

Job Description

Job Title:	Outpatient Unit Manager: Outpatients Administration
Base:	Great Western Hospital
Grade:	Band 4
Reporting to:	Operations Manager

Our Values

Our STAR values are at the heart of everything we do. You can expect to see them in the way we act and the way we treat each other. Our values make us who we are.

- Service** We will put our patients first.
- Teamwork** We will work together.
- Ambition** We will aspire to provide the best service.
- Respect** We will act with integrity.

Main Purpose of the Job

To lead on the day-to-day management of unit teams and serving multiple specialties, supporting the Operations Managers to deliver key performance indicators and service standards and developments.

To provide first line management of the Administration unit, with responsibility for performance, workload management, policies and procedures, standards of customer care and quality.

In liaison with the Operations Managers, responsible for ensuring the appropriateness of the services and that the performance management requirements of the Trust are met. In particular financial expenditure targets, cost control, quality, and activity targets.

Main Responsibilities and Duties

Performance Management

1. Operationally responsible for the delivery of the key performance indicators for the Outpatients Unit, in line with divisional and organisational goals and targets, including delivery of national targets like 18-weeks Referral to Treatment, Slot Utilisation and Clinic Template Management.
2. Operationally responsible for delivery of analysis, implementation and monitoring of departmental procedures liaising with other management groups & departments to ensure processes meet the needs of services, divisions, and the organisation.
3. Organise and liaise with heads of service that reside within clinical unit on a weekly basis and make recommendations to support the smooth delivery of their service to patients while demonstrating outpatients' delivery to service level agreement (SLA).

4. Ensure that great service is provided within clinical unit and that patient feedback is gathered locally, analysed and improvement plans are in place to increase the patient satisfaction experience.
5. Responsible for the standard and quality of the Administrators, requesting, analysing, and acting on information relating to general performance activity and quality, and taking corrective action where appropriate to meet the required standards or improve quality.
6. Responsible for daily monitoring of access and waiting times targets, putting in place remedial plans to ensure target breaches are mitigated or avoided.
7. Ensure the validation of long waiters weekly for each specialty within clinical unit and that patients are booked according to chronological and clinical need, in compliance with the Trust's Elective Access, Booking and Choice of Day Policy. This "green light" status to be communicated to head of service when completed.
8. Responsible for communication between the inter-disciplinary teams so that there is a smooth flow of information and key service, divisional or organisational messages are received and understood.
9. Responsible for monitoring and acting upon performance reports such as direct mail rejections, e-referral activity and waiting list management.
10. Responsible for the management and development of the e-Referral Service, liaising with internal and external users to promote the use of electronic referrals throughout the Trust.
11. Ensure that Trust's resources are fully utilised through effective booking of all clinics within the Booking Centre unit and KPIs are met in this regard.
12. Ensure that patient quality is delivered through patient wait times and monitored calling and training/coaching is provided to improve booking centre standards where required.

Staff Management

13. Responsible for line management of non-clinical admin staff, including recruitment and retention, appraisal and one to one meetings, and disciplinary, performance, attendance, grievance matters. Ensuring compliance with Trust-wide policies and procedures are maintained.
14. Responsible for induction, training, and development of all administration staff within span of control, identifying training needs and developing plans to ensure staff knowledge and skills remain at the appropriate level to deliver the expected standards for their roles.
15. In conjunction with the Operations Manager, responsible for ensuring staff performance is maximised by working on innovations, efficiency savings and service changes.
16. Developing team morale and motivation through effective personal leadership, ensuring views and decisions are communicated both up and down the management structure.
17. Maintaining accurate records of administration staff for annual leave, sickness, one to one meetings, appraisals, and mandatory training.

Quality, Finance and Policy Standards

18. Responsible for managing the administration resource, ensuring its utilisation is financially viable and spend is appropriate and controlled.
19. Representing Outpatients Unit by providing a high-quality customer care for patients and others, acting as first point of contact for any enquiries from patients, staff, service users and any external agencies such as GPs or residential homes.
20. Accountability for investigations and responses to complaints and incident reports in line with Trust policy and implementing any consequent action plans within clinical unit.
21. Ensuring that services are managed within budget and opportunities for savings are identified.
22. Assisting with implementation of service redesign and change management, focusing on a patient centred approach to delivery, liaising with the Operations Manager and Clinical Services Manager to support and contribute to improving and developing Outpatient Services.
23. Assisting with workforce reviews and implementing plans to reflect changes in short and long term service needs.
24. Responsible for establishing and maintaining excellent communication with key working partners across departments and divisions. Ensuring that their needs and views are considered in the planning and monitoring of department's activities.
25. Responsible for policy implementation for the clinical unit.
26. Responsible for monitoring compliance with information governance and other mandatory policies relating to administrative work.
27. Deal sensitively with patients on the telephone, especially when dealing with issues of a highly sensitive nature. Support and calm patients who are anxious and complaining about the service they have received, ensuring that all barriers (patients who are hard of hearing/patients who do not have English as their first language) are overcome and that patients are not left anxious or distressed.
28. Communicate effectively to persuade and influence senior clinical staff to support required objectives.
29. Responsible for coordinating patient information and clinic documentation, using patient and staff feedback to ensure information and literature is accurate and appropriate.

General Management

30. Follow all relevant departmental Standard Operating Procedures on all functions and tasks related to this role.
31. Take responsibility for informing your line manager, departmental managers, or senior managers of any concerns you have regarding workload or timescales to complete your work.
32. Create clinic templates and ensure that they are uploaded in a timely manner to enable for the unit admin team to fully book/utilize.
33. Deputise for the Operations Manager on delegated tasks and responsibilities, as required.

- 34. Driving team morale and motivation through effective personal leadership, ensuring views and decisions are communicated both up and down the management structure.
- 35. Follow Trust policy on IT usage, information governance and patient confidentiality, ensuring all patient or person identifiable information is collected, securely filed, or disposed of daily and appropriately.
- 36. Provide cover for colleagues by being flexible to work in other areas of Outpatients Administration.
- 37. Responsible for effective communication between inter-disciplinary teams so that there is a smooth and timely flow of accurate information.
- 38. Take responsibility for the induction of new admin staff including training and competency development.

Flexibility

This job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This role profile is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and on-going discussions with the designated manager.

Supplementary Information

This job description should be read alongside the Supplementary Information provided on NHS Jobs for applicants and alongside the Employee Handbook for current staff members.

Person Specification

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Base:	Great Western Hospital

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and by your referees.

Criteria	Essential	Desirable
STAR Values	We will expect your values and behaviours to reflect the STAR Values of the organisation: Service - We will put our patients first. Teamwork - We will work together. Ambition - We will aspire to provide the best service. Respect - We will act with integrity	
Education, Qualifications and Training	<ul style="list-style-type: none"> GCSE3 or above including Maths and English NVQ 4 or equivalent in relevant subject or equivalent experience and knowledge in a similar role. Evidence of formal management development Evidence of continuing professional development Willingness to undertake NHS specific IT system training including CareFlow clinic template maintenance, case note tracking, patient transport system, RPA Automations Evidence of Health & Safety training 	<ul style="list-style-type: none"> ECDL qualification or other formal IT training / qualification Project management training, e.g. PRINCE 2
Experience	<ul style="list-style-type: none"> Evidence of significant administrative experience within a customer focused environment. Evidence of successful staff management including performance, recruitment, training, and absence management Evidence of successful process design and implementation Experience and understanding of outpatient services and performance indicators. Experience in implementing NHS policies and guidelines relevant to outpatient services/or equivalent. Proven experience of developing administrative processes, analysing information, and report writing 	<ul style="list-style-type: none"> Past experience of working in an area specialising in healthcare appointment making. Experience of managing projects.

Knowledge and Skills	<ul style="list-style-type: none"> • Able to prioritise workload of self and others, and work without direct supervision. • Able to act on own initiative and deal with non-routine and sensitive issues. • Demonstrate excellent management techniques and skills. • Demonstrate performance management across administrative teams. • Demonstrate excellent computer skills in Excel and Word including accurate typing. • Able to analyse data and produce relevant reports and documentation. • Able to remain calm and helpful in an unpredictable and difficult environment. • Experience of resolving issues proactively using analytical skills, interpersonal skills, communication, influence, and persuasion. • Able to forward plan and forecast, using resources to meet demand. <p>Able to create, produce and use reports in a variety of Microsoft Office IT systems.</p>	<ul style="list-style-type: none"> • Use of PRINCE 2 software or other project management planning systems/tools
Other Job-Related Requirements	<ul style="list-style-type: none"> • Driven to achieve. • Self-motivated • Good time management • Able to inspire and motivate others • Demonstrate a professional, friendly, and flexible approach to patients, colleagues, and workload. • Able to use own judgement to make department/service-based decisions. 	<ul style="list-style-type: none"> • Willing to work in other areas of the Trust or Trust-wide as and when required to do so.