

WeCare



OurVision

To be a high-performing group of NHS hospitals, renowned for excellence and innovation, providing safe and compassionate care to our patients in east London and beyond.

WeCare about our ambition for excellence

Our WeCare values shape everything that we do, every single day. They are visible in every interaction we have with each other, our patients, their families and our partners.

WeCare about everything from the appointment letters our patients receive, to the state of our facilities when they walk through the door, to the care and compassion they receive when they are discharged. WeCare that the people who join our trust will hold the same values as we do, so our values are embedded within our recruitment and selection processes. WeCare that you feel valued working here, so our values also guide our training and development and performance and talent management. WeCare about working with suppliers that live and breathe our values too.

We have come a long way on our journey to delivering safe and compassionate care. By embracing these values as the way we behave around here, we will achieve our ambition for excellence.

	Value	Key behaviours
W	WELCOMING 	<ul style="list-style-type: none"> Introduce yourself by saying "Hello, my name is ..." Smile and acknowledge the other person(s) presence Treat others as you would wish others to treat you Ensure the environment is safe and pleasant for our patients, our colleagues and our visitors
E	ENGAGING 	<ul style="list-style-type: none"> Get involved in making improvements and bring others with you Encourage feedback from patients and colleagues and respond to it Acknowledge efforts and successes; say thank you Use feedback to make improvements, and empower colleagues to do this without needing to seek permission Appreciate that this may be a new experience for patients and colleagues; help them to become comfortable
C	COLLABORATIVE 	<ul style="list-style-type: none"> Give time and energy to developing relationships within and outside own team Demonstrate pride in Team Barts Health Respect and utilise the expertise of colleagues Know your own and others' part in the plan
A	ACCOUNTABLE 	<ul style="list-style-type: none"> Always strive for the highest possible standard Fulfil all commitments made to colleagues, supervisors, patients and customers Take personal responsibility for tough decisions and see efforts through to completion Admit mistakes, misjudgements, or errors; immediately inform others when unable to meet a commitment; don't be afraid to speak up to do the right thing Do not pretend to have all the answers; actively seek out those who can help
R	RESPECTFUL 	<ul style="list-style-type: none"> Be helpful, courteous and patient Remain calm, measured and balanced in challenging situations Show sensitivity to others' needs and be aware of your own impact Encourage others to talk openly and share their concerns
E	EQUITABLE 	<ul style="list-style-type: none"> Value the perspectives and contributions of all and ensure that all backgrounds are respected Recognise that individuals may have different strengths and needs, and that different cultures may impact on how people think and behave. Be curious to find out Work to enact policies, procedures and processes fairly Be open to change and encourage open, honest conversation that helps foster an inclusive work and learning environment Remember that we all have conscious and unconscious bias; get to know what yours are, and work to mitigate them

1. Job Particulars

Job Title	Central Reception Service Delivery Manager
Reference Number	
Pay Band	Band 6
Location	Pathology Cross site
Reports to	Departmental Lead
Responsible to	Divisional Manager

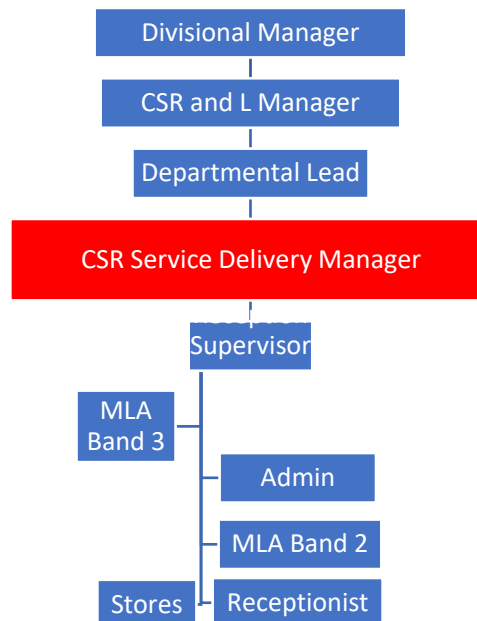
2. Job Purpose

The Central Reception Service Delivery Manager supports the Departmental Lead, Service Manager and Divisional Manager to deliver effective Central Specimen Reception services across all sites in the Pathology Partnership. The Service Delivery Manager will have site(s) based responsibility for managing reception services to agreed KPI's and will work with the Departmental Lead, Service Manager and Divisional Manager to ensure there are effective systems in place for the management of all reception staff.

3. Key Working Relationships

Internal	External
Senior Laboratory staff and supervisors	Other Pathology Disciplines across Barts Health and the Pathology Partnership
Band 2/3/4 MLA staff	Clinical staff across the Trusts
Scientific, clerical and medical staff in Pathology	Porters and delivery drivers GP surgery staff. Commissioners, District General Hospitals, Private Providers, External Networks

4. Structure Chart



5. Main duties and responsibilities

Performance and Systems Management

1. Assist and support the Departmental Lead, Service Manager and Divisional Manager in the smooth running of the service resolving day-to-day management and staffing issues within the Service across four sites.
2. Assist in the implementation of effective processes and procedures to monitor and track performance within the Service
3. Ensure Central Specimen Reception audits are completed and uploaded onto Q pulse in line with the audit schedule and to assist with Pan Pathology audits as requested.
4. Ensure proactive management of specimen pathway issues to ensure all internal and national targets are met, for example, A&E, 60 minute TAT and coordinate and manage processes through teams to ensure compliance.

Communication

1. Develop and maintain effective and appropriate communication networks with other relevant professionals as required.

2. Act as a facilitator in order to manage relationships across the teams, ensure information is passed up stream and relevant and appropriate information disseminated to reception staff.
3. To act as a point of contact for any specimen receipt/ booking in related queries and delegate to supervisors as appropriate.
4. Attend relevant meetings as requested and deputise at key meetings such as Health and Safety, Governance and Quality meetings in the Departmental Lead or Service Manager's absence.

Improving patient pathways

1. Assist in the review of systems and processes within reception and ensure any agreed changes are implemented timely and communicated to staff.
2. To support the reduction of breaches due to poor communication/co-ordination.

Management

1. To manage the Medical Laboratory Assistants and administrative staff within the service, with direct line management responsibility for the Reception Supervisors, ensuring regular 1:1's and team meetings take place.
2. Plan and organise work within the demands of the team.
3. Proactively trouble shoot problems that arise within the service, ensuring a timely resolution and appropriate escalation
4. Anticipate reception staff shortages and take action to minimise the impact of these on service delivery
5. Ensure rota's are completed and distributed in a timely manner and any changes are reflected on the rota and communicated to the reception team and laboratory senior managers where appropriate
6. Ensure health roster is updated in a timely manner and escalate to the Departmental lead or Service Manager if there any requests for leave that need to be approved/declined before the rota is finalised
7. Contribute to writing and reviewing SOPs for the Central Specimen Reception department, assisting in ensuring SOPs are current and up to date in accordance to UKAS requirements.
8. To investigate and close Datix reports, CA/PA's, complaints and contribute to SI/MI reports in preparation for the Departmental Lead or Service Manager to attend meetings on behalf of the department.

9. Ensure audits are completed and recorded on the QMS in line with the departmental audit schedule.
10. To proactively manage HR related issues such as sickness, performance and capability/ conduct issues, maternity and paternity and flexible working applications, escalating to the Departmental Lead where appropriate
11. To manage leave within the department, including special leave alongside the Departmental Lead or Service Manager, in a fair and consistent manner
12. To ensure all staff are compliant with their statutory and mandatory training, have relevant competencies signed off and reviewed regularly and receive an annual appraisal
13. To ensure staff read and acknowledge documents on Q pulse and ensure staff compliance to all relevant policies
14. Assist with the recruiting and induction of reception staff
15. Assist with the management of stock control and deployment
16. Proactively monitor Health and Safety within the department, ensuring all relevant risk assessments are completed; policies, guidelines and requirements are adhered to and issues escalated to the Departmental Lead or Service Manager

Financial management

1. Assist the Departmental Lead and Service Manager with identifying , service development and cost improvement plans.
2. In conjunction with the Pathology management team, contribute to the development and production of the pathology business plan with regard to own Service
3. To monitor and review bank spend and to ensure requests for staff bank are sent to the Departmental Lead timely, ensuring accurate temporary staffing levels are maintained.

General

1. Actively support team feedback and take appropriate actions to support varying standards of performance.
2. Develop team morale and motivation through effective personal leadership, ensuring views and decisions are communicated both up and down the management structure

Further information

The Trust operates a No Smoking Policy.

The 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 and after consultation with the post holder. The post holder might be required to work across the Partnership at any time throughout the duration of his/her contract, which may entail travel and working at different hospitals.

6. Working conditions

Criteria	Description
Physical	Keyboard skills use of some tools and types of equipment. Particular requirement for speed or accuracy. For example advanced keyboard us. Ability to produce, analyse and interpret data/results Some lifting of heavy reagents/boxes required occasionally Cross site travel essential
Emotional	Dealing with difficult staffing situations, mediation on occasion
Working Conditions	High level of communication with staff in the Trusts (written and verbal)
Mental	High level of concentration, interruptions and the need to meet deadlines.

7. Person Specification

Essential = E Desirable = D		E or D	Application form	Interview
Qualifications	Batchelors Degree	E		
	Relevant professional qualification and management experience gained within the field or equivalent	E		
	Ongoing evidence of CPD	D		
Experience	Experience of working within a scientific environment	E		
	Previous managerial experience in a large and complex scientific environment.	E		
	Proven experience in service improvement and development	D		
	Proven experience in effective leadership of staff	E		
	Demonstrate a knowledge and understanding of current issues and practices within Pathology	D		
	A proven track record of managing change while also developing and maintaining high standard of quality	E		
	Experience of managing staff HR issues	E		
	Proven experience of using a quality management system	D		
	Proven experience of use of a roster management system			
	Proven experience of use of LIMS			

Essential = E Desirable = D		E or D	Application form	Interview
Skills	Excellent written and verbal communication skills	E		
	Proven track record of working under pressure and to strict deadlines.	E		
	Ability to prioritise effectively	E		
	The ability to work both co-operatively with clinical and non-clinical staff including other management teams within Pathology and the Trusts	D		
	Strong negotiation and influencing skills with ability to motivate and engage individuals and teams.	E		
	Quality Focussed with an innovative approach and the ability to resolve complex problems.	E		
	A strong understanding of multi-disciplinary working and a commitment to multidisciplinary working.	E		
	An understanding and experience of staff and organisational development.	E		
	Ability to work autonomously and make sound decisions	E		
Knowledge	H&S legislation and procedures	E		
	Intermediate knowledge and use of Word, Excel and database	E		
Other Requirements	A facilitative and inclusive approach to management	E		
	Understanding and commitment to promoting equality and diversity	E		
	Flexibility to work across Barts Health sites, potentially with little notice	E		

8. Summary of Terms & Conditions and Employee Benefits

Domain	Summary
Salary Band and Range	Agenda for Change Band 6 with Central London High Cost Area Supplement. Agenda for change terms and conditions apply for unsocial hours.
Annual Leave Entitlement	Agenda for change terms and conditions apply

About Pathology Partnership

The East & South East London NHS Pathology Partnership (Pathology Partnership) is being created to form a network across three NHS Trusts: Barts Health (which will become the host), Homerton University Hospital NHS Foundation Trust and Lewisham and Greenwich NHS Trust. The Pathology Partnership will be based on well-established models for pathology networks, with the Royal London Hospital becoming the main hub laboratory for the network and Essential Service Laboratories (ESL) as a minimum at all other Hospital sites.

Pathology is made up of the following services - Blood Sciences including Haematology, Blood Transfusion and Biochemistry; Infectious Diseases including Microbiology and Virology; Cellular Pathology and Cancer Diagnostics including Histopathology; Cytology; Mortuary services; Cytogenetics; Molecular Haematology; Immunophenotyping; Central Specimen Reception and Retinoblastoma. The current total operating costs (2020) across the partnership is circ. £111m per annum with a workforce establishment of circa. 800-1000 WTE.

Barts Health NHS Trust

Our group of hospitals provide a huge range of clinical services to people in East London and beyond.

We operate from four major hospital sites (The Royal London, St Bartholomew's, Whipps Cross and Newham) and a number of community locations, including Mile End hospital. Around 2.5 million people living in east London look to our services to provide them with the healthcare they need.

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he Royal London in Whitechapel is a major teaching hospital providing local and specialist services in state-of-the-art facilities. Whipps Cross in Leytonstone is a large general hospital with a range of local services. Newham in Plaistow is a busy district hospital with innovative facilities such as its orthopaedic centre. Mile End hospital is a shared facility in Mile End for a range of inpatient, rehabilitation, mental health and community services. And St Bartholomew's in the City, London's oldest hospital, is a regional and national centre of excellence for cardiac and cancer care.

As well as district general hospital facilities for three London boroughs, Tower Hamlets, Waltham Forest and Newham, we have the largest cardiovascular centre in the UK, the second largest cancer centre in London, an internationally-renowned trauma team, and the home of the London Air Ambulance. The Royal London also houses one of the largest children's hospitals in the UK, a major dental hospital, and leading stroke and renal units.

We're also proud to be part of UCLPartners, Europe's largest and strongest academic health science partnership. The objective of UCLPartners is to translate cutting edge research and innovation into measurable health gain for patients and populations through partnership across settings and sectors, and through excellence in education.

Lewisham and Greenwich NHS Trust

Lewisham and Greenwich NHS Trust is an Acute Trust with a teaching hospital, which also runs community services in Lewisham. We have an income of around £500 million. We serve a population of 600,000 people, employ 6,000 staff and have 855 beds across our two main hospital sites.

The Trust provides NHS services for local people in Lewisham, Greenwich and Bexley. The Trust comprises two hospitals, University Hospital Lewisham (UHL) and Queen Elizabeth Hospital (QEH), as well as 11 different health centres in Lewisham. In addition, we provide some services at Queen Mary's Hospital in Sidcup.

UHL is situated in the heart of Lewisham borough. It is a teaching hospital that obtained university status in 1997 due to the role it played in undergraduate education and research. QEH, located in Woolwich, provides a broad portfolio of primarily acute services for those living in Greenwich and North Bexley.

We have made many improvements since the Trust was formed in 2013, including important clinical developments at our hospitals. At QEH we've developed a new Ambulatory Care Unit and birth centre, centralised pathology, opened a Clinical Decision Unit alongside the Emergency Department and developed a new discharge lounge. Developments at UHL include a new Ambulatory Care Centre, a Rapid Response Laboratory, a Kidney Treatment Centre under construction, additional theatre capacity and expanded stroke services (consolidated from QEH).

Homerton University NHS Foundation Trust

Homerton University Hospital NHS Foundation Trust is a high performing and flourishing organisation serving the population of Hackney, East London, The City and beyond.

The Trust provides general health services at hospital and in the community with staff working out of 75 different sites in the City and the London borough of Hackney.

The Homerton Hospital has almost 500 beds spread across 11 wards including an intensive care unit, maternity unit, paediatric and neonatal wards. The hospital has three day surgery theatres and six main operating theatres for all types of general surgery, trauma and orthopedics, gynaecology, maxio-facial, urology, ENT, obesity, bariatrics and obstetrics.

We are extremely proud of the fact that Homerton Hospital has recently attained the highest possible rating of "Outstanding" from the Care Quality Commission (CQC). This includes an "Outstanding" rating for our Urgent and Emergency Services.

Our integrated Trust provides comprehensive hospital and community health services for its local population and a range of specialist services for a wide group of patients.

These specialist services include obstetrics, neonatology, foetal medicine, fertility, neuro-rehabilitation, bariatric surgery, a sickle cell /thalassemia management centre , sexual

health, HIV, anal neoplasia, orthopaedics , infectious diseases, rheumatology and asthma and allergy services.

The Trust is also an active partner in bringing different services together across City and Hackney to provide integrated care closer to home.

Homerton University Hospital NHS Foundation Trust is proud to have been included on the HSJ and Nursing Times Best Places to Work list, and has recently achieved 'Excellence' status in the Healthy Workplace Charter, as awarded by the Greater London Authority.