



**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.

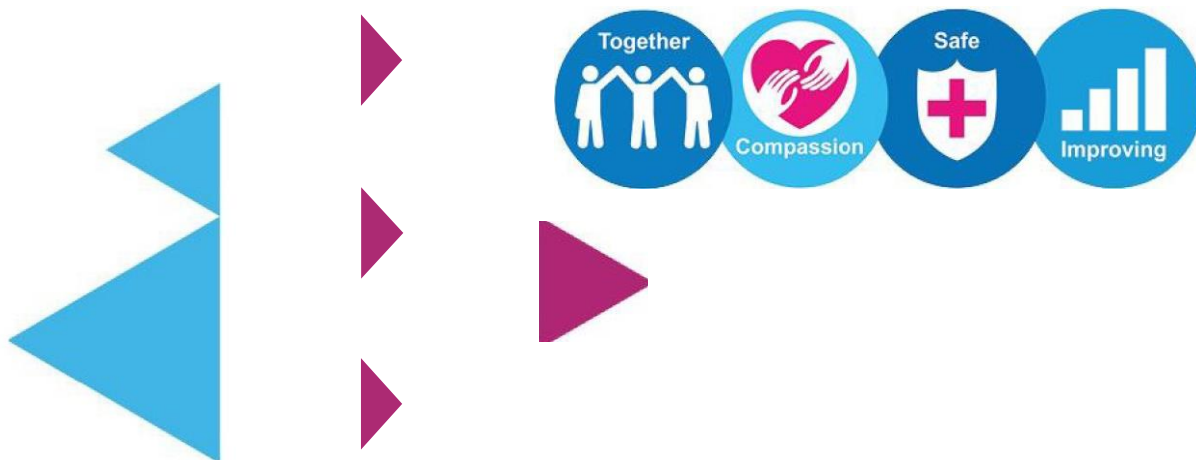
The Trust has around 1,450 inpatient beds across two sites in Stoke-on-Trent and Stafford. Our 11,000 strong workforce provide emergency treatment, planned operations and medical care from Royal Stoke University Hospital and County Hospital in Stafford.

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 at 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: Womens, Children's and Clinical Support Services

Job Title: Deputy Directorate Manager

Band: Band 7

Location: Royal Stoke University Hospital

Hours: 37.5 hours

Managerially accountable to: Directorate Manager

Professionally accountable to: Maternity,

Gynaecology & Neonates

Role Summary

To support the Directorate Management Team, as directed by the Directorate Manager, Clinical Director and Directorate Manager, in the efficient and effective deployment of resources across the Directorate in order to deliver continually improving high quality patient care with the resources available.

To provide operational delivery of designated modalities and specialties within the Directorate and to support the management of specific projects and initiatives as directed by the Directorate Manager.

To work with other Directorates and Divisions to ensure the achievement of Directorate, Divisional and corporate strategic objectives within the Improving Together performance

Key Areas/Tasks

- To support the monitoring of the performance of the Directorate against its agreed objectives and to be responsible for ensuring corrective action where performance is not in accordance with objectives
- To support the operational delivery of services to meet the requirements of the Service lines by using and adopting the Improving together performance management framework
- To ensure systems are developed to monitor Directorate performance in relation to national and local standards such as the management of waiting lists and waiting times, patient standards and Clinical Governance
- To ensure that an effective infrastructure is in place to support audit and review across the Directorate
- To support patient access and the effective flow of patients through the respective services of the Directorate including, elective and non-elective inpatients, day cases, emergency portals and outpatient clinics, theatres and diagnostic activities.
- To provide information and support to the Directorate Manager in service planning and performance review meetings

- To provide general management support to the Directorate Manager or Head of Imaging and provide assistance with specific projects as required
- To deputise for the Directorate Manager where necessary and appropriate at designated forums
- To develop standard operating procedures within the Directorate to support effective operational delivery
- The post holder must have the ability to work in a high pressured environment and be able to work to multiple deadlines
- The development and implementation of structures and processes within the service lines to facilitate the embedding of SLM thereby making it business as usual
- To support the Imaging modalities to deliver value for money and the planning and delivery of associated cost improvements
- The post holder must use diplomacy and have the ability to deal with difficult and sometimes sensitive issues
- To support the Directorate Manager / Head of Imaging, to deliver services for patients which meet the requirements of CQC standards and other assessment reviews, including 18 weeks, cancer targets, A&E 4 hour wait etc
- To support the management of complaints within the Directorate in accordance with Trust policy and provide responses to written complaints or meet complainants to resolve concerns with the complaints team when appropriate
- To develop and provide regular activity and performance monitoring reports for all areas within the Directorate, ensuring that these are validated and reflect management information needs
- To assist the Directorate Manager in service development and the formulation of business cases
- The post holder will be required to understand and assist with the information flow throughout the organisation in relation to the Directorate/Modality activity statistics and monitoring. The post holder will be required to utilise qualitative and quantitative to develop metrics against which the performance of the services can be measured
- To develop standard operating procedures for local areas/ departments within the Directorate to support effective operational delivery in line with service improvement processes
- To challenge in a positive manner current working practices and promote a culture of continuous improvement
- To assist with the preparation and monitoring of all SLAs (service level agreements) with all NHS and non-NHS/ third party organisations, working with the Directorate Manager and Divisional Business Advisor as appropriate
- To ensure, in conjunction with the Directorate Manager, that systems are in place to collect and analyse patient activity data and related financial information
- To assist the Directorate Manager in the day to day management and supervision of staff within the Directorate

- To assist the Directorate Manager / or Clinical Director with staffing issues including workforce planning, recruitment and selection, training and Human Resource Policies
- To assist with ensuring compliance with Health and Safety policies and procedures within the Directorate
- To work with the Directorate Manager to promote a culture of continuous improvement and development
- To line manage the Operational Service Management Team and support them in their duties
- To work closely with cross Divisional and corporate colleagues where necessary in the delivery of the above duties

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

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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

Sustainability



Sustainability and Corporate Social Responsibility are fundamental to the way the University Hospitals of North Midlands NHS Trust (UHNM) work. The Trust has developed a Sustainable Development Management Plan (SDMP): '*Our 2020 Vision: Our Sustainable Future*' with a vision to become the most sustainable NHS Trust by 2020. In order to achieve this, we need the support of all staff. As a member of staff, it is your responsibility to minimise the Trust's environmental impact and to ensure that Trust resources are used efficiently with minimum wastage throughout daily activities. This will include minimising waste production through printing and photocopying less, reducing water waste and when waste is produced, it is your responsibility to segregate all clinical waste correctly and recycle. Switch off lights and equipment when not in use, report all faults and heating / cooling concerns promptly to the Estates Helpdesk and where possible minimise business travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

SWITCH to a Sustainable UHNM is a campaign that focuses on the sustainability of the Trust and how we can use resources more effectively to provide better patient care, improve our health and work place. SWITCH is looking to recruit as many Champions as possible to help to bring the campaign to colleagues in their departments / wards and bring SWITCH to life. If you are interested in becoming a SWITCH Champion please contact switch@uhns.nhs.uk

Disruptive Incident & Business Continuity

The Trust needs to be able to plan for, and respond to a wide range of incidents and emergencies that could affect health or patient care. These could be anything from severe weather to an infectious disease outbreak or a major transport accident.

All staff are required to have an awareness of the Trust's business continuity arrangements,

as a minimum. All staff will be required to;

- To know how to identify a business continuity incident and the method for reporting;
- To have an awareness of local business continuity arrangements;
- To participate in awareness, training and exercises, as required;

In the event of a disruptive incident, all Trust employees will be required to attend work if they are fit and well and able to do so in line with a Trust risk assessment. Those who are clinically qualified will be required to work flexibly across the Trust to meet the service need in clinical areas. This will include front line clinical staff who will be expected to cover alternative duties as and when required in order to ensure that all essential services are maintained.

Signed Employee _____ Print _____ Date _____

Signed Manager _____ Print _____ Date _____

Deputy Directorate Manager

Person Specification

	Specification	Criteria		Evidence
		Essential	Desirable	
Essential Qualifications	<ul style="list-style-type: none"> Educated to Degree Level or equivalent level of experience 	✓		Application Form
	<ul style="list-style-type: none"> Diploma/Degree in Management or health related subject 		✓	Application Form
Knowledge, Skills, Training and Experience	<ul style="list-style-type: none"> Significant experience of working in an acute Trust in a management role 		✓	Application Form
	<ul style="list-style-type: none"> Operational & management skills 	✓		Application Form / Interview
	<ul style="list-style-type: none"> Diplomacy and ability to deal with difficult situations 	✓		Application Form / Interview
	<ul style="list-style-type: none"> Leadership and team building skills 	✓		Application Form / Interview
	<ul style="list-style-type: none"> Ability to work in a high pressured environment & work to deadlines 	✓		Application Form / Interview
	<ul style="list-style-type: none"> Able to develop strong multi-disciplinary relationships 	✓		Application Form / Interview
	<ul style="list-style-type: none"> Excellent communication skills, oral & written 	✓		Application Form / Interview
	<ul style="list-style-type: none"> Ability to develop and deliver action plans in relation to the NHS agenda 	✓		Application Form / Interview
	<ul style="list-style-type: none"> Able to positively influence to ensure effective and efficient 	✓		Application Form / Interview

	<p>delivery of service</p> <ul style="list-style-type: none"> • Awareness of Trust policies & procedures • Computer literacy • Awareness of NHS plan access Targets • Ability to present complex information to a wide ranging audience • Knowledge of the business planning process. • Knowledge of workforce planning • Knowledge of NHS HR processes and systems 	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p>	<p>Application Form / Interview</p> <p>Application Form / Interview</p> <p>Application Form / Interview</p> <p>Application Form / Interview</p> <p>Application Form / Interview</p> <p>Application Form / Interview</p> <p>Application Form / Interview</p>
Personal Qualities	<ul style="list-style-type: none"> • Enthusiastic and committed to service improvement. • Ability to work as part of a team. • Ability to engage with multidisciplinary team. 	<p>✓</p> <p>✓</p> <p>✓</p>		<p>Interview</p> <p>Interview</p> <p>Interview</p>