

Agenda for Change

Breast Services Office Manager

Band 5



Dear Candidate,

Thank you for your interest in this post and for taking the time to read this information pack. We hope that this exciting and rewarding opportunity catches your imagination and you are encouraged to apply.

North Tees and Hartlepool NHS Foundation Trust (NTHFT) is an ambitious organisation with a focus on excellent patient care. Our teams operate across two acute hospital sites, a community hospital in Peterlee and a number of other community-based hubs employing 5,500 staff who provide integrated hospital and community based services.

We have an income of around £360m and serve a population of c.400,000 living within Hartlepool, Stockton-on-Tees, East Durham and surrounding areas including Sedgefield, Easington and Peterlee and wider population for our NHS England commissioned services on bowel, breast and cervical cancer.

Our population experiences significant health inequalities and one of our prime aims is to not only provide the best health care but to raise the health aspirations of the communities we serve. Treating illness is only part of our work.

Patient safety is our absolute, number one priority and is reflected in everything we do. We expect every colleague, clinical or non-clinical, to always put our patients first.

We are an aspiring organisation with a focus on innovation in healthcare, reflecting the ambitions of the NHS Long Term Plan. Working to facilitate care closer to home, with a drive for prevention and control over own health – the Trust is dedicated to collaborative ways of working to drive aspirational outcomes for patients and the wider community at large.

We work in close partnership with a range of local and national organisations for the benefit of our patients. Currently we are developing a hugely ambitious [Clinical Diagnostic Centre](#) in Stockton town centre in partnership with Stockton-on-Tees Borough Council, North East and North Cumbria Integrated Care System and South Tees Hospitals NHS Foundation Trust.

Staff members enjoy significant benefits such as access to unique NHS discount services (including retail, insurance and travel) and we pride ourselves on our commitment to the health and wellbeing of our colleagues.

We are seen as a valued local health ‘voice’ and a vocal advocate for our community. Our colleagues are often featured in local and national news stories and, on occasions, even international reporters have shown an interest in our work.

The Trust operates a progressive pathway management model, with the establishment of three care groups focused on: Healthy Lives, Responsive Care and Collaborative Care.

Our vision is to be a consistently high performing and financially sustainable Trust. We are well on the way to achieving this and by joining us now, you can contribute to our continued journey.

We are looking for people to join us at NTHFT who are aligned with our values: Collaborative Aspirational, Respectful, Empathetic.

You can learn more about our work on our website <https://www.nth.nhs.uk/> and on our active social media accounts.

Thank you on behalf of the Trust Board for your interest in working for North Tees and Hartlepool NHS Foundation Trust and wish you every success in your application.



Prof Derek Bell
Chair



Stacey Hunter
Group Chief Executive Officer

Job Description

Job Title: Breast Services Office Manager

Division: Breast Screening Unit

Care Group: Collaborative care

Contracted Hours: 37.5

Base: Breast Unit North Tees and Hartlepool NHS Foundation Trust

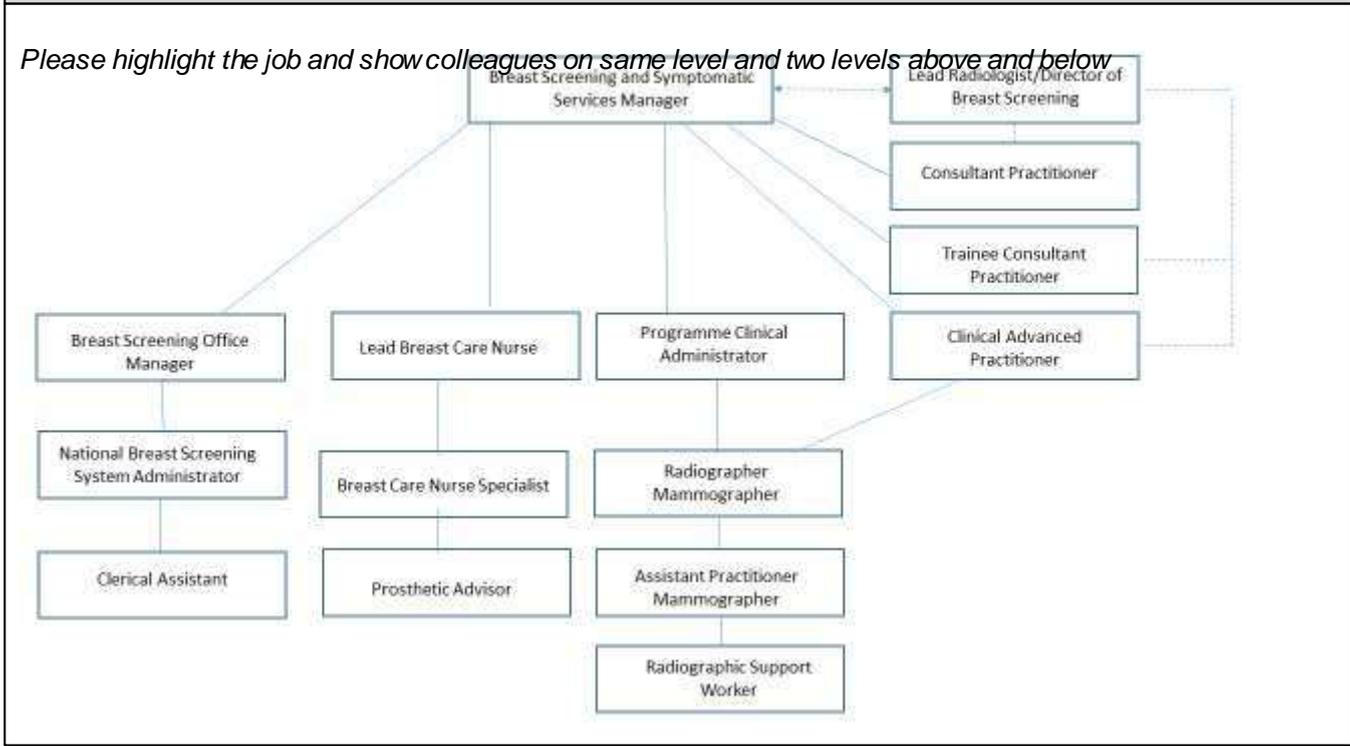
Pay Band: Band 5

Main Purpose of the Job

Under the direction of the Breast Service Manager, the post holder will be responsible for the management of the screening and symptomatic office and the administrative function of the service.

Directly manage and be responsible for breast services administration, secretarial and clerical staff.

Organisational Chart



Communications and Relationships

- The post holder will be expected to effectively communicate with the multidisciplinary team within the department. To communicate, where necessary with all service users, heads of department and general managers.
- Liaise with LB7s & CB7s about clinical service needs.
- Maintain effective working relationships between Screening Office and NHS digital/PCTs and support company Hitachi.
- Assisting the Clinical Breast Services Manager, with various duties aiding the smooth running of the Unit. Providing feedback and regular updates to the Clinical Breast Services Manager re-relevant aspects of the services.
- Ensure that a good communication system exists within and external to the Breast Services Office.

Analytical and Judgement Skills

- The post holder will be expected to have well developed IT skills
- The post holder will be expected to have well developed written, verbal, listening communication skills.
- Should be able to work on own initiative or as a team player
- Demonstrate a willingness to work flexibly to ensure service provision
- Demonstrate excellent organisational/time management skills and to work under pressure to meet deadlines.

Planning and Organisational Skills

- Organise and plan own time, prioritising workload to ensure all service requirements, prioritise and target are met.
- Organise efficiently the screening and symptomatic activity concerned with inviting, screening, assessing and informing women and/or health care professionals during the screening process in accordance with national guidelines.

Physical Skills

- The post holder should demonstrate a high level of typing and word processing

Patient/Client care

- Ensure that all Quality Standards are monitored and maintained in order to improve the quality and total care of those who come into contact with the service, ensuring the Right Result is given at all times.
- To assist in the maintenance of the Interval Cancer register to ensure that the relevant details are checked monthly.

Policy and Service Development

- To actively participate in the recruitment and selection process for clerical and secretarial staff within the unit.
- Uphold and maintain the employing trusts policies and procedures.
- Uphold and adhere to The National Breast Screening Programmes policies and procedures, with regard to deadlines for clinic preparation and results to clients.
- Ensure a healthy, safe secure working environment for self and others by participating in proactive risk assessments and risk management.
- Reduce sickness absence, workplace incidents and promote zero tolerance on violence against staff.
- Other duties may be allocated from time to time by the Head of Department consistent with the needs of the service.

Financial and Physical Resources

- Responsible ensuring the ordering and authorising stock, stationary, office equipment and warranties for the Breast Services Office.

Management and Leadership

- Under the direction of the Clinical Breast Services Manager, the post holder will be responsible for managing the Breast Screening and Symptomatic office.
- To undertake the management responsibility of Breast Services Admin and Clerical staff.
- Operate an effective induction and training programme for all office staff, ensuring that an appraisal system is in place for all staff managed.
- To manage, monitor and review the performance of all admin and clerical staff via the appraisal process ensuring staff meet the KSF requirements of their posts.

Information Resources

- Provide a central administrative base to facilitate the organisation and collection of all data, implementing new information technologies where appropriate.

- Attending Quality Assurance Regional Meetings representing the Administrative discipline for the Trust, with the National Breast Screening Service.
- Provide a breast screening statistics support function to the Clinical Director and other service managers and health care professionals and produce annual KC62 report information.
- Administrator for the client based National Breast Screening System computer system used in the breast unit in conjunction with IT and Hitachi, ensuring daily and weekly back ups of the systems are carried out. Responsible for the other client based systems used in the breast unit, CRIS for radiology, Trac care for hospital system and various Access local databases.
- To ensure the day-to-day maintenance of the Breast Screening computer network. Ensuring transfers and receipts are timely and complete.
- To ensure day to day maintenance of Breast Screening Information System (NHS Digital)
- The maintenance of an effective filing system to ensure that information is available when required.

Research and Development

- Complete BASOX Audit annually
- Complete BS Select NHS Digital audits annually
(The post holder would be required to collect and collate the information for both audits)

Freedom to Act

- Observe at all times codes of professional Conduct, Occupational Standards, Policies and Guidelines.

Personal

- Maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities.
- Participate in review of own performance regularly and development of personal development plan at least every 12 months
- Take responsibility for own actions
- Recognise own personal strengths and weaknesses and identify appropriate strategies to enhance the strengths and overcome or minimise the weaknesses
- Apply personal effectiveness skills in terms of time management, prioritisation, resource management, self-motivation and team work

General Requirements:

Demonstrate commitment to IWL principles and flexible working patterns, to meet the needs of the service and staff

Tackle discrimination and harassment, and promote equality and diversity in the workplace

Reduce sickness absence; work place accidents; and promote zero tolerance on violence against staff

Take responsibility for personal development and education and the development of a Personal Development Plan.

1. Communications and Working Relations

The post-holder must treat colleagues in a manner that conveys respect for the abilities of each other and a willingness to work as a team.

Support the Making Every Contact Count approach to behaviour change in the promotion of health and wellbeing of individuals and communities <https://www.meccgateway.co.uk/nenc>

2. Policies and Procedures

All duties and responsibilities must be undertaken in compliance with the Trust's Policies and Procedures. The post-holder must familiarise the ways in which to raise a concern to the Trust e.g. Speaking Up Policy (RM 36) in order that these can be brought to the Trust's attention immediately.

3. Health and Safety

The post-holder must be aware of the responsibilities placed upon themselves under the Health & Safety at Work Act (1974), subsequent legislation and Trust Policies; to maintain safe working practice and safe working environments for themselves, colleagues and service users.

4. Equal Opportunities

The Trust has a clear commitment to its equal opportunities policy and it is the duty of every employee to comply with the detail and spirit of the policy

5. Risk Management

All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and, when requested, to co-operate with any investigation undertaken.

6. No Smoking

This Trust acknowledges its responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. All Health Service premises are considered as non-smoking zones; the post-holder must familiarise themselves with the Trust's Smoke Free Policy (EF12)

7. Confidentiality

All personnel working for, on behalf of or within the NHS are bound by a legal duty of confidentiality (Common Law Duty of Confidentiality). The post-holder must not disclose either during or after the

termination of their contract, any information of a confidential nature relating to the Trust, its staff, its patients or third party, which may have been obtained in the course of their employment.

8. Equal Opportunities

The Trust believes that equality of opportunity and diversity is vital to its success and an essential prerequisite to the achievement of its goals in delivering seamless, high quality, safe healthcare for all, which is appropriate and responsive to meeting the diverse needs of individuals. In working towards achieving our goals, it is important that staff and users of our service are treated equitably, with dignity and respect, and are involved and considered in every aspect of practice and changes affecting their employment or health care within the Trust.

9. Conflict of Interest

The Trust is responsible for ensuring that the service provided to patients in its care meets the highest standard. Equally it is responsible for ensuring that staff 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 are not allowed to further their private interests in the course of their NHS duties

10. Infection Control

The post-holder will ensure that (s)he follows the Trust's hospital infection prevention and control (HIC) policies and procedures to protect patients, staff and visitors from healthcare-associated infections. He or she will ensure that (s)he performs the correct hand hygiene procedures (as described in HIC 14), when carrying out clinical duties. He or she will use aseptic technique and personal protective equipment in accordance with Trust policies. All staff must challenge non-compliance with infection, prevention and control policies immediately and feedback through the appropriate line managers if required.

Be aware of, and comply with, all Trust infection prevention and control policies, to include hand hygiene, personal hygiene, environmental and food hygiene. To undertake annual training/updates in infection prevention and control.

To be accountable for implementation of The Health and Social Care Act 2008 Code of Practice on the prevention and control of infections and related guidance (2015) within own department/area of responsibility.

Prepare for and undertake the protective interventions that he/she is responsible for in a manner that is consistent with evidence based practice and maintaining patient safety.

11. Safeguarding Children and Adults

The Trust takes its statutory responsibilities to safeguard and promote the welfare of children and adults very seriously. The Board of Directors expects all staff will identify with their manager their own responsibilities appropriate to their role in line with statute and guidance. This will include accessing safeguarding training and may include seeking advice, support and supervision from the trust safeguarding children or safeguarding adult teams. Where individuals and managers are unclear of those responsibilities they are expected to seek advice from the safeguarding teams.

12. Disclosure and Barring Service

The appropriate level of DBS check will be undertaken for this role. Further information on the Disclosure Service is available from www.disclosure.gov.uk.

13. Other duties

To undertake other duties to meet the changing needs and priorities of the Trust, the service and the clients, as determined by your manager and in accordance with the grade of the post.

PERSON SPECIFICATION

Job Title: Breast Services Office

Pay band: Band 5

Department: Breast Unit

Care Group: Collaborative

Attribute	Essential	Desirable	Assessment
Qualifications & Training	<p>GCSE at grade C or equivalent in Mathematics and English Language.</p> <p>Typing or word processing qualification at RSA 11 or equivalent</p> <p>NVQ level 3 in Business administration or equivalent</p> <p>Management qualification at certificate level /NVQ level 4 or equivalent</p>	<p>Typing/word processing qualification RSA level 111 or equivalent</p> <p>IT qualification</p> <p>AMSPAR Advanced Diploma for medical Secretaries Level 3 qualification or equivalent</p>	AF/I
Experience	<p>Demonstrable experience of supervising and directing, motivating a mixed skilled team of admin and clerical staff.</p> <p>Demonstrable experience of a wide range of IT systems</p>	<p>Experience working in a healthcare environment</p> <p>Experience working within a multi-disciplinary team</p>	AF/I
Knowledge	<p>Knowledge of medical terminology</p>	<p>Knowledge of National Breast Screening Programme</p>	AF/IP
Skills and attributes	<p>Demonstrate well developed IT skills</p> <p>Demonstrate ability to work on own initiative or as a team player</p> <p>Demonstrate willingness to work flexibly to ensure service provision</p> <p>Show willingness to develop themselves and their team by taking advantage of training opportunities</p>	<p>Be willing to participate in the promotion of effective team working</p> <p>Be proactive in contributing to service improvement</p>	AF/IP
Management/Supervision	<p>Demonstrate excellent organisational/time management skills and to</p>	<p>Demonstrate willingness to develop team by proactively seeking</p>	AF/IP

	work under pressure to meet deadlines.	appropriate training and development opportunities for them	
Communication	Demonstrate well developed written, verbal, listening communication skills. Demonstrate a caring and sensitive nature Ability to remain calm under pressure		AF/IP
Finance and Physical Resources			AF/I
Other	Honest and dependable character Flexible		

Essential criteria are those attributes required of the post holder without which an appointment cannot be made.

Desirable criteria are those attributes of the post holder, which would be useful, but not essential for the post holder to perform the role.

How tested: AF - Application Form
 I - Interview
 P - Presentation

I confirm that this Person Specification has been discussed and agreed with me.

Name:

Signature:

Date:/...../.....

Profile Supplement:

This Role Involves:	Yes	No	Rare	Occasional	Frequent	Examples
Lifting weights/objects between 6-15 kilos			x			
Lifting weights/objectives above 15 kilos			x			
Using equipment to lift, push or pull patients/objects			x			
Lifting heavy containers or equipment			x			
Running in an emergency			x			
Driving alone/with passengers/with goods		x				
Invasive surgical procedures		x				
Working at height or in a confined space		x				
Concentration to assess patients/analyse information	x					

Response to emergency situations				x		
To change plans and appointments/meetings depending on the needs of this role	x					
Clinical interventions		x				
Informing patients/family/carers of unwelcome news		x				
Caring for terminally ill patients		x				
Dealing with difficult family situations		x				
Caring for/working with patients with severely challenging behaviour		x				
Typing up of formal minutes/case conferences	x					
Clinical/hands on patient/client care		x				
Contacts with uncontained blood/bodily fluids		x				
Exposure to verbal aggression				x		

Exposure to physical aggression		x				
Exposure to unpleasant working conditions dust/dirt/fleas		x				
Exposure to harmful chemicals/radiation		x				
Attending the scene of an emergency		x				
Food preparation and handling		x				
Working on a computer for majority of work	x					
Use of road transport		x				