

## Job Description

**Role Title: Paediatric Ambulatory Care Unit Manager**

**Band: 7**

**Contract: Permanent**

**Responsible to: Modern Matrons**

**Accountable to: Group Director of Nursing**

**Location: Paediatric Department**

**Key working relationships: Babies, Children and Young People, parents / carers, community partners, Acute Medical and Nursing Staff , Senior Paediatric Management Team and the Multi-disciplinary Team**

### Our Vision, Values and Behaviours

At University Hospitals Coventry and Warwickshire (UHCW) NHS Trust our vision is to be a national and international leader in healthcare, rooted in our communities. Our Organisational Strategy *More than a Hospital* (2022-2030) was shaped by the views of our staff, patients and stakeholders and sets a clear plan for improvements in healthcare.

We aim to deliver the best care for our communities, being exceptional in everything we do. We do this by providing proactive, joined up support for local people and we deliver specialised services for those with the most complex health conditions. We set out to create the best experiences for our staff and work positively in partnership with other organisations to achieve the best healthcare outcomes.

Our vision and purpose are underpinned by a clear set of values that reflect the culture we want to create: *Compassion, Openness, Pride, Partnership, Improve, Learn and Respect*. Developed by our staff, our seven values guide what we do daily. Whatever our role or level, we commit to uphold these values as we work together to deliver world class care.



### Net Zero and Sustainability.

UHCW NHS Trust, by virtue of its Green Plan, is committed to ensuring that the way we provide services minimises the impact on the environment and the future health of the public e.g. zero waste to landfill, reducing our carbon footprint and increasing our recycling and reuse percentages.

### Job Summary

The post holder will be a high profile, accessible and responsive leader, responsible for developing and facilitating Ambulatory Care within the Women and Childrens group. The ambulatory care service will proactively encourage early discharge from the in-patient areas, promote admission avoidance and support a more efficient and family friendly patient pathway.

The post holder will actively manage the Ambulatory Care Service that encompasses the Children's Outpatient Department at UHCW NHS Trust and Rugby St Cross hospital OPD.

In addition, the Ambulatory Unit Manager will lead and manage the Paediatric medical and surgical day unit provision.

### **Main duties**

As part of our commitment to patients and delivery of a world class service for all we have created the UHCW Improvement (UHCWi) System in partnership with the Virginia Mason Institute in Seattle; this involves a structured approach to removing waste and putting the patient first using a lean management system and methodologies. Our culture and ways of working reflect and embed the practices and methodologies of UHCWi. You are expected, where identified, to attend and complete relevant training and development opportunities to support this. This may include Lean for Leaders, Advanced Lean Training, and the Human Factors Programme, amongst others. Full attendance and completion of identified courses is considered essential and a prerequisite for this post.

### **Key Result Areas and Performance**

#### **General:**

1. Accountable for own actions in accordance with Code of Professional Conduct. Will contribute towards corporate objectives, acting within local, Trust and statutory guidelines and policies at all times.
2. Responsible for identifying and assessing complex clinical and non-clinical issues, implementing resolutions and monitoring/auditing outcomes.
3. Demonstrate highly technical and/or practical skills to ensure optimum patient management including; complex patient monitoring; equipment management and administration of invasive tests/procedures.
4. Provide clear and concise written, verbal and computer entered relevant information regarding the wellbeing of patients. Maintaining good computer literacy and typing skills and ensuring that others also utilise information and IT systems to secure accurate and timely patient, workforce and resource data.
5. Regularly manage expected and unexpected clinical events requiring high but unpredictable levels of physical effort according to patient dependency/clinical need.
6. Promote and monitor adherence to Health and Safety and Trust policy designed to protect healthcare staff and service users from known hazards.
7. Foster a culture of networking in an open and transparent approach with internal and external MDT's and between all stakeholders.
8. Regularly support patients, carers and staff during difficult situations arising in the clinical area, e.g breaking bad news or following an unexpected event.
9. Utilise and ensure others utilise information and IT systems to secure accurate and timely patient, workforce and resource data available.
10. To ensure the effective and efficient organisation of rotas to ensure patient safety using the E-roster system. Ensuring the appropriate skill mix resulting in possible deployment and use of all grades of staff within the postholder's span of control. Be accountable for the level of temporary staffing usage and the associate expenditure.

11. The post holder will be responsible for protecting all confidential information concerning patients and staff obtained in the course of professional practice in accordance to Trust and statutory practices.
12. To practice in accordance with current Trust policies and procedures.

**Education:**

1. To work closely with the Paediatric Practice Education Team for education and training provision of identified staff groups, patients and carers within defined areas.
2. Responsible for education and development of staff and service in an identified area through PDR's, which will be carried out at least annually.
3. To participate in individual performance review at least once annually.
4. The post holder will ensure competence for themselves and others working within the department to use medical electronic equipment within the ward and have received relevant mandatory training.

**Research and Audit:**

1. Ensure that patient attendances are accurately coded on the hospital administration system for Children and Young People on the ambulatory care pathway.
2. Ensure all patient and discharge information is evidence based and kept up to date.
3. Responsible for identifying and assessing complex clinical and non-clinical issues, implementing resolutions and monitoring/auditing outcomes.

**Leadership & Management:**

1. The post holder will need to co-ordinate the nursing rotas, ensuring safe staffing measures and effective skill mix to meet the needs of the patient activity and acuity whilst working within the agreed establishments and budgets.
2. A knowledgeable team leader and resource for staff, advising on national, local and Trust policy and procedures/guidelines, ensuring that clinical governance is embedded in practice. Will support staff and users in service and policy development within a defined area/specialty.
3. Act as the clinical nursing lead for the Ambulatory care areas, identifying opportunities for development in all areas of the care pathway.
4. The post holder will lead the teams within the Ambulatory care unit daily, demonstrating the ability to delegate and supervise whilst supporting and facilitating, care, treatments and safe discharge of all patients, providing specialist nursing advice where appropriate.
5. To actively participate in the day to day clinical and operational management of the service.

6. The post holder will lead with the future development of the service model in line with National measures.
7. The post holder will work collaboratively with the Children's Ward managers to ensure visible and effective management of the inpatient and ambulatory clinical areas.
8. To keep accurate and up to date patient records, ensuring the staff within the areas are doing the same.
9. To assist in the development of evidence-based policies and procedures relating to the speciality.
10. To assist in the development of quality initiatives such as audit, evidence-based practice and risk management within a culture of continuous quality improvements.
11. The post holder will adhere to the process for reporting, recording and investigating all incidents involving patients, staff and others in accordance with the Trust policy. This includes complaint resolution, and the sharing of lessons learnt from any incidents to all staff across the area.
12. The post holder will work with the workforce lead to support recruitment, selection and retention of staff.
13. The post holder will be aware of the unit's budget, being responsible for managing pay and no-pay resources responsibly such as, staffing, equipment and supplies, to ensure the safe and effective running of the department within a finite budget.
14. Work collaboratively with other senior nurses throughout the Trust as appropriate and promote the role of their speciality nursing to all stakeholders.
15. 24 hour responsibility for the delivery of care needs of individual and groups of clients/service users.
16. Undertake Paediatric bleep-holder responsibilities for the Paediatric Unit on a regular basis.
17. Act as a capacity manager supporting patient flow whilst on duty within the Paediatric Department to ensure efficient and effective use of in-patient beds.
18. The post holder will also be required to be included on the Paediatric Senior Nurse On-Call rota which supports the nursing team at weekends and Bank Holidays.
19. Deputise as appropriate for the Matron / line manager.

## Person Specification

### Job Title: Paediatric Ambulatory Care Unit Manager

#### Supporting Evidence

In the supporting evidence of your application form, you must demonstrate your experiences by giving specific examples for the criteria within the person specification.

Factors	Essential	Desirable
<b>Qualifications</b>	Current Professional Registration, RNC or equivalent  First level degree qualification  Evidence of continuous professional development  Mentoring and Assessing qualification or equivalent  EPLS Provider – or working towards  IV competent – including care of Central Lines and devices.  Safeguarding Level 3 trained	Master's degree or working towards  Leadership qualification, completion of leadership programme or willingness to undertake  Paediatric Oncology Course / Supportive Care / Chemotherapy or willingness to undertake.
<b>Experience</b>	High level of clinical competency and experience with working with babies, children, and young people in an ambulatory care setting  Highly developed communication skills  Experience with managing complaints and difficult situations.  Experience in working autonomously and managing own workload  Experience in research and audits  Experience in liaising with consultant and other MDT professionals, in the acute and outpatient setting  Experience in developing	Previous Management experience  Experience in managing beds and patient flow  Finance and budget management

	<p>policies/guidelines</p> <p>Experience in HR and Management Related Issues</p>	
<b>Knowledge</b>	<p>Knowledge of professional policies and procedures, and the care of babies, children and young people.</p> <p>A good understanding of NHS current priorities and performance targets</p> <p>Excellent understanding of the importance of clinical governance</p> <p>Excellent knowledge of the importance of Infection prevention and control practices.</p> <p>Of the importance of clinical supervision and staff wellbeing</p> <p>Understanding of and commitment to evidence-based practice related to ambulatory care</p>	<p>Experience in Policy/Service Development</p> <p>Evidence of implementing change in the workplace</p>
<b>skills</b>	<p>IT Skills – including Microsoft programmes</p> <p>Patient focused</p> <p>Strong leadership skills</p> <p>Able to prioritise and meet deadlines effectively</p> <p>Good management of own and others time</p> <p>Able to use initiative and make decisions</p> <p>Analyses problems and implements effective and appropriate solutions</p> <p>Understanding holistic care and family centred care</p> <p>Collaborating with other hospitals wider multidisciplinary team</p> <p>Excellent listening and communication skills</p>	

	<p>Able to priorities and meet deadlines effectively</p> <p>Ability to lead and manage a Team</p> <p>Excellent competency based clinical skill</p>	
<b>Personal qualities</b>	<p>Professional always</p> <p>Motivated and able to motivate others</p> <p>Calm and objective</p> <p>Approachable</p> <p>Have a confident approach and the ability to inspire confidence</p> <p>Must be flexible</p> <p>Inspires others and leads by example</p> <p>Good communication and listening skills</p> <p>Demonstrate initiative, motivation, and ability to facilitate development</p> <p>Displays UHCW Trust values always</p>	
<b>Commitment to Trust Values and Behaviours</b>	<ul style="list-style-type: none"> <li>• Must be able to demonstrate behaviours consistent with the Trust's values. <i>(As detailed in UHCW's Values in Action document below)</i></li> <li>• Applicants applying for job roles with managerial responsibility will be required to demonstrate evidence of promoting equal opportunities through work experience</li> </ul>	

## Contractual Responsibilities

- **Confidentiality:** The post holder must maintain confidentiality, security and integrity of information relating to patients, staff and other Health Services business.
- **Health and Safety:** All staff must be familiar with the Trust Health and Safety Policy, including a thorough understanding of personal responsibilities for maintaining own health and safety and others.
- **Risk Management:** All staff need a basic working knowledge of risk management to enable them to participate in identification and control of all business risks they encounter in their area of work.
- **Equality and Diversity:** Everyone has the opportunity to be treated with dignity and respect at work and has a clear responsibility to comply with the detail and the spirit of the Dignity at Work Policy.
- **Infection Control and Prevention:** The Trust is committed to minimising risks of healthcare associated infection to patients, visitors and staff. All employees are required to be familiar with and comply with Infection Prevention and Control policies relevant to their area of work.
- **Safeguarding Vulnerable Adults and Children:** The Trust is committed to ensuring the safeguarding of vulnerable adults and children in our care. All employees are required to be familiar with their responsibilities in this area and to raise any concerns as appropriate.
- **Conflict of Interest:** The Trust is responsible for ensuring that the service provided for patients in its care meets the highest possible standard. Equally, the Trust is responsible for ensuring that staff do not abuse their official position for personal gain or to benefit their family or friends. The Trust's Standing Financial Instructions require any officer to declare any interest, direct or indirect, with contract involving the Trust. Staff are not allowed to further their private interests in the course of their NHS duties.
- **Working Time Regulations:** The Working Time Regulations 1998 require that you should not work more than an average of 48 hours in each working week. For example, in a 26 week period you should work no more than 1,248 hours. Employees may choose to opt out by providing written notification as appropriate.

**The above duties and responsibilities are intended to represent current priorities and are not meant to be an exhaustive list. The post holder may from time to time be asked to undertake other reasonable duties and responsibilities. Any changes will be made in discussion with the post holder according to service needs.**



## Our values in action

We live our values in action in our work with patients, visitors and colleagues.

- ✓ Being polite and introducing ourselves to everyone we meet.
- ✓ Treating everybody as individuals and respecting their needs.
- ✓ Being approachable, caring and helpful at all times.
- ✓ Communicating with patients, visitors and colleagues, respecting confidentiality and privacy.
- ✓ Taking the time to actively listen and understand individual needs.
- ✓ Being open and honest.
- ✓ Acknowledging that we don't always get it right.
- ✓ Speaking out when we see things aren't right and supporting others to do the same.
- ✓ Giving praise and saying thank you for a job well done.
- ✓ Celebrating and recognising personal, team and organisational achievements.
- ✓ Using the skills, experience and diversity of staff to better deliver our objectives and services.
- ✓ Actively working with patients and visitors to improve services.
- ✓ Seeking and adopting best practice from colleagues and other teams within UHCW.
- ✓ Taking personal responsibility for our own learning.
- ✓ Keeping up-to-date with mandatory and professional development
- ✓ Developing ourselves and others, independent of our job role or profession
- ✓ Taking personal responsibility to make improvements by suggesting new ways of doing things
- ✓ Taking opportunities to learn with and from others
- ✓ Embracing change and supporting others through it
- ✓ Putting in place ways to receive feedback and acting to change things
- ✓ Seeking and adopting best practice from colleagues and other teams within UHCW
- ✓ Working across boundaries to improve the experience of patients, visitors and colleagues

