

Job Description

Job title	Assistant Service Manager – Orthodontics
Band	7
Reports to	Service Manager, Head & Neck and Specialist Medicine
Accountable to	Divisional Director of Operations, Family and Surgical Services Division
Directorate	Family and Surgical Services Division
Department	Head & Neck and Specialist Medicine

JOB PURPOSE

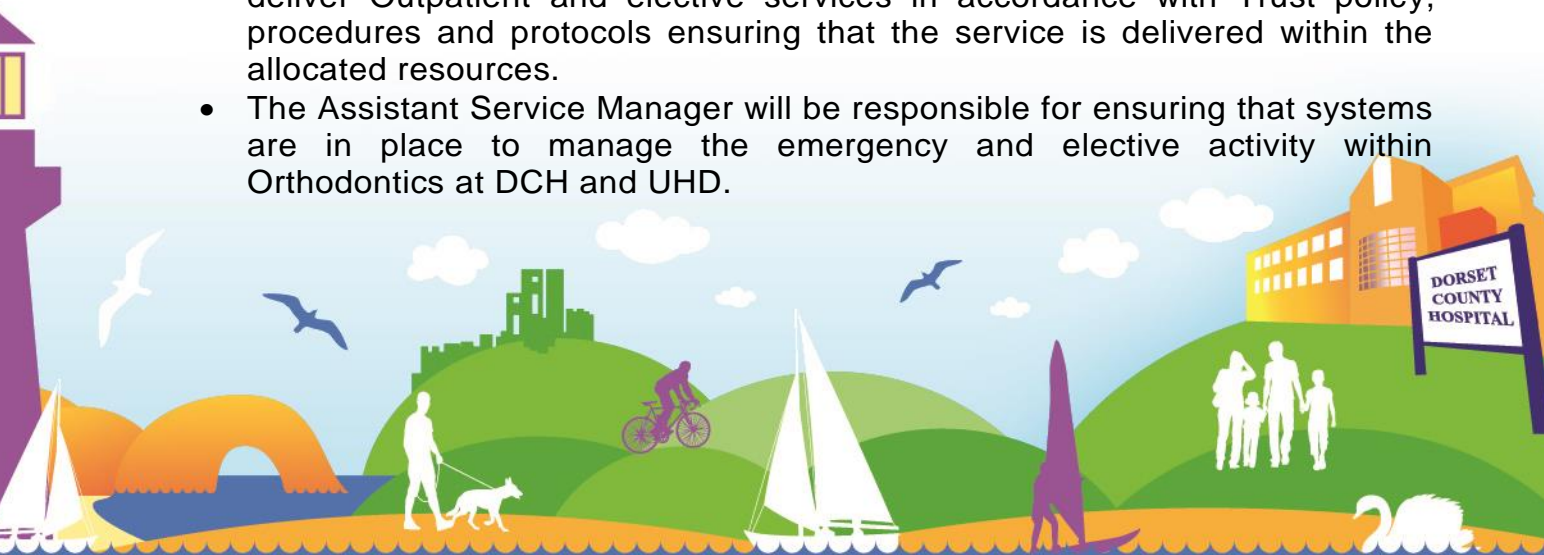
- To provide leadership and day to day management focusing on the delivery of the Orthodontic service.
- To provide line management to medical and administrative staff within Orthodontics at both Dorset County Hospital NHS Foundation Trust (DCH) and support to University Hospital Dorset NHS Foundation Trust (UHD).
- To work collaboratively with the Orthodontic multi-disciplinary team in the delivery of all aspects of evidence based patient centred care in a safe, effective environment.
- To improve the quality of care provided for all services, specifically to Orthodontic patients visiting the department ensuring a timely access to treatment where necessary.
- Develop and maintain standards of the quality of care in line with national performance targets and trust initiatives and policies.
- Regular audits of the service will be undertaken and changes made as a result of these.
- To work with and support the Service Manager, Clinical Lead, Divisional Director of Operations, Divisional Director, Managers and Heads of Service to provide cohesive management team for the service.
- To undertake tasks as assigned by the Clinical lead for Orthodontics.

FREEDOM TO ACT

The post holder will be required to work autonomously with minimal supervision, managing own workload and schedule. They will be required to uphold the code of their professional regulator and to abide by Trusts policies and procedures.

1. DIMENSIONS

- To work collaboratively across both DCH and UHD sites to ensure the Orthodontic service is delivered effectively and in accordance with Trusts policies.
- To work collaboratively with all the departmental team at DCH and UHD to deliver Outpatient and elective services in accordance with Trust policy, procedures and protocols ensuring that the service is delivered within the allocated resources.
- The Assistant Service Manager will be responsible for ensuring that systems are in place to manage the emergency and elective activity within Orthodontics at DCH and UHD.



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2. COMMUNICATION AND WORKING RELATIONSHIPS

The post holder will:

- Be expected to communicate with staff at all levels throughout the organisations and external agencies as well as patients, visitors and the general public.
- Contribute to the service delivery meetings.
- Is required to communicate highly sensitive, complex, contentious information to staff at all levels within DCH and UHD.
- Will be required to communicate highly sensitive information about performance and changes within the service.
- Will be required to make formal presentations; this will be on an infrequent basis.
- Manage complex issues relating to equipment, incidents, accidents, complaints and defects in supplies.
- Require motivational, negotiating, persuasion, empathising, counselling and reassurance skills.
- Liaise with and provide relevant information to other members of the multi-disciplinary team at DCH and UHD, to ensure that patients attending the departments receive high quality care.
- Be able to overcome communication barriers with patients and the general public displaying emotional crisis, vulnerability, verbal/physical aggression, learning difficulties and language barriers.
- Have the ability to cope with frequently challenging, diverse and stressful situations.
- Practice and demonstrate the ability to manage own workload as well as supervising junior colleagues.
- Be required to investigate complaints, risk events and grievances in a timely, sensitive manner.



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Family Services & Surgery Division

Care Group 2 – Head & Neck and Specialist Medicine Directorate

ORTHODONTIC DEPARTMENT (DCH)

Division Director

Audrey Ryan

Divisional Director of Operations

Stuart Coalwood

Deputy Divisional Director of Operations

Catherine Aberly-Williams

**Assistant Service Manager
(Orthodontic Lead)**

This Post

Clinical Director

Bruno Kenway

Service Manager

Jon Fox

Business Manager

Megan Homer

Matron

Gemma Harris

**Consultant Orthodontist
and Clinical Lead**

Pamela Ellis

**Consultant
Orthodontist**

Rebecca Bradley

**Consultant
Orthodontist**

Vacancy

**Speciality
Doctor**

Carmel O'Kane

**Locally Employed
Dentists**

Hiraa Javed
Ruwandi Weerasinghe
Rania O'Beid

**Orthodontic
Therapists**

Vacancy
Fae Hewitt
(Student)

**Dental
Hygienist**

Josey Gifford

**Laboratory
Manager**

Georgina Carley

**Oral Health
Educator and
Lead Nurse**

Tracey Blackford

Ortho Nurses

Lin Stead
Heather Moynehan
Sierra Smith
Anna Czernicka
Chelsea Crosse

**PA to Clinical
Lead/Team Leader**

Hazel Donoghue

Secretary

Emma Skeldon

**Receptionists /
Admin Support**

Laura Elliott
Lucy Prowse
Steph Ward
Miloni Mehta

Specialist Technician

Kelly Tuplin

Apprentice Technicians

Hugh Love
Sam Templeton

Bank Nurses

Pauline Bull
Amy Wilson
Carmel Rafferty
Kim Thomas

3. KEY RESULT AREAS

Responsibility for Patients

- To be accountable for the management of staff who deliver a patient care service
- To be required to provide indirect services to patients, client's relatives or carers.
- To be required to directly assist patients, clients and/or relatives on rare occasions.

Responsibility for Policy and Service Development

- To work within the Trust guidelines and policies and implement policies and service developments within their own service.
- Work with the Service Manager, Matron, Clinical Lead, Head of Service and Divisional Director to ensure that a strategy and plan is developed to meet and enhance clinical governance and quality standards within the department are achieved.
- To work with the Service Manager in the development of the outpatient service at DCH and UHD, implementing change in order to improve the service.
- To facilitate in the development and updating of departmental policies in line with Trust policy.
- Work within the clinical governance framework.
- Liaise with Trust and other organisations to meet the changing needs of the department.

Responsibility for Financial and Physical Resources

- Be responsible for the Orthodontic departmental budget.
- Work with Finance department to provide appropriate financial and activity information.
- Ensure delivery against local and national targets.
- To be responsible for ensuring that capacity required to deliver the service is available and provided in a timely way.
- Understand and monitor the department establishment, ensure efficient roster management and authorise payments for staff.
- Maintain stock and resources with due regard to departmental requirements and budgetary controls.
- Ensure stock levels are maintained and equipment in good working order.

Responsibility for Staff

- Direct staff to the suitable professional for advice as appropriate.
- Facilitate open communication channels to encourage effective team building and development both within and outside the departments at DCH and UHD.
- Support/ Manage duty rotas to maintain adequately skilled staff in the department at DCH and UHD.
- Support the Clinical Lead for Orthodontics in medical staff management, in particular implementation of job plans, recruitment and ensuring rotas are adequately staffed and EWTD compliant at DCH and UHD.
- Participate in the recruitment, appointment and induction of new staff at DCH and UHD.
- Ensure that all staff maintain essential skills compliance.
- Ensure all staff receive annual appraisals.
- Participate in risk assessment as required to ensure that the health and safety of staff and patients is maintained at all times.
- Management of all staff as detailed in the structure in line with all relevant staff policies; including appraisals, sickness absence, disciplinary and grievance matters, recruitment and selection, personal and career development at DCH and support at UHD.

Responsibility for Information Resources

- Retrieve information from computer systems and medical records and interpret accurately at DCH and UHD.
- Ability to access information from Trust intranet system at DCH and UHD.

Responsibility for Research and Development

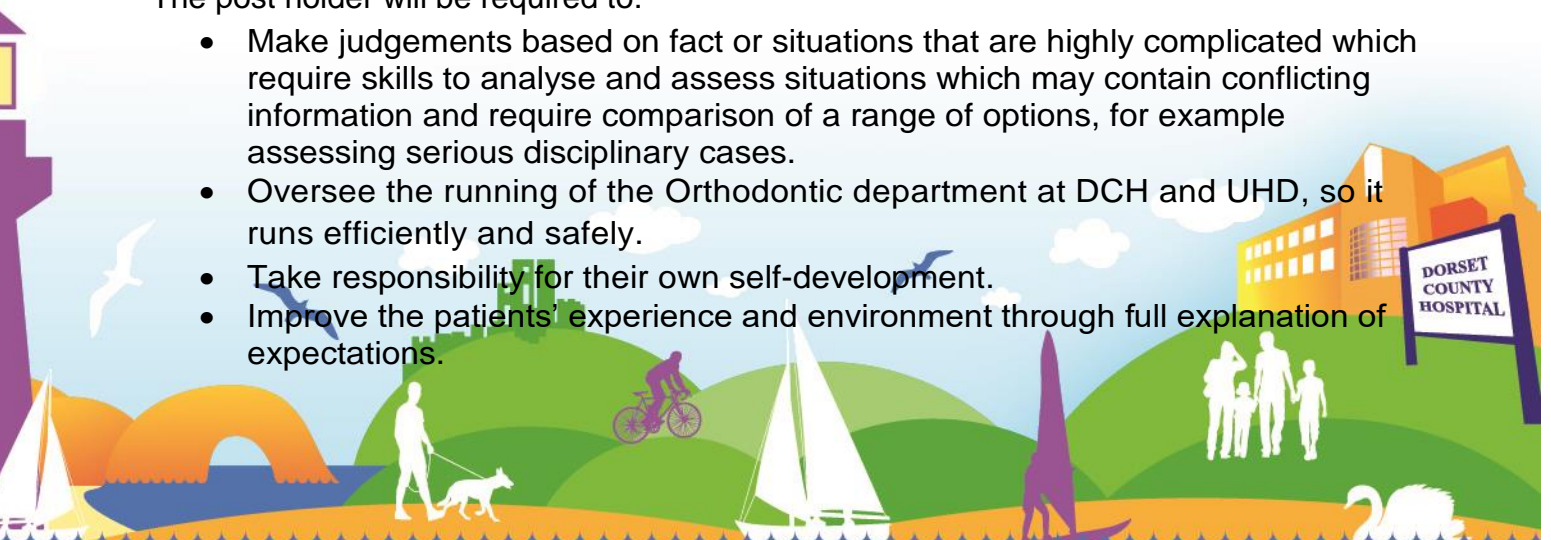
The post holder will be required to:

- Participate in regular reviews of protocols and procedures and instigate changes in practice if appropriate and in line with trust guidelines at DCH and UHD.
- Engage in the development of services by attending relevant meetings supporting and influencing change at DCH and UHD.

Analytical & Judgement Skills

The post holder will be required to:

- Make judgements based on fact or situations that are highly complicated which require skills to analyse and assess situations which may contain conflicting information and require comparison of a range of options, for example assessing serious disciplinary cases.
- Oversee the running of the Orthodontic department at DCH and UHD, so it runs efficiently and safely.
- Take responsibility for their own self-development.
- Improve the patients' experience and environment through full explanation of expectations.



- Present evidence to support the delivery of improved patient care, improved clinical outcomes and efficient use of clinic time.
- Seek professional advice from the specialty, Consultants and other members of staff at DCH and UHD.

Planning & Organisational Skills

The post holder is required to:

- Manage time effectively to maintain high standards of care within the department at DCH and UHD.
- Be responsible for organising their own day to day work. This can include planning a number of complex activities or work planning. There will be a need to allocate and re-allocate tasks, situations or staff on a daily basis to meet requirements of the services. This may need to include managing time to work at both DCH and UHD sites.

Physical Skills

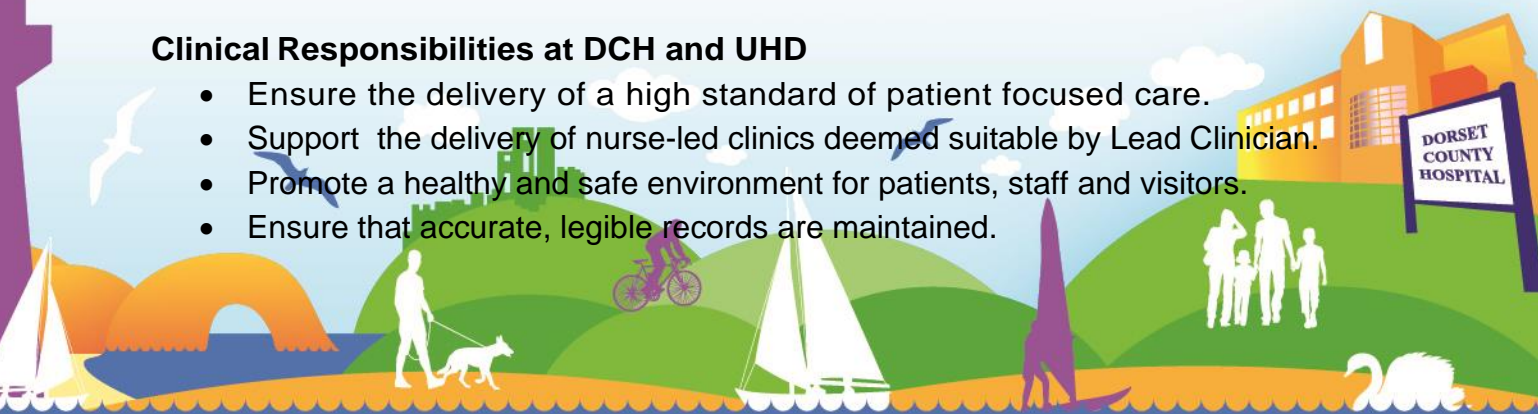
- The Assistant Service Manager will be required to have standard keyboard skills.

Management and Leadership

- To establish and maintain effective working relations with all members of the multi-disciplinary team and promote a multi-disciplinary approach to education, learning and development to ensure the delivery of high quality patient care at DCH and UHD.
- You will demonstrate effective leadership skills at all times and have the courage to challenge performance, practice, attitudes and behaviours that breach the principles of the Trust values and beliefs and the Trust policies at DCH and UHD.
- Provide timely, accurate, relevant and concise information to the multi-disciplinary team, both internally and externally to the organisations who are involved with the provision of care at DCH and UHD.
- To participate in the recruitment and selection of nursing staff at DCH and UHD.
- To contribute to staff development through the Trust appraisal / personal development plan at DCH and support at UHD.

Clinical Responsibilities at DCH and UHD

- Ensure the delivery of a high standard of patient focused care.
- Support the delivery of nurse-led clinics deemed suitable by Lead Clinician.
- Promote a healthy and safe environment for patients, staff and visitors.
- Ensure that accurate, legible records are maintained.



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4. ENVIRONMENT AND EFFORT

Physical Effort

- The Assistant Service Manager will be required to sit, stand and walk with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods of time.

Mental Effort

- There will be occasional requirement for concentration.
- The workload is unpredictable.

Emotional Effort

- The Assistant Service Manager may be exposed to emotionally demanding situations on an infrequent basis, such as communicating with patients, disciplinary or grievance matters.

Working Conditions

- The Assistant Service Manager will occasionally be exposed to unpleasant working conditions when visiting staff in clinical locations.



5. <u>OCCUPATIONAL HEALTH HAZARD EXPOSURE ASSOCIATED TO THE POST</u> (Please tick as appropriate)				
Patient contact	√ ✓✓	Lone working	Working in isolation	
Passenger / Client Transport		Exposure prone procedures	Patient Handling	
Strenuous Physical Activity		DSE user (defined in DSE Regs)	Confined Spaces	
Night working		Food Handling / Preparation	Working at heights	
Working with vibratory tools		Noisy Environment Working	Safety Critical Work	
Working with respiratory irritants (including latex)			Please specify - latex	
Working with substances hazardous to health			Please specify	
Other			Please specify	

6. HEALTH AND SAFETY

Under the Health and Safety at Work Act 1974, as an employee, you must take reasonable care for the health and safety of yourself and for other persons who may be affected by your acts or omissions at work. The Act also states that you must not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare.

You are also required to make yourself aware of the Trust's health and safety policies and to report any accidents/incidents.

7. EQUAL OPPORTUNITIES

Dorset County Hospital NHS Foundation Trust is committed to the development of positive policies to promote equal opportunity in employment. All employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the Trust.

8. CONFIDENTIALITY

Confidential and personal information related to staff, patients and Dorset County Hospital NHS Foundation Trust must not be disclosed within or outside the place of work, except in the proper discharge of duties.

