



**University Hospitals
of North Midlands**

NHS Trust

Job Description and Person Specification

**PROUD
TO
CARE**



Join the UHNM Family

University Hospitals of North Midlands NHS Trust is one of the largest and most modern in the country. We serve around three million people and we're highly regarded for our facilities, teaching and research.

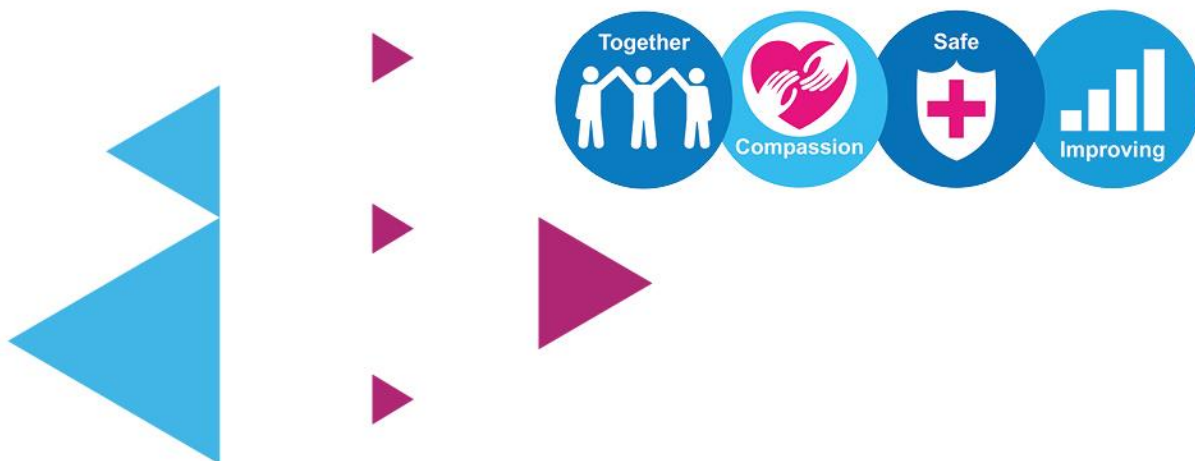
The Trust has around 1,450 inpatient beds across two sites in Stoke-on-Trent and Stafford. Our 11,000 strong workforce provide emergency treatment, planned operations and medical care from Royal Stoke University Hospital and County Hospital in Stafford.

We are a specialist Major Trauma Centre for the North Midlands and North Wales. Happy staff make for happy patients, and with the help of both we have put together a wide range of development and support packages aimed at ensuring that everyone. The Trust has the opportunity to fulfil their potential and meet their aspirations as well as the tools to provide great care.

Our mission to provide the very best health care includes recruiting the best people. Our goal is to be a world-class centre of achievement, where patients receive the highest standards of care and the best people come to learn, work and research.

The Trust also has a vibrant charity arm, UHNM Charity, which provides funds to enable University Hospitals of North Midlands NHS Trust to purchase state-of-the-art medical equipment and to enhance and improve patient experience and comfort.

Many of our staff are passionate about the service they provide and want to be part of something special. You can find out more about how our staff and patients are helping to improve the health, comfort and hospital experience of local people every day at www.uhnmcharity.org.uk



Values & Promises

We have four core values and promises that were co-created by our staff, patients and carers.



Together

- We are a Team – I will be considerate, help others to achieve our goals and support others to make positive changes
- We are Appreciative – I will acknowledge and thank people for their efforts and contributions
- We are Inclusive – I will be open and honest, welcome people's views and opinions and involve people in decisions that affect them



Compassion

- We are Supportive – I will be empathetic and reassuring. I will support and encourage people when they need it
- We are Respectful – I will treat people fairly, with respect and dignity, protect their privacy and help them to feel comfortable
- We are Friendly – I will be welcoming and approachable. I will make eye contact, say hello and introduce myself #hellomyname is



Safe

- We Communicate Well – I will explain clearly, share relevant and timely information and keep people updated
- We are Organised – I will plan ahead, manage my time well and be prompt in what I do
- We Speak Up – I will contribute to ensuring healthy and constructive feedback for all so we can feel safe to challenge inappropriate care and behaviour and promote our values



Improving

- We Listen – I will welcome people's views and ideas, invite people to ask questions and share their opinions and respond to what I hear
- We Learn – I will share best practice, celebrate good performance and support others to use their skills, learn and grow
- We Take Responsibility – I will have a positive attitude, act and encourage people to take the initiative and make improvements

Division: UHNM - Central Functions

Job Title: Acute Care at Home Operational Manager

Band: 8a

**Location: North Area - Smithfield 1, Hanley, Stoke on Trent
South West/South East – Merlin House**

Hours: Full Time 37.5hrs per week or flexible

Managerially accountable to: Deputy Head of Operations ACAH

Professionally accountable to: Head of Nursing & Operations ACAH

Role Summary

The post is designed to support and assist the Head & Deputy Head of Operations in the overall management of the Community Rapid Intervention Service, and Unscheduled Care Co-ordination Centre in the enhancement and development of services.

Whilst supporting the Head & Deputy of Operations, the post holder is required to operate independently to ensure decisions are made responsively and meet the organisational objectives.

The main elements to the job cover different areas of responsibility, however working in partnership with other professionals in order to provide quality care and effective use of resources in relation to the quality of patient care. These are:

- Support the implementation, growth and delivery of the 2hr Urgent Community Response CRIS - Community Rapid Intervention Team and UCCC – Unscheduled Care Coordination Centre
- Support the Head & Deputy Head of Operations to lead the operational management of the CRIS Service
- Take action to ensure the nursing agenda is delivered by providing strong visible leadership and operational management alongside the Professional Lead ACP Clinical Leads
- Establish systems to provide assurance to the Organisational Leads that sufficient workforce is available to deliver high quality care in accordance with the Acute Care at Home service specification
- Support the provision of expert advice to the Organisational Leads on all operational matters
- Be involved in actively supporting the development and improvement of the urgent care our patients receive promoting a clinically viable care closer to home ethos of working in line with the NHS Long Term plan (LTP)

Key Areas/Tasks

1. Leading in the operational delivery of the 2hr Urgent Community Response Community Rapid Intervention Service (CRIS) in the identified geographical areas. That involves clinical management, performance management and the direct line management of staff,
2. It is expected that ALL employees of the Trust will take part in the appraisal process each year with the first appraisal taking place within the first 6 months from appointment. The Operational Manager is responsible for agreeing with the Deputy Head of Service a date and time for their own annual appraisal and mid-year review.
3. Having visible contact and communication with staff, patients and their carers, and provide feedback about the Trust services, ensuring that concerns that are raised are dealt with quickly and efficiently, ensuring excellent and effective communication takes place.
4. Establishing and maintaining communication with appropriate stakeholders on potentially complex and stressful topics in a range of situations.
5. Communicating complex and occasionally contentious information to large groups in a manner that is understandable and is likely to achieve engagement.
6. Providing operational leadership which inspires and motivates others, empowering them to ensure they have the authority and support they need to improve patient care, and to resolve clinical issues such as discharge delays and environmental problems.
7. Promoting professionalism amongst colleagues and will undertake clinical work to maintain their professional competence, authority and credibility.
8. Part of developing a culture that is flexible and positive to change, where staff feel valued and where opportunities are actively created for individuals to maximise their potential and excel.
9. Developing, sustaining and evaluating partnership working with individuals, groups, communities and agencies that will involve representing the Trust on specific committees/working parties as requested.
10. Networking with other Trusts providing similar services in order to identify and share areas of good practice at national and local level.
11. Utilising IT systems effectively to help streamline patient throughput, and to encourage other service users in their utilisation of IT.
12. Assisting in maintaining professional standards of communication throughout the Trust, leading by example and challenging any identified examples of poor practice.
13. Having knowledge and understanding of both acute and community provider services and an understanding of integrated pathways ensuring the delivery of the care closer to home initiative outlined with the NHS forward view and long term plan.
14. Acting as a role model, maintaining and upholding high standards of professional behaviour and maintaining own clinical skills on behalf of both the University Hospitals of North Midlands (UHNH) and Midlands Partnership Foundation Trust (MPFT)
15. Ensuring the professional line report is briefed on all professional issues within the service.
16. Requiring to work for long periods of time desk based and adjustment's to facilitate this when required will be supported . Keyboard and enhanced IT skills are essential for this post. Candidates will be required to use all aspects of Microsoft office as a substantial part of the role.
17. Supporting the managerial aspects of the service on behalf of both UHNH and MPFT for the delivery of the Community Rapid Intervention service.
18. Providing line management of the CRIS & UCCC team, and leading the teams on behalf of the two organisations. Robust HR and people management in line with HR policies will be expected from the post holder.
19. Creating a can do culture, supporting staff with succession planning, career aspirations and development. The post holder will ensure that the team members are actively "live" with statutory and mandatory training requirements and that registered professionals within the team that are required to both revalidate and register do so in a timely fashion.

20. Requiring to have courageous conversations and manage complex people management situations in line with Trust Policy.
21. Involving a combination of sitting at a desk; visiting patients and walking around the office. There is a physical expectation related to the clinical aspects of this post.
22. Requiring to write reports, attend meetings and integrate clinical workload into a working day
23. Obtaining service related data and interpreting that data as required to show trends and impact on the service.
24. Requiring an understanding of the demand v's capacity modelling and how this is then reflected into WTE workforce with the triangulation of operational effectiveness, financial appropriateness and clinical outcome scrutiny.
25. Managing emotional situations and distressing circumstances frequently. These can be related to the clinical aspects of the role or the leadership and people management aspect of the role.
26. Requiring to work across the Staffordshire and Stoke on Trent ICB footprint sites associated with the post and have the ability to travel in-between these sites.
27. Planning and delivering a broad range of activities that involves both service and staff development, strategic planning for the service and engagement with other services that will include face to face, group educational training, briefings, webinars, development events.
28. Having responsibility for policy development and implementation for the CRIS that is accessible and shared with staff and other key stakeholders to follow. In addition, the post ensures that existing policies are reviewed and updated in-line with legislation, national, or local changes.
29. Supporting the Head of Service and the Deputy Head of Service around the Service budget management, along with awareness and informing of consumables and capital equipment.
30. Supporting in any evaluation of any aspect of ACAH including; the Virtual Ward, 2hr Urgent Community Response Community Rapid Intervention Service (CRIS) and Unscheduled Care Co-ordination Centre (UCCC).

Personal/Professional Development

- To take every reasonable opportunity to maintain and improve your professional knowledge and competence
- To participate in personal objective setting and review, including the creation of a personal development plan and the Trust's appraisal process.

Health and Safety

- To take reasonable care for your own Health and Safety and that of any other person who may be affected by your acts or omissions at work.
- To co-operate with University Hospitals of North Midlands (NHS) Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to.
- To comply and adhere to individual and role specific responsibilities as stated in the Trust Health and Safety Policy (HS01) and all other Health and Safety related policies.

Equality and Diversity

UHNM is committed to the implementation of the Equality, Diversity and Inclusion Policy Which ensures equal opportunities for all. UHNM is also committed to embracing diversity and eliminating discrimination in both its role as an employer and as a provider of services. It aims to create a culture that respects and values each other's differences, promotes

dignity, equality and diversity and encourages individuals to develop and maximise their potential. All staff are required to observe this policy in their behaviour to other workers and patients/service users

Infection Prevention

Infection Prevention is the obligation of every employee both clinical and non-clinical at the University Hospitals North Midlands NHS Trust. Driving down healthcare associated infection is everyone's responsibility and all staff are required to adhere to the Trust's Infection Prevention policy

All staff employed by the UHNM Trust have the following responsibilities:

Trust Dress Code

- Trust approved uniform/dress code must be adhered to
- When in clinical areas **all** staff must be bare below the elbow, without wrist watches, stoned rings, wrist jewellery, false nails, nail polish or plaster casts
- No personal bags to be worn during clinical duties

Hand Hygiene

- Decontaminate your hands as the per 'The five moments of hand hygiene'

Own Practice

- Lead by example
- Encourage and praise good practice
- Be prepared to accept advice about your own practice

Decontamination

- Ensure that equipment you have been using or about to use has been decontaminated effectively
- Ensure that you are aware of the Trust approved cleaning products, and follow a safe system of works

Trust Policies

- Ensure that you know and strictly follow relevant Infection Prevention policies for your role and apply standard precautions at all times, which is available in the Infection Prevention Manual on the UHNM intranet

Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality

All staff are responsible for ensuring they are familiar with and adhere to the Trust's policies, procedures and guidelines with regards to the Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality. This includes confidentiality, information security, cyber security, secondary use and management of records.

Staff have a responsibility in protecting the "rights and freedom" of natural persons (i.e. live individuals) and to ensure that personal data is not processed without their knowledge, and, wherever possible, that it is processed with their consent. Processing includes holding, obtaining, recording, using and disclosing of information and applies to all forms of media, including paper and images. It applies to both patient and staff information

Hence staff must ensure confidentiality is maintained at all times, data is recorded accurately and you only access this information as part of your job role

Safeguarding Children, Young People and Adults with care and support needs

All staff are responsible for ensuring that they are familiar with and adhere to the Trusts Safeguarding Children and Adults policies, procedures and guidelines. All health professionals who come into contact with children, parents, adults with care and support needs and carers in the course of their work have a responsibility to safeguard and promote their welfare as directed by the Children Acts 1989/2004 and the Care Act 2014. Health professionals also have a responsibility even when the health professional does not work directly with a child or adult with care and support needs but may be seeing their parent, carer or other significant adult.

All staff are required to attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to their role

This job description is not intended to be an exhaustive list and may be subject to change from time to time. All documents referred to throughout this Job Description can be found on the Trust's intranet, or alternatively copies can be obtained from the Human Resources Directorate

Job Title: Operational Manager - Person Specification

	Specification	Criteria		Evidence
		Essential	Desirable	
Essential Qualifications	<ul style="list-style-type: none">• Educated to degree level or equivalent professional qualification• 1st level Registered Nurse/Registered Midwife.• Active on the Nursing and Midwifery Council (NMC) register.• Evidence of higher level study at Masters Level; or alternatively working knowledge and experience at an equivalent level• Professional training delivery qualification or equivalent experience of delivering and facilitating in challenging environments.	<div>✓</div> <div></div> <div></div> <div>✓</div> <div>✓</div>	<div></div> <div>✓</div> <div>✓</div> <div></div> <div></div>	
Knowledge, Skills,	<ul style="list-style-type: none">• Evidence of leading and delivering change through others	<div>✓</div>		

Training and Experience	<ul style="list-style-type: none"> • Experience of leading an NHS service 	✓		
	<ul style="list-style-type: none"> • Examples of delivering emergency models 	✓		
	<ul style="list-style-type: none"> • Proficient in the use of Microsoft office: Word, Excel, access and Power-point 		✓	
	<ul style="list-style-type: none"> • Professional clinical knowledge and experience of working in multi-disciplinary teams, providing drugs rounds, and with different levels of patient acuity and co-morbidities . 	✓		
	<ul style="list-style-type: none"> • Able to hold others to account for agreed targets 	✓		
	<ul style="list-style-type: none"> • Creates and promotes opportunities for others to contribute and to develop 			
	<ul style="list-style-type: none"> • Able to shape and implement a vision for future service development 	✓		
	<ul style="list-style-type: none"> • Evidence of effective team working to deliver and improve services. 	✓		
	<ul style="list-style-type: none"> • Ability to critically analyse complex information and evaluate a range of options to identify service improvements 	✓		
	<ul style="list-style-type: none"> • Exhibits energy and resilience to drive through results 			
	<ul style="list-style-type: none"> • Ability to adapt personal style in order to influence others and gain support for ideas. 	✓		
		✓		

	<ul style="list-style-type: none"> • Ability to apply lateral thinking to identify solutions to critical issues and the ability to take qualified risks where assessed as necessary ✓ • Evidence of working in partnership with internal and external stakeholders. ✓ • Experience of leading the implementation of service improvement including complex change management programmes at a management level ✓ • Experience of managing risk associated with service change ✓ • Evidence of effective resource management ✓ • Awareness of the NHS agenda at a national and local level ✓ • Able to demonstrate the use of evidence when decision making ✓ • Experience of leading and managing others ✓ • Experience of measuring and evaluating outcomes in order to secure improvement 			
Personal Qualities	<ul style="list-style-type: none"> • Behaves in an open, ethical and professional manner ✓ • Aware of own strengths and limitations ✓ • Able to balance own plans and priorities with those of ✓ 			

	<p>the service and other team members</p> <ul style="list-style-type: none"> • Able to demonstrate a level of personal confidence necessary to overcome barriers • Evidence of diplomacy and ability to deal with difficult situations • Ability to work on own initiative and under pressure to tight deadlines 	<p>✓</p> <p>✓</p> <p>✓</p>		
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