**JOB DESCRIPTION**

**JOB TITLE** Patient Service Manager

**GRADE/BAND** 8a

**LOCATION** Pinderfields

**RESPONSIBLE TO** Head of Clinical Service

**ACCOUNTABLE TO** Deputy Director of Operations

**JOB PURPOSE**

The Patient Service Manager will have lead responsibility for the day-to-day management of all operational issues within defined clinical services units. They will have to ensure the effective delivery of services to patients in accordance with agreed objectives, targets, quality standards, controls and resource constraints. The postholder will be expected to support the DDO/Group Manager in the delivery of Trust objectives and ensuring national targets are achieved.

The postholder will support the Head of Clinical Services/Clinical Manager and Service Matron with the development and delivery of a strategic vision and ensure service changes meet internal and external expectations and standards.

The postholder will need to understand the business requirements and implement plans for service improvement using modernisation techniques and involve patients’ to ensure changes to services meet patient’s expectations as well as ensuring the required capacity to meet key clinical performance targets.

This is a generic job description. Additional specific responsibilities and requirements depending on specialty will be confirmed during the appointment and induction processes.

1. **DUTIES AND RESPONSIBILITIES**

**1.1 Service Management**

 Delivery and Improvement

* Working closely with the Business Support Unit and Access Coordinators to ensure consistent delivery of activity so that income is maximised and targets delivered.
* Continually monitor capacity and rigorously manage consultant leave so that supply is always appropriate to demand and premium rate costs are managed out of the system.
* To work with other clinical service units and Divisions to deliver corporacy and consistency across Divisional areas.
* Ensure that the Service Unit works to deliver Improving Working Lives standards, Agenda for Change, European Working Time Directive and New Deal for Junior Doctors.
* The post holder will be expected to deputise for colleagues as appropriate to level of skills and service unit requirements.
* Responsible for the day to day efficient and effective operational management of area, linking appropriately with clinical and multidisciplinary staff in all matters affecting the delivery of core services.
* To establish and build agreements within the team to ensure the delivery of the services provided.
* Respond to daily problems and ensure issues are swiftly resolved; implement longer term solutions to issues raised.
* Work closely with the Matrons and Allied Health Professionals to ensure effective support services are in place for all clinical areas.
* Ensure facilities and other resources are available to meet service needs, including analysing and managing space requirements.
* Ensure all policies and procedures are adhered to as required by the Trust.

**1.2 Performance and Financial Management**

* Manage delegated budget responsibilities for area, ensuring income capture, adherence to agreed budget plans, identifying savings and implementing plans to reduce costs as appropriate and deliver financial savings.
* Work with the Finance team to ensure budgets are up to date and accurate; identify changes to budgets as required.
* Ensure area has a performance management framework that complements the Trust use of key performance indicators across a number of metrics, using service line reporting/management to ensure timely and accurate capture of information from which metrics can be reported and achievement of targets set.
* Identify costs pressures, service development and cost improvement plans, develop business cases to meet requirements and present to local Performance Review Meetings, Division, Executive Directors and CPB as required.
* As a member of the management team, contribute to the forward, capacity and demand plans, ensuring staff involvement in line with clinical service unit and Divisional objectives.

**1.3 Service Quality and Clinical Governance**

* Identify opportunities for service redesign, focusing on a patient-centred approach to delivery; lead on improving and developing services.
* Participate in Divisional, Trust and area wide programmes that contribute to the modernisation of patient services.
* To investigate processes and define root cause problems in order to make service improvements in line with Divisional strategy and modernisation initiatives, and implement actions to address the problem.
* Support the Group Manager/ADO with the creation of an environment that is responsive to the changing needs and strategy of the Trust, changing patterns of healthcare and healthcare commissioning.
* Act as management lead for the implementation of Clinical Governance / Quality initiatives.
* Lead on resolving concerns from patients, staff, suppliers, other internal and external service providers and partner organisations. As part of the engagement with patients strategy, ensure mechanisms are in place for capturing and sharing compliments.
* Ensure that complaint response times are in line with the complaints procedure and ensure that corrective action is taken and a proactive review process is in place to embed required change.
* Ensure the clinical service unit meets all required standards, eg CNST level 1 and 2.
* Ensure adherence to control processes and risk management arrangements including developing specific polices/procedures as appropriate.
* Develop systems for the monitoring of compliance with internal and external governance and best practice requirements.
* Responsible for the delivery of agreed projects.

**1.4 Achieving Targets**

* Responsible for achievement of national and local service targets in conjunction with Associate Directors, and Group Manager/ADOs. Monitor performance against targets, identify areas of concern and take remedial and preventative action as appropriate putting in place plans to improve performance where required.
* Respond to any service target breaches in line with Trust standards and put in place remedial plans to ensure such events do not occur again.
* Responsible for ensuring Junior Doctors’ hours requirements are met within area.

**1.5 Human Resource Management**

* Develop workforce plans which anticipate service changes and developments and which address recruitment, retention and workforce supply issues to minimise the impact of these on service delivery.
* Work with Heads of Clinical Service, Matrons and multidisciplinary team to identify requirements for posts and sources of funding and to make recommendations to the Associate Director of Operations/Clinical Chair on decisions regarding funding for upgrades and changes to roles.
* Lead and support organisational change and wider organisation to ensure efficient service delivery and productivity and compliance with Trust and NHS targets; this could include consultation with staff and promoting new ways of working, implementing new policies and procedures.
* Full line management responsibilities including recruitment, induction, appraisal, development and retention of all non clinical staff as well as managing sickness and absence, disciplinary and performance issues that may arise.
* Responsible for developing and motivating through effective personal leadership, ensuring views and decisions are communicated both up and down the management structure.
* Chair disciplinary, grievance and other formal panels, as and when required in accordance with the appropriate Trust policy.

**1.6 Communication and Representation**

* Promote a positive image of the clinical service unit and Division both externally and internally.
* Participate in and contribute to Division and Trust-wide initiatives and projects as appropriate.
* Build effective networks with other departments, working in collaboration to support efficient patient flow.

**1.7 Information and Planning**

* Manage the analysis of data so that the management team has access to timely and accurate information on all key performance indicators.
* Lead on the development of reporting processes from relevant information systems and integrating them into the performance management function.
* In conjunction with the Business Manager, analyse service data to monitor referral rates and identify changes or likely changes to this practice that may impact on the Division’s services.
* Provide information on performance within the clinical service unit, including reporting performance to the Board.

**1.8 Research and Teaching**

* Work with colleagues assisting in thedevelopment and implementation of research and development, teaching and training programmes as required.
* Responsible for regular audit/surveys to support and inform service development.
* The postholder is required to follow Trust policies and procedures which are regularly updated including:
	1. **Safeguarding children and vulnerable adults**
* The postholder has a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.

All staff at Mid Yorkshire Teaching NHS Trust have the responsibility for safeguarding adults, young people, children and unborns. This includes all employees:

* Having an understanding of relevant safeguarding policies, including the Mental Capacity Act policy.
* Attending all mandatory safeguarding training in accordance with their role.
* Having a responsibility to recognise and act upon any safeguarding/child protection concerns.
1. **GENERAL**

The Trust has designated the prevention and control of infection and the full implementation of the Health Act (2006) as a core component in the organisations clinical governance, managing risk and patient safety programmes.

 In consequence all employees are expected to:

* Follow consistently high standards of infection control practice, especially with reference to hand decontamination, adherence to dress/uniform code, and for clinical staff, aseptic technique.
* Be aware of and follow all Trust infection control guidelines and procedures relevant to their work.
* Participate in mandatory training and annual updates.

The duties and responsibilities in this job description are neither exclusive nor exhaustive and will be updated on a regular basis as part of the appraisal review process and may be amended in the light of changing circumstances following consultation with the postholder.

Objectives and personal development plans will be agreed and reviewed annually with the Group Clinical Chair and the Chief Operating Officer.

The postholder will:

* Participate as appropriate in external activities which contribute to the standing, reputation and perception of the Trust.
* Work within the NHS Managers Code of Conduct and within the Trust’s agreed leadership styles.
* Promote and work in accordance with the Trust’s statement on Values and Behaviours
* Adhere to Trust strategies, policies, procedures and extant statutory and departmental guidance.
* Participate in the Trust’s senior management on-call rota.
* Take responsibility for personal and professional development supported by the Trust to achieve development needs as appropriate.
* Keep confidential all information and documentation relating to patients, members of staff or the service group business, which the post holder comes into contact with. All staff are expected to respect the requirements of the Data Protection Act 1998, as this incorporates the need for high standards of data quality, confidentiality and information security.
1. **Staff Development, Training and Education**
* The post holder will be required to undertake mandatory training and is responsible for keeping this training up to date
* The post holder will have an appraisal of performance each year and will be responsible for agreeing a development plan in line with the Trust’s (KSF) Knowledge & Skill Framework, in agreement with their manager or immediate supervisor. The development plan will be reviewed each year
* The Trust will provide assistance and agreed development to enable the post holder to achieve their objectives and standards in line with the development plan
* If the post holder feels he/she is not achieving their objective as agreed in the development plan they will bring it to the attention of their supervisor or manager at the earliest opportunity
1. **Health and Safety**
* Work in accordance with Health and Safety regulations at all time
* Report any incidents of breaches of Health and Safety and report any dangerous acts or omissions that are seen in the course of duty that compromise the Health and Safety of staff or patients using the Trust Health and Safety policy
* Comply with audit recommendations and risk assessment recommendations to make the workplace and work practice safer
* Assist when required to do so, in any risk assessment activity undertaken.

**TERMS AND CONDITIONS OF SERVICE**

The post holder will be required to work at any location where the Trust provides services.

All professional and managerial staff are required to work in accordance with their particular Code of Conduct. Failure to do so may result in disciplinary action (please refer to disciplinary policy for further information).

In carrying out their duties the post holder must promote equality of opportunity and take every opportunity to eliminate discrimination.

The post holder is required to keep confidential all information and documentation relating to either a patient, a member of staff or Directorate’s business, which he/she comes into contact with.  All staff are expected to respect the requirements of the Data Protection Act 1998, as this incorporates the need for a high standard of data quality, confidentiality and information security.

The Trust adopts a “bare below the elbow policy”. The trust expects that all staff adhere to the policy in the clinical areas and settings where health care is provided e.g. the patients own home. The policy statement is accessible on the intranet and defines the clinical area. Individuals can expect to be challenged if they are observed not to be adhering to the policy statement.

The post holder is responsible for taking reasonable care with regard to him/her as well as for any colleagues, patients or visitors who might be affected by any act or failure to act by the post holder in accordance with the Trust’s policies or Health and Safety at Work.

These duties and responsibilities are neither exclusive nor exhaustive and management reserve the right to require staff to undertake other duties and responsibilities consistent with the grade of the post in consultation with the

post holder.

This job description is an outline of the duties and conditions of the post and may be subject to change in detail or emphasis in the light of future developments.

**Continuing Professional Development**

The post holder will be expected to undertake ongoing personal, professional and management development in line with the responsibilities of the post.

**Smoke Free Policy**

Mid Yorkshire Teaching NHS Trust has a Smoke Free Policy

Smoking is not permitted: -

* Inside any building owned or used by or in areas used by Mid Yorkshire Teaching NHS Trust staff in buildings shared with other organisations
* In the grounds and car parks of premises of Mid Yorkshire Teaching NHS Trust
* In the entrances of any Mid Yorkshire Teaching NHS Trust buildings
* In the immediate areas outside Mid Yorkshire Teaching NHS Trust
* In vehicles owned or leased by Mid Yorkshire Teaching NHS Trust

Staff are not permitted to smoke whilst in uniform and / or wearing a staff badge in areas where they can be seen by the public.

A copy of the full policy is available.

In the unlikely event of a member of staff not respecting the policy, their line manager will attempt to resolve the situation informally, in the first instance. Repeated breaches of the policy may result in disciplinary procedures being instigated.

Any member of staff wishing to stop smoking can contact the Stop Smoking Service

**WYAAT**

Mid Yorkshire Teaching NHS Trust is part of the West Yorkshire Association of Acute Trusts (WYAAT), a collaborative of the NHS hospital trusts from across West Yorkshire and Harrogate working together to provide the best possible care for our patients.

By bringing together the wide range of skills and expertise across West Yorkshire and Harrogate we are working differently, innovating and driving forward change to deliver the highest quality care.  By working for Mid Yorkshire Teaching NHS Trust this is your opportunity to be a part of that change.

WYAAT is the acute sector arm of the West Yorkshire and Harrogate Health and Care Partnership, one of the largest integrated care systems in the country. The Partnership’s ambition is for everyone to have the best possible health and wellbeing, and the work of WYAAT, and each individual trust, supports that ambition.

**PERSON SPECIFICATION**

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| **POST TITLE: Patient Service Manager POST REF NO. LOCATION: Pinderfields** |
| **Attributes** | **Essential** | **Desirable** | **How Identified** |
| **Qualifications** | * Management or professional qualification at post-graduate level or equivalent
* Evidence of continuing education and development
 | Educated to masters level or equivalent experience | Application & interview |
| **Experience** | * Demonstrable operational management experience in the health service, with previous experience of effectively managing groups of staff.
* Experience of managing a budget
* Working across and leading Trust wide projects
* Demonstrates a high level of numerical and data analytical skills, including spreadsheets and databases
 |  | Application & interview  |
| **Knowledge and Awareness** | * Demonstrates a high level of numerical and data analytical skills, including spreadsheets and databases
* Awareness of own limitations.
 |  | Application & interview  |
| **Skills and Abilities** | * Ability to analyse complex problems and to develop practical and workable solutions to address them
* Ability to manage and deliver to deadlines and within resources;
* Well developed leadership and influencing skills with the ability to enthuse, motivate and involve individuals and teams, and have them understand the Trust’s and your performance expectations;
* Ability to collaborate constructively with internal and external partners to create conditions for successful partnership working
* Demonstrates achievements in managing and leading change
* Experience of participating in clinical governance initiatives
* Excellent IT user skills, demonstrating proficiency in use of MS packages and high level of understanding IT issues
* A commitment to improving patient services through an ability to sustain a clear performance focus on achieving demanding goals
* Strong team working skills
* Able to work collaboratively with other disciplines
* Ability to work and plan the strategic direction of the service in conjunction with the Head of Clinical Service / ADO
 |  | Application & interview  |
| **Personal Attributes** | * Demonstrate a high level of inter-personal and communications skills, with a track record in writing complex business cases and policies
* High level of work organisation, self-motivation, drive for performance and improvement, and flexibility in approach and attitude
* A commitment to improving patient services through an ability to sustain a clear performance focus on achieving demanding goals
 |  | Application & interview  |
| **Other** |  |  |  |