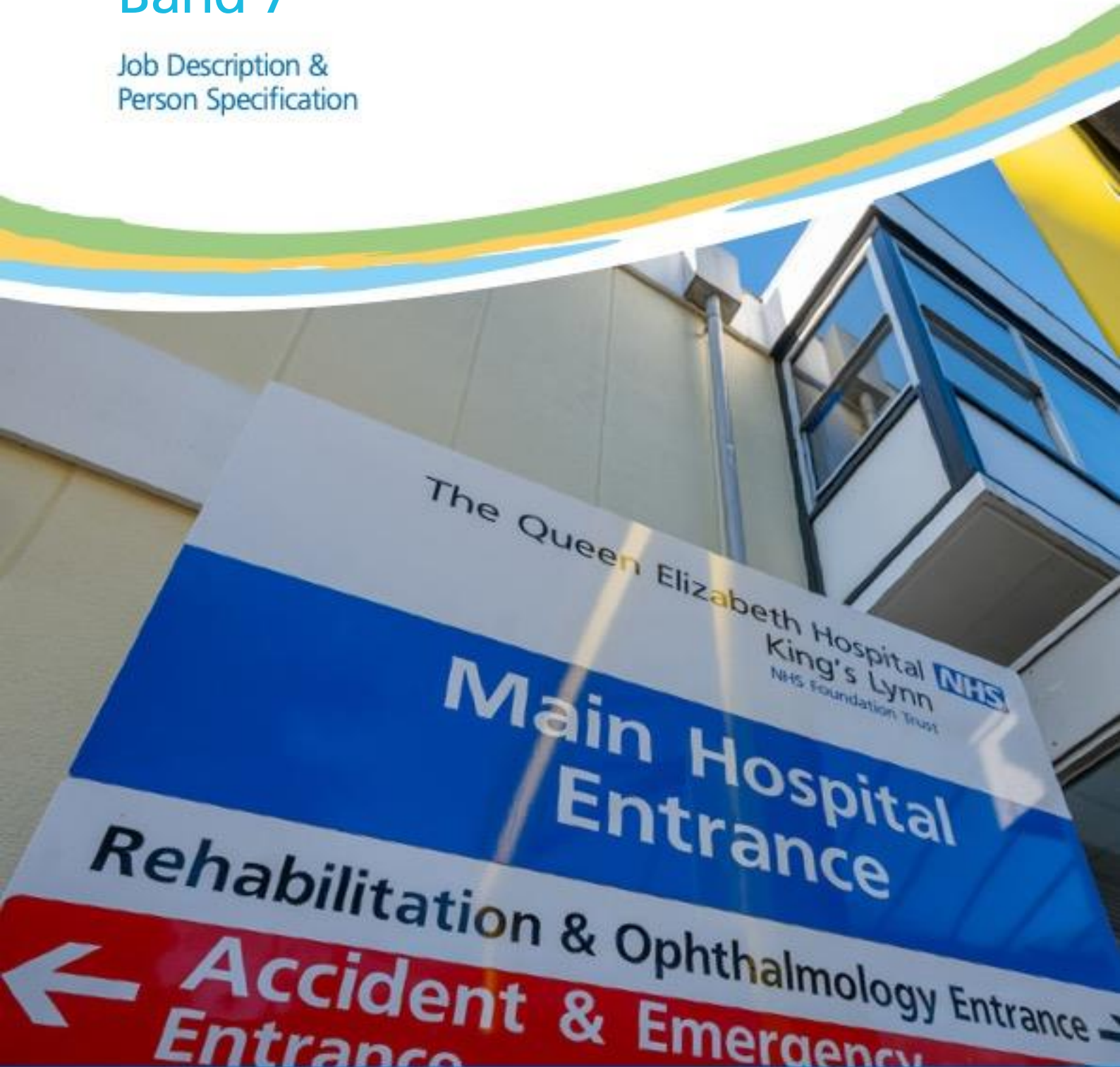


# Access Manager Band 7

Job Description &  
Person Specification



Our vision is to be the best rural District General Hospital  
for patient and staff experience

## Job Description

<b>Job title:</b>	Access Manger
<b>Grade:</b>	Band 7
<b>Department:</b>	Business Support Services
<b>Responsible to:</b>	Head of Business Support Services
<b>Professionally accountable to:</b>	Deputy Chief Operating Officer
<b>Hours:</b>	37.5

## Job Description

Managerially accountable to the Head of Business Support Services, (whilst being professionally accountable to the Deputy Chief Operating Officer), the Access Manager will support the Deputy COO and Head of Business Support Services in the delivery of patient access standards for the Trusts Elective Programme.

The post holder will work with the Divisional Management Teams, Operational teams, corporate teams and the Trust Executive to support the strategic development, and operational management of the access standards for the Elective programme, RTT, Diagnostics, Elective Planned and Cancelled Ops.

## Main Duties & Responsibilities

### 1. General Duties

- Specifically, working under the direction of the Deputy COO, the post holder will be responsible for ensuring appropriate policies are in place and performance management mechanisms deliver, monitor and report compliance against national waiting time targets.
- Maintain a professional knowledge base of the existing and new guidance and legislations relating to RTT, diagnostics and elective care, acting as an expert in elective care to provide challenge, governance, and support to the Trust.
- Work with the Divisional Leadership Teams, Divisions and Corporate teams to support the delivery of the strategic development and operational management of access standards for RTT, Diagnostics, Elective Planned, Non-RTT pathways and Cancelled Ops.
- In particular this includes ensuring appropriate policies and training is in place and provide support to monitoring performance management mechanisms to Access Manager The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust May 2022

deliver, by monitoring and reporting compliance against the national waiting time standards.

- To provide support to the DCOO by ensuring a consistent approach is taken in the application of the Trust's Access Policy, oversee adherence to the Trust's Standard Operating Procedures and Policy, and provision of audit and information to support the Trust in the effective implementation of relevant national and local policies and procedures for RTT and Elective Care Pathways.
- To contribute to the delivery of the national standards, guidance and recommendations, reporting achievements and key risk factors, and developing recommendations to address areas of non-compliance.
- Be an RTT and elective pathway management subject matter expert, working with the Divisions to facilitate the delivery of RTT and Diagnostic performance standards, as well as delivery of the recovery trajectories for long waiters.

## 2. Policy Development and Implementation

- Work with colleagues across the ICS to ensure that the Pan Norfolk Access Policy is current and implemented across all Operational Divisions.
- Work with the DCOO on the production of policies and procedures which facilitate the operational and quality effectiveness of the Elective programme.
- To support the Head of Business Support Services to develop and maintain standard operational processes for administration teams to ensure robust delivery of systems and process underpinning the Trust Access Policy.

## 3. Training and Development

- Provide support to the DCOO in the design and delivery of the Trust RTT and Diagnostic standards training programmes to ensure all relevant operational, administrative and clinical staff receive skills appropriate training and maintain their knowledge as they develop in their roles
- Promote the recording of high quality data at all times, and ensure training delivered is in line with the bespoke requirements needed to reduce data quality errors identified through audit
- Be a subject matter expert and ensure bespoke training is available where needed to relevant site operational staff (clinical, clerical and managerial) to ensure adherence to the Trust Access Policy and underpinning SOPs. Access Manager The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust May 2022
- Deliver the relevant Elective Care training plan for new staff and refresher training for existing staff at the appropriate level of complexity.
- Monitor assessment scores, maintain training records and liaise with operational managers as necessary, to arrange additional training interventions (e.g., face-to-face training) in line with the RTT training strategy.

- Lead on the development of RTT specific e-learning material which will involve at least an annual review of SOPs in line with the annual pan Norfolk access policy review to ensure they reflect the agreed working practices and principles.
- Support the DCOO in the provision of ad hoc advice, support and guidance to the Trust regarding rules, scenarios and operational standards
- Provide Elective training in a way that recognises the diverse needs of the workforce to enable them to fulfil their roles competently and safely.

#### 4. Assurance

- Monitor the PTL to ensure that all Divisional Operational and Service Managers have sufficient resources planned and are in place to deliver the RTT standard, cancelled ops standard and the diagnostic standards, escalating issues where appropriate.
- To provide information, attend and chair when required the PTL meetings. This may involve participating by leading and providing professional challenge to others as appropriate.
- Support the timely and accurate reporting of Trust performance against a variety of internal/external indicators.

#### 5. Project Management

- As directed by the Deputy COO implement or take part in new projects and initiatives which improve access to services delivered to patients and the operational effectiveness of processes within the Operational Divisions and Trust.

#### 6. Elective Care Standards Pathway Development

- Within the Elective Access arena, contribute to the consideration, development and implementation of new processes and ways of working.
- In conjunction with clinical teams, develop timed clinical pathways to assist with monitoring, escalation and service improvement across all specialities. Access Manager The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust May 2022

#### 7. Communication

- Represent the Trust within the ICS on Elective Access standard matters for the Deputy COO as and when required
- To establish excellent communication with other managers in the Trust and wider healthcare community to ensure that Access standards are integrated as appropriate
- Be committed to working and engaging constructively with internal and external stakeholders on a range of Elective care issues

- Ensure that good practice is rapidly shared within the Operational Divisions and wider organisation where appropriate
- To be responsible for the maintenance of the Trust Elective Care intranet site, providing accurate and timely information relating to pathway management.
- Develop strong working relationships and communications networks with key internal and external stakeholders
- Present information to a wide range of stakeholders in formal and informal settings.
- Propose changes and make recommendations to improve service delivery.
- Maintain knowledge of emerging elective policies from government departments and external bodies which may impact the delivery of the Elective programme.
- Engage with stakeholders across Norfolk and Waveney to support the development and redesign of Elective Care processes.

## 8. Research and Development

- Ensure contribution towards the Trust's Research Strategy where relevant
- Ensure that research and audit activity is conducted in line with Trust standards, and that results are shared with other specialties as appropriate and the Research and Development Department

## 9. Governance and Risk

- Participate in a culture where governance and risk management are seen to be everyone's responsibility
- Provide information for benchmarking and audit to improve patient experience  
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- Support the DCOO to ensure that systems are in place to deliver accurate and timely statutory information (e.g., DM01, WLMD5, EROC national submissions)

## 10. Budgetary Responsibility

- The post holder will assist in the management of the service areas they are responsible for, ensuring the delivery of key targets within the budgeted resources available.
- Participate in the budget setting process for the defined service areas, working closely with the Head of Business Support Services and Deputy COO and other key staff in reaching agreement on staff establishments. Assist in the plan for the reconfiguration of services, which enables them to be delivered in a manner which offers better value for money

## 11. Other Duties

- Take part in Trust-wide initiatives and projects as required
- To analyse complex problems and develop practical and workable solutions to address them
- All employees must abide by the guidance set out in the NHS Code of Conduct and Standard Business Conduct for NHS Staff (HSG 93/5), as amended or replaced from time to time. Managers must also comply with the NHS Code of Conduct for Managers.
- All clinical professionally regulated staff must abide by the codes of conduct issued by their respective regulatory bodies (e.g., NMC, GMC, HPC) and ensure that they maintain updated registration as required by the role.
- The post holder must at all times carry out his/her responsibilities with due regard to the Trust's Equal Opportunities Policy.
- To be aware of the responsibility of all employees to maintain a safe and healthy environment for patients, visitors and staff and attend all relevant health and safety training.
- To ensure that all duties are carried out to the highest possible standard

### Governance and Statutory Requirements

The post holder is expected to comply with the governance arrangements and policies and procedures of the organisation, available on the Trust intranet site.

### Equal Opportunities and Diversity

The Trust has an absolute commitment to equal opportunities based on sound management practice, respect for the individual and legislative compliance. The post-holder must at all times carry out his/her responsibilities with regard to the Trust's Equal Opportunities Policy.

### Health and Safety & Risk Management

Employees must be aware of the responsibilities placed upon them under the Health and Safety Work Act 1974, to ensure that the agreed safety procedures are carried out to maintain a safe working environment for patients, visitors and employees.

Employees must wear personal protective equipment where provided.

All employees are expected to comply fully with the Trust and Departmental fire policies and procedures to meet their responsibilities in relation to fire safety. All staff are also expected to maintain safe infection control practices at all times. All employees are responsible for reporting any accidents, untoward occurrences and potential hazards to their Head of Department even when no injury or property damage has resulted.

## Infection Control

All staff have a responsibility to contribute to the reduction of healthcare acquired infection by the adherence to best practice.

Staff are expected to comply with hand hygiene guidelines and ensure all equipment used for patient care is clean and fit for purpose.

Staff are requested to report any environmental concerns regarding breach of infection prevention guidelines to their line manager.

## Information Governance

Confidentiality is both a moral and contractual obligation and applies both inside and outside of work. *Any matters of a confidential nature, and in particular any information relating to patients, individual staff records and details of contract prices and terms must, under no circumstances, be divulged or passed to any unauthorised persons at any time during your employment or afterwards.*

*All notes, emails, records and other documents, regardless of medium, are and shall remain the property of the Trust and shall be handed over by you to the Trust from time to time on demand and, in any event, upon termination of your employment. All assets issued to you (such as identity card, car parking pass, equipment, office keys etc) must be surrendered to the Trust upon termination of your employment and, where applicable, on change of employment within the Trust.*

*As a user of information you must be aware of your responsibilities, both legal and other, and comply with all policies and procedures issued by the Trust and associated NHS Codes of Conduct and work within the principles outlined in the information governance framework. This includes information security (including encryption and, where applicable, home working and remote access), records management and information quality responsibilities.*

Under the common law duty of confidentiality, you may be personally liable in a court of law for unauthorised disclosure of personal data. In addition, the wilful or negligent disclosure of confidential information or disregard for the Trust's information governance framework would be a breach of the disciplinary rules and could result in summary dismissal. Should you breach this clause after your employment has ended, the Trust may take legal action against you.

## Safeguarding Children/ Vulnerable Adults

All Staff within the Trust share a commitment to safeguard and promote a Child's or Vulnerable Adult's wellbeing. As an organisation we need to ensure that all staff who come into contact with Children/Vulnerable Adults in their daily activities or provide services to adults with Children or Vulnerable Adults receives mandatory safeguarding training which is appropriate to their role. In addition to this you will be expected to work in accordance with the policies and procedures relating to Safeguarding Children/Vulnerable Adults that have been agreed by the Trust.

## Values & Behaviours

All staff must be able to evidence that they possess and exhibit the behaviours which underpin the core values of the Trust

THIS JOB DESCRIPTION IS SUBJECT TO REVIEW IN CONSULTATION WITH THE POST  
HOLDER.  
THIS JOB DESCRIPTION WILL BE REVIEWED ANNUALLY

Person specification				
Criteria	Essential/ Desirable	Means of assessment		
		A	I	Q
<b>Qualifications/training and professional development</b>				
First Degree or equivalent	E	✓		✓
Evidence of other specialist knowledge at higher degree or master's level.	E	✓		✓
Substantial current knowledge of the NHS Elective Access standards relevant to the acute sector	E	✓	✓	✓
Evidence of CPD.	E	✓		✓
<b>Experience</b>				
Substantial experience in working collaboratively across professions and services	E	✓	✓	
Demonstrable success in improving challenging healthcare standards.	E	✓	✓	
Experience of developing and delivering packages of training	E	✓	✓	
Experience of undertaking audits	D	✓	✓	
Budgetary management experience	D	✓	✓	
<b>Skills, abilities, and knowledge</b>				
Well-developed IT skills to manage and report on complex management information	E	✓	✓	
Excellent communication skills, presenting, written and oral.	E	✓	✓	
Excellent interpersonal and negotiation skills	E	✓	✓	
Able to work collaboratively with internal and external stakeholders	E	✓	✓	



Ability to prioritise work, meet tight deadlines and work independently	E	✓	✓	
Ability to present complex data.	E	✓	✓	
Influencing clinicians and managers for service improvement	E	✓	✓	
Positive and effective team worker	E	✓	✓	
High levels of attention to detail and accuracy	E	✓	✓	
Exceptional organisational skills.	E	✓	✓	
<b>Aptitude</b>				
Self-awareness	E	✓	✓	
Personal Integrity	E	✓	✓	
Commitment	E	✓	✓	
Able to demonstrate positive behaviours against the Trust values of: Kindness, Wellness, Fairness	E	✓	✓	
Health and physical abilities sufficient for the post if necessary, with reasonable adjustments with respect to the Equality Act/Disability Discrimination Act).	E	✓	✓	
Able to demonstrate a positive work-life balance	E	✓	✓	
Willingness to work anywhere within the Trust and to travel, on occasions within the ICS, region and nationally as necessary	E	✓	✓	
Ability to work flexible hours if necessary	E	✓	✓	