacing
- Echo Lead/Senior Chief Cardiac Physiologist
- Senior Cardiac Physiologist (non-invasive)
- Senior Physiologists for Respiratory Physiology
- Senior Physiologists for Neurophysiology
- Cardiology Consultants
- Respiratory Consultants
- Neurophysiology Consultants
- Service Director for Cardiology
- Service Director for Respiratory Physiology
- Catheter laboratory team
- Outpatient Managers – both sites

Roles and responsibilities

Leadership

- To ensure the systematic provision of high quality physiology services across Chelsea & Westminster and West Middlesex University Hospitals
- To ensure services remain DM01 compliant
- Consistently provide high quality leadership in a visible and highly professional manner, acting as a positive role model and extending the scope of the roles of the cardiac physiologists.
- Work with the Cardiac physiology catheter lab and pacing teams towards the achievement of relevant standards and accreditations eg IBHRE; departmental, Trust and national objectives relevant to area, such as the RTT target.
- Raise the profile of patients and carers at departmental level, obtaining feedback on their experience and positively responding to feedback.
- Act as source of expert reference to other members of the department giving support, advice and recommendations
- To have a very good level of understanding of the physiology modalities and using professional knowledge and competence to influence processes, policies and procedures
- Provide strategic leadership to the delivery of Cardiac Physiology, Respiratory Physiology (Lung Function & Sleep) and Neurophysiology services at both sites
- Role model the trust's values and expected behaviours.
- Support the Service Leads' development of a strategy for meeting the training requirements for cardiac physiologist staff, junior doctors and other cardiac teams that includes formal assessment tools, educational sessions, supervision, and shadowing.
- To participate fully in the Trust's policy on appraisal of self and others including knowledge and skills process by reviewing performance, setting objectives and providing regular feedback to direct line reports and ensuring that a system of supervision and appraisal is fully implemented within the service area.

Financial

- Be responsible for the income and expenditure budgets for the diagnostic department ensuring that proper controls are established.
- Support the development and delivery of cost improvement plans, identify viable cost improvement schemes, submit relevant PIDs, monitor and report on progress.

- Develop and ensure a culture of sound financial management which demonstrates a good understanding of income and expenditure.
- Work with colleagues and clinical leads to develop a commercial approach to securing and maximising income streams.
- Ensure the Trust obtains best value in through the development of procurement strategies. .

Clinical & Professional Responsibility

- To have a comprehensive understanding of cardiac catheter lab work , pacing and related Cardiology Diagnostics
- Apply advanced practical and theoretical knowledge to perform, analyse and interpret technical information to a high degree of competence to write detailed reports
- To assist in the clinical management of patients undergoing cardiac investigations
- Aid with the assessing, implementing and adapting to new clinical techniques and technologies
- To keep up to date with current developments in the field of cardiology including innovative work undertaken in research and have an awareness of future implications for development of current Cardiology Services.
- Be accountable for own professional actions and maintain professional registration
- To attend training courses to update one's own technical, physiological and pathological knowledge of specialist procedures and to update ones knowledge, in respect of specialised clinical use of equipment
- To deliver services ensuring they are in line with Health & Safety and other Trust guidelines.

Clinical Governance & Quality

- To ensure that all trust policies and procedures are effectively maintained within the Cardiac catheter lab and Physiology services
- Contribute to the development, evaluation and monitoring cardiac physiology services through skills in research and audit
- Ensure that physiological tests and treatments are delivered in line with best practice at all sites.
- Respond to complaints and take lead in investigation of any incidents in line with trust policy
- To utilise theory, evidence based literature and research to support evidence based practice in individual work and work with other team members
- Manage and maintain a safe, secure environment for patients, visitors and staff including ensuring that the health and safety strategy is implemented and known by all staff, risk assessments are up-to-date, control measures are effective, monitoring all reported incidents and taking appropriate corrective measures and all RIDDOR incidents are correctly managed

- Ensure that confidentiality of patient records is strictly maintained and comply with the Data Protection Act.
- Ensure the update and smooth running of departmental databases and archive systems
- Be responsible for maintaining safety of equipment, ensure service / maintenance is carried out to a high level, taking action when faulty equipment is detected
- Take the lead on ensuring that that all tests carried out in the department are delivered within the national waiting time standards. Lead on identifying potential capacity problems and identifying solutions.
- Ensure that high quality patient centred services are based on the best available evidence and aid the lead with the development of a protocol driven service.
- To contribute to the relevant national audits for specific areas of physiology e.g. CRM and PCI.

This job description may be subject to change according to the varying needs of the service. Such changes will be made after discussion between the post holder and their manager.

All duties must be carried out under supervision or within Trust policy and procedure. You must never undertake any duties that are outside your area of skill or knowledge level. If you are unsure you must seek clarification from a more senior member of staff.

Performance management and appraisal

All staff members are expected to participate in individual performance management process and reviews.

Personal development and training

C&W NHS Foundation Trust actively encourages development within the workforce and employees are required to comply with Trust mandatory training.

C&W Learning & Development team aims to support high quality training to NHS staff through various services. The Trust is committed to offering learning and development opportunities for all full-time and part-time employees.

No matter where you start within the NHS, you will have access to extra training and be given every chance to progress within the organisation. You will receive an annual personal review and development plan to support your career progression and you will be encouraged to develop your skills and experience.

Health and safety at work

The post holder has a duty of care and personal obligation to act to reduce healthcare-associated infections (HCAIs). They must attend mandatory training in infection prevention and control (IP&C) and be compliant with all measures required by the trust to reduce HCAIs. All post holders must comply with Trust infection screening and immunisation policies as well as be familiar with the Trust's IP&C policies, including those that apply to their duties, such as hand decontamination, personal protective equipment, aseptic techniques and safe disposal of sharps.

All staff must challenge non-compliance with infection, prevention and control policies immediately and feedback through the appropriate line managers if required.

Confidentiality and data protection

All employees are expected to comply with all Trust policies and procedures related to confidentiality and data protection and to work in accordance of the Data Protection Act 1998. For those posts where there is management or supervision of other staff it is the responsibility of that employee to ensure that their staff members receive appropriate training (local & Trust induction, organising refresher sessions for staff when necessary).

Conflict of interest

The Trust is responsible for ensuring that the service provided for patients in its care meets the highest standard. Equally it is responsible for ensuring that staff members do not abuse their official position for personal gain or to benefit their family or friends. The Trust's standing orders require any officer to declare any interest, direct or indirect with contracts involving the trust. Staff members are not allowed to further their private interests in the course of their NHS duties.

Equality and diversity

The trust values equality and diversity in employment and in the services we provide. It is committed to promoting equality and diversity in employment and will keep under review our policies and procedures to ensure that the job related needs of all staff working in the Trust are recognised. The Trust will aim to ensure that all job applicants, employees or clients are treated fairly and valued equally regardless of sex, marital status, domestic circumstances, age, race, colour, disablement, ethnic or national origin, social background or employment status, sexual orientation, religion, beliefs, HIV status, gender reassignment, political affiliation or trade union membership. Selection for training and development and promotion will be on the basis of the individual's ability to meet the requirements for the job.

You are responsible for ensuring that the trust's policies, procedures and obligation in respect of promoting equality and diversity are adhered to in relation to both staff and services.

NHS managers' code of conduct

As an NHS manager, you are expected to follow the code of conduct for NHS managers (October 2002).

Budgetary management

If you have responsibility for a budget you are expected to operate within this and under the Trust's standing financial instructions at all times.

Person specification

Job title	Service Manager – Diagnostic Physiology
Band	8A
Division	Clinical Support

Evidence for suitability in the role will be measured via a mixture of application form, testing and interview.

E = essential
D = desirable

Trust values

Putting patients first	E
Responsive to patients and staff	E
Open and honest	E
Unfailingly kind	E
Determined to develop	E

Education and qualifications

Educated to a degree level	E
A recognised qualification in management e.g. PRINCE	D

Experience

Minimum 2 years' experience in NHS service/ operational management role	E
Previous experience at specialist psychologist level (with relevant accreditations)	D
Evidence of communicating specialist information to key stakeholders including clinicians	E
Experience of managing a physiology department	D
Experience of supervision of others and rota management	E
Experience with training all grades of staff	D
Experience in working in DM01 pathways	D
Budget management	E

Skills and knowledge

Competent in Excel and data management	E
Ability to organise and prioritise work and meets set targets	E
Advanced level of reasoning and judgement and manages difficult and ambiguous problems	E
Ability to engage the team and develop changes in working practice	E
Good oral and written communication and presentation skills to convey complex and potentially sensitive information	E
Comprehensive understanding of Health & Safety / Data Protection / Patient Confidentiality as well as governance structures and procedures	E

Personal qualities

Self-disciplined and self-motivated	E
Excellent communication and interpersonal skills	E
Well organised and able to work autonomously	E
Ability to work under pressure	E
Ability to cope well within a busy environment	E
Enthusiasm for the position	E
Able to accept and respond to constructive criticism	E

Notes



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