

# North Bristol NHS Trust

Exceptional healthcare, personally delivered

## Job Description

### Job Details

Job Title: Support Manager for Neurosurgery and Spines

Grade: 5

Department: Cluster 1 – Neurosurgery, Spines, and Pain Services

Directorate: NMSK

Location/Base: Gate 6 offices – Level 2

### Job Summary

The post holder will have responsibility for ensuring that the waiting time targets for both inpatients and outpatients within the department of Neurosurgery and Orthopaedic Spines at North Bristol Trust are achieved with the support of the Performance and Operations Manager. This will involve ensuring agreed policies and protocols relating to waiting list management are in place and utilised within the directorate to ensure an effective and efficient service able to treat patients according to both clinical priorities and Government targets.

The post holder will be responsible for the implementation of new electronic systems in the department and training staff members.

The post holder will be responsible for the management of a large administrative and clerical team and support the Performance & Operations Manager and General Manager in the smooth running of department.

## Organisation Chart/Accountability

Divisional Operations Director



General Manager



Performance & Operations Manager



Support Manager (This role)



Neurosurgery & Orthopaedic Spinal Admin & Clerical Team

## Knowledge, Training, Experience And Skills Required

The following is essential to enable the post holder to carry out the role efficiently.

- Previous waiting list management within the NHS.
- Management of administrative staff.
- Understanding and awareness of key issues affecting the NHS.
- Understanding the context and importance of the Patient Access Policy.
- Administrative experience in a busy, customer focused environment.
- Experience of working as part of a team in a multi-disciplinary environment.
- Excellent organisational skills and meticulous attention to detail.
- Ability to work under pressure.
- Ability to prioritise own workload and work to tight deadlines.
- Ability to organise and chair team meetings.
- The ability to challenge colleagues when necessary.
- Good verbal and written English.

## Main Duties & Responsibilities Of The Post

### Staffing

- Ensuring the administrative workload within the department is within acceptable levels and fairly distributed within a nominated team.
- To discuss and plan with the senior management team any proposal to review the administrative and clerical staff structure within the department.
- To provide effective leadership in order to promote a high quality and motivated team.
- Ensuring all clerical and administrative staff within the department has an annual appraisal and personal development plan.
- To identify and meet any training needs arising from these appraisals.
- Co-ordinating annual leave for clerical and administrative staff in a planned and constructive manner.
- Monitoring and managing absences and the provision of absence data to the Department of Human Resources.
- To be able to identify poor performance across administrative and clerical staff and to be able to effectively resolve problems or situations that may arise.
- The agreement to use and the booking of Bank Staff.
- To lead in the recruitment, orientation programme and training of staff as required.
- Completing monthly timesheets and sickness returns for staff.
- To lead the monthly administrative department meeting.

### Performance/waiting lists

- Responsibility for the management of waiting lists within a set area of the department.
- Ensuring agreed policies and protocols relating to waiting list management are in place and utilised within the department to ensure an effective and efficient service able to treat patients according to clinical priority, Government targets, contractual requirements, timetables and surgeon and bed availability.
- To review funding for Welsh patients to ensure it is confirmed before progressing with treatment.
- To monitor the capacity/demand for clinics and theatre slots to ensure efficient use and flexibility when demand is high.
- To ensure processes are in place for the early identification of problems relating to the management of numerous waiting lists.
- To meet on a regular basis with the Performance and Operations Manager to discuss departmental issues.
- To provide management support and advice to outpatient clerks in relation to dealing with patient queries and providing information to ensure all patients are treated in a fair and timely manner.
- Responsible for co-ordinating outpatient clinics, their development, and changes to setup. To include:
  - Ensuring capacity in clinics is maximised.
  - Ensuring all patients are seen within required trust waiting time targets.
  - Creating templates for new clinics and liaising with key parties to implement them.
- To meet with and update the Performance and Operations Manager on a regular basis of the outpatient waiting list situation and identify any potential problems or issues.

### Other duties

- To maintain effective communication by holding regular team/department meetings, ensuring the Trust and Department's team briefing system is robust.
- To liaise with the Directorate Financial Accountant to gather financial data as directed by senior management team.
- Participate in Manager of the day rota for Surgical Directorate, including cancelling of patients due to bed availability/theatre overruns.
- To investigate any ad-hoc queries, concerns and complaints made by patients, both in person, on the phone and in writing including cancellations of patients. To assist the senior management team with responding to formal complaints within the Trust's complaints procedure and timescales.
- To promote a safe working environment in respect of Health and Safety and welfare of staff, patients and visitors.
- Investigate AIMS (Accident and Incident Management System) reports taking any relevant action.
- To attend meetings, training and briefing sessions appropriate to the role and take notes as required for feedback to colleagues or formal minutes as appropriate.
- To assist the senior management team with developing the department and the service.
- To undertake any other duties appropriate to the post, as agreed by the senior management team.

### Working Conditions / Effort

The post holder will be ensuring the delivery of targets relating to the Patient Access Policy within a constantly changing environment, therefore flexibility and adaptability will be critical.

The management of administrative and clerical staff.

Excellent interpersonal skills and the ability to guide staff through a change of management programme.

### NBTCARES



NBT Cares. It's a very simple statement; one which epitomises how everybody across our organisation goes the extra mile to ensure our patients get the best possible care.

NBT Cares is also an acronym, standing for caring, ambitious, respectful, and supportive – our organisational values.

And our NBT Cares values are underpinned by our positive behaviour's framework – a framework that provides clear guidance on how colleagues can work with one another in a constructive and supportive way.

## Improving the patient experience through your work

Patients are the most important people in the health service and are at the centre of what we do. Patients and carers are the 'experts' in how they feel and what it is like to live with or care for someone with a particular illness or condition. The patients' experience of our services should guide the way we deliver services and influence how we engage with patients every day in our work.

All staff should communicate effectively in their day to day practice with patients and should support and enable patients/carers to make choices, changes and influence the way their treatment or care is provided. All staff, managers and Board members should work to promote effective patient, carer and public involvement in all elements of their work

We have a duty to involve, engage and consult with patients, carers and families about plans for health facilities and the provision of our services. North Bristol NHS Trust wholeheartedly embraces the principles of patient partnership and has made clear its commitment to involve patients in key aspects of its work.

## Infection control

Compliance with all infection control policies and procedures will form an integral part of the practice of all staff working in a clinical environment. Each staff member will be responsible for familiarising themselves with the Infection Control Manual in the clinical areas and on LINK the Trust's Intranet site. Staff must keep up to date with new policies and subsequent implementation in practice.

Staff must seek support and advice from Infection Control in all instances where cross infection is likely to have occurred or when managing situations involving patients with infections where guidance provided in the Policies is not applicable.

All staff must contact the Occupational Health Dept if they are suffering from any form of infection which may put patients and other staff at risk.

## Commitment to health and safety, no smoking, equal opportunities and harassment and bullying

### Health and Safety/Security

It is the duty of every employee to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

## Commitment to health and safety, no smoking, equal opportunities and harassment and bullying (cont.)

### **No-Smoking Policy**

As an NHS employer, the Trust has a duty to its staff and patients to protect them from the health hazard that smoking represents. Consequently, in line with the public health white paper, *Choosing Health*, the current policy will be that smoking will not be permitted anywhere on Trust property including all buildings, grounds and within leased/owned vehicles of the Trust. This applies to all staff, patients and visitors of the Trust. Failure by staff to comply with this requirement may result in recourse to the disciplinary procedure. Employees also have a responsibility to remind members of the public, visitors and other staff to refrain from smoking on Trust premises and to inform the appropriate manager if they witness repeat non-compliance.

### **Equal Opportunities**

North Bristol NHS Trust has given its full commitment to the adoption and promotion of the key principles of equal opportunities contained within current legislation and the Trust's Equal Opportunities Policy.

All staff hold personal responsibility for the application of this policy on a day-to-day basis and should not undertake any acts of discriminatory practice during the course of their employment. Similarly, all staff have a responsibility to highlight any potentially discriminatory practice to their line manager, human resources department or trade union/professional associations.

Copies of the Equal Opportunities Policy are available in the Personnel Policies and Procedures file in every department and on the intranet.

### **Harassment and Bullying**

We believe that all people, whether staff, patients or visitors, are entitled to an environment in which the dignity of the individual is respected.

We are also firmly committed to promoting an organisational culture which values diversity and equality of opportunity and to preventing discrimination in all aspects of its employment practices and services. We regard harassment and bullying as totally unacceptable forms of behaviour that will not be tolerated or condoned.

## Confidentiality and freedom of information

Information relating to patients' records, diagnosis and/or treatment of patients, staff records, or information concerning contracts, tenders and other commercially sensitive matters etc. are **confidential** and must not be divulged without prior authority other than in accordance with the provisions of the Trust's Policy on raising concerns about Health Care Services as may be amended from time to time. Breaches of confidentiality will result in disciplinary action and may result in dismissal. Managers are also required as a condition of this Contract to represent the views of the Trust in any dealing they may have with Trust employees, their representatives, the media, general public or other organisations in which he/she may come into contact.

However, as a public body, the Trust has a requirement to publish particular information. Therefore, in addition to the above confidentiality requirements you must also comply with all aspects of the law concerned with information handling. For this purpose, the relevant legislation is the Freedom of Information Act 2000. This Act places a legal duty on all staff to comply with the rights of the public to access information. Any altering, destroying or concealing of information held by the Trust with the intention of preventing the legitimate disclosure of all or part of that information will result in disciplinary action, and may result in dismissal.

## Safeguarding

North Bristol Trust are committed to safeguarding and promoting the welfare of children, young people and adults and to protecting them from all risks of harm. The organisation expects all staff to work to national and local children and adult safeguarding policies and procedures. The trust expects all staff and volunteers to be dementia aware and to support the care of people with dementia. All staff are expected to share this commitment and meet the competencies relevant to their role.

## Job Description Agreement

Completed by.....

Authorised by.....

Date.....

*This job description is a guide to the duties you will be expected to perform immediately on your appointment. It is not an exhaustive list, and such duties may well be altered from time to time to meet changes in the Trust's requirements. Any such changes will be commensurate with the grade of the post and will be discussed with the postholder prior to the changes being made*