

Candidate Information Pack

Including Job Description & Person Specification



Croydon Health Services provides integrated NHS services to care for people at home, in schools, and health clinics across the borough as well as at Croydon University Hospital and Purley War Memorial Hospital.

CUH provides more than 100 specialist services and is home to the borough's only Emergency Department and 24/7 maternity services, including a labour ward, midwifery-led birth centre and the Crocus home birthing team.

Purley War Memorial Hospital (PWMH) in the south of the borough offers outpatient care, including diagnostic services, physiotherapy and ophthalmology services run by Moorfields Eye Hospital, alongside an onsite GP surgery.

Our experienced staff take care of people of all ages across the borough of Croydon.

We are a very close-knit and friendly organisation where everyone of our 3600 members of staff is valued. We strongly believe that our employees are our greatest asset.

Join us and be a part of the team that is making Croydon proud.



Our values

We will always be **professional**, **compassionate**, **respectful** and **safe**.

Professional

- Set ourselves very high standards and share best practice
- Keep our uniforms smart, and be professional and consistent in our approach
- Work in partnership to best support our community's needs
- Use resources wisely without compromising quality or safety

Compassionate

- Treat everyone as we would want to be treated ourselves
- Demonstrate kindness, dignity, empathy and compassion
- Make time for the people we are caring for, to understand their needs and wants
- Organise our services to give people the best possible experience of care

Respectful

- Be courteous and welcoming, and introduce ourselves
- Value the diversity and needs of everyone
- Always involve people in decisions about their care, listening to and respecting their wishes
- Appreciate the contribution that staff from all backgrounds bring to our services

Safe

- Be open and honest in everything we do, sharing what we do well and admitting our mistakes, to constantly improve our care
- Protect the confidentiality of those in our care and show sensitivity to people around us
- Feel free to raise concerns so we are always learning
- Make time for training and development and support research so people always receive the highest standards of care.



JOB DESCRIPTION

JOB TITLE	Elective Pathways Operations Manager
DIRECTORATE	Corporate
DEPARTMENT	Corporate
BAND	8a
RESPONSIBLE TO	General Manager for Cancer & Performance
ACCOUNTABLE TO	Director of Operations
WORKING RELATIONSHIPS	Directorate Management Team, Clinical & Non clinical Leads, Service / Operations Manager, Associate Directors, Director of Operations, Junior Doctors, Staff Nurses, Imaging Staff, Administrators.

ABOUT THE ROLE

The role of the Elective Pathways Operations Manager is to provide operational support and co-ordination to the Operational Recovery Programme (ORP). The role will include support for the delivery of elective pathways, including analysing and reporting on data. The post holder must have extensive knowledge of the RTT rules (admitted, non admitted and diagnostics), as well as the Trust Access Policy. The post holder will have CRS Millennium experience (CERNER), and will work using their own initiative with a sound understanding of the business of the Trust and the operational objectives for recovery.

MAIN DUTIES

- The post holder has a key responsibility for reporting of recovery activity against plan, to include all aspects of operational service and performance management related to the recovery programme
- The post holder is expected to be accountable and to take decisions on day to day operational issues for area's within their responsibility and be responsible for the delivery of the services within their remit
- To support and work in collaboration with the Clinical Director, Associate Director of Operations, General Manager (where appropriate) Associate Director of Nursing, Clinical Heads of Service, and Matrons in the planning, development, provision and review of the Service Group & Directorate's services.



- To ensure the delivery of high quality, patient focussed and cost-effective services in line with the Trust's Strategic Direction and the Annual Plan which reflect the needs of stakeholders such as patients, carers and General Practitioners.
- To provide leadership within their areas of responsibility.
- To develop and deliver high quality, responsive and cost effective services in line with the requirements of Key stakeholders, the Trust strategic direction, and the Directorate's Annual plan.
- To provide and develop a working environment and open culture which fosters high morale and commitment among all staff and promotes their well being and personal development.
- To set and continuously review service standards in line with the Directorates objectives, the Trust's contractual agreements and national standards.
- To be accountable for the pay and non pay budgets for allocated services in areas of responsibility
- To ensure that the Service Group(s) meet their agreed financial, activity and other performance targets.
- As a Senior Manager, to work corporately and collaboratively to promote the future success and prosperity of the Trust.
- To be responsible for the day to day provision of client /patient care within their areas of responsibility.

SERVICE PLANNING

- Ensure all areas within the Service Group(s) meet all relevant access targets.
- To ensure the Directorate's services are developed within the framework of the Trust's recovery agenda
- Develop systems that encourage and enable patient involvement and a patient centred service
- Ensure that services are working to ORP objectives
- Where appropriate, ensure services are provided to external organisations as determined by SLA agreements
- To be able to analyse changes in demand, income, activity and expenditure and to propose a number of changes to services to ensure that the Organisation is fit for purpose.

SERVICE DELIVERY

- To assist the Director of Operations in the performance monitoring of activity on a regular basis in order to support the achievement of the Trust's recovery programme and to produce corrective action plans.
- To support the Division team in ensuring that effective arrangements are in place for Clinical Governance, clinical incident reporting and clinical risk management.
- Work collaboratively within the SWLondon Recovery Programme to improve sector wide waiting times and activity profiles



SERVICE IMPROVEMENT

- To lead, co-ordinate and manage the delivery of organisational change within the area of responsibility, working collaboratively with the Directorate's teams in the delivery of enhanced activity plans

STAFF MANAGEMENT

- To manage all staff within the areas of responsibility
- Regularly review the performance of directly reporting staff and carry out appraisals, in line with Trust and National policy.
- To set objectives for staff and to identify individual training and development needs. To ensure that all staff within the Directorate have an up to date appraisal and PDP.
- To ensure that training reflects best clinical practice.
- To ensure that the Trust's human resource management policies and procedures are followed.
- For relevant staff groups ensure statutory requirements in terms of health and safety at work are met
- As a Trust Senior Manager to carry out investigations of personnel issues in other areas of the Trust as requested by Human Resources.
- To take lead responsibility for all aspects of recruitment, retention, appraisal development and performance management for staff in areas of responsibility

COMMUNICATION

- To establish effective communications and working relationships within areas of responsibility. Some of this information will be of a highly sensitive and complex nature.
- To establish effective communications and working relationships with other Directorates, Departments and external agencies.
- To encourage effective communication with patients, carers and General Practitioners.
- To deal with all complaints in accordance with Trust policy and try to resolve these face to face with the complainant if possible

FINANCE, ACTIVITY CONTRACTING & INFORMATION

- To assist in producing the performance report for the quality board and the directorate board meetings.
- To ensure that the areas of responsibility achieves its contracted activity and waiting time targets
- To have lead responsibility for the pay and non-pay budget for allocated services in areas of responsibility.
- To prepare performance monitoring reports for ORP and SWL Sector CUH returns as required
- To lead on capacity planning for area of responsibility including the numbers of staff required to deliver services targets as well as appropriate use of clinical and non clinical resources.

POLICIES & PROCEDURES

- To ensure that all Trust Human Resources, Clinical Risk and Health & Safety policies are implemented and adhered to.
- To ensure that all policies developed within areas of responsibility are rolled out to the Trust where appropriate. To follow all Trust policies and procedures where appropriate.



- To have an appreciation and understanding of the Strategy for London and be responsive to any potential changes that may occur within Acute trusts.
- To interpret local and National Policies affecting their services and to be autonomous in interpreting these policies for local implementation.

PERSONAL PRACTICE AND DEVELOPMENT

- To maintain own personal and professional managerial development keeping up to date with current knowledge and NHS agenda through attending study days, conferences and meetings as appropriate.
- To provide coaching, mentoring and training to staff as required.
- To adhere to the NHS Managers code of conduct at all times



GENERAL

1. To work in accordance with the Trust's Values to consistently demonstrate the behaviours required. The postholder is required to carry out his/her role in accordance with the organisation values, standards and behaviours, in a Professional, Compassionate, Respectful and Safe way.
2. To ensure that Croydon Health Services Trust's policies and procedures are adhered to.
3. To have responsibility for the Health, Safety and Welfare of self and others and to comply at all times with the requirements of the Health and Safety Regulations and the Trust's Health and Safety policies and procedures.
4. To ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity in accordance with the provisions of the Data Protection Act and its amendments.
5. To work in accordance with the Trust's policies to eliminate unlawful discrimination and promote equality and diversity in the workplace. To positively promote at all times equality of opportunity in service delivery and employment in accordance with Trust policies, regardless of age, disability, race, nationality, ethnic or national origin, gender, religion, belief, sexual orientation or domestic circumstances.
6. To adhere to the Trust Infection Control Policy, procedures and guidelines, and in particular practice strict hand hygiene at all times while carrying out clinical duties, in line with the responsibilities placed on employees by the Health Act 2006: Code of Practice for the prevention and control of healthcare associated infections (HCAIs). The prevention and control of HCAIs must be embedded into everyday clinical practice and applied consistently.
7. All clinical staff hold responsibility for ensuring they have sound knowledge of standard infection control precautions and that no omission on their part or within the sphere of their responsibility is detrimental to the interests or safety of their patients, visitors and colleagues. Clinical staff must keep their infection control knowledge and skills up to date by attending the Trust's mandatory infection control training, a record of which will be kept and information provided to line managers as required.
8. To comply with the Trust's Safe Guarding Children and Vulnerable Adults policies, procedures and protocols. All individual members of staff (paid or unpaid) have a duty to safeguard and promote the welfare of children, young people and vulnerable adults This will require you to:
 - Ensure you are familiar with and comply with the London Child Protection Procedures and protocols for promoting and safeguarding the welfare of children and young people.
 - Ensure you are familiar and comply with the Croydon Multi Agency Safeguarding Vulnerable Adults Pan London Procedures.
 - Ensure you are familiar and comply with local protocols and systems for information sharing.
 - Know the appropriate contact numbers and required reporting lines.
 - Participate in required training and supervision.
 - Comply with required professional boundaries and codes of conduct

NOTE:

- A child is someone under the age of 18 (this would include unborn children).



- A vulnerable adult is 'someone who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation' (this includes carers).

Copies of the Protocols and Procedures are available on the Trust Intranet under Child Protection. Staff are advised on how to access the appropriate contact numbers and the Protocols and Procedures when attending Safeguarding training. Updates and revisions are notified to all staff via 'What's New'.

9. To work within the relevant Professional Bodies Code of Professional Conduct and Scope of Professional Practice.
11. Budget Holders are responsible for adherence to Standing Financial Instructions
12. Managers are responsible for adherence of maintaining expenditure within budget and addressing deviations from budget
13. To undertake such other duties as may be reasonably required from time to time as are consistent with the responsibilities of the post.

You are the difference –Staff Pledges

All staff are expected to demonstrate a considerate and respectful attitude.

I will always introduce myself to patients and other staff "Hello my name is"

If I see that someone looks like they need help, assistance or they look lost – I will always – Can I help you?

If I can't help you I will always ensure that I refer you to someone who can

If I see behaviour that is inappropriate I will feel empowered and supported to always challenge it

This job description is not an exhaustive document, but is a reflection of the current position. The job holder may from time to time be asked to undertake other reasonable duties. Any change will be made in discussion with the job holder in light of service needs.

Job Description Agreement

This job description can be updated annually as part of the personal development plan.

This job description has been updated and agreed by:

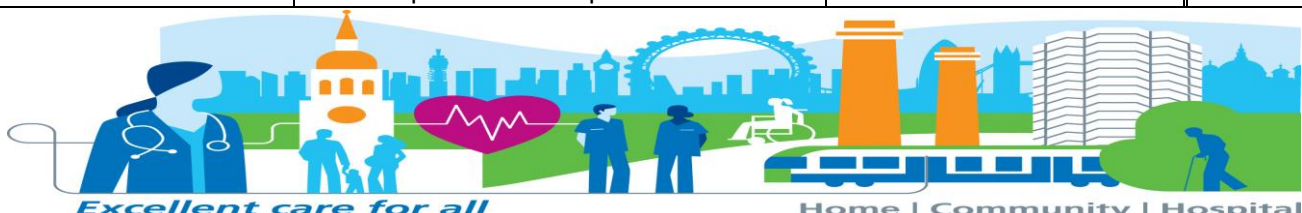
Current post holder :Date:

Line Manager:Date



Person Specification
JOB TITLE: Elective Pathways Operations Manager
Band: 8A

HEADINGS	ESSENTIAL	DESIRABLE	HOW TESTED
EDUCATION AND QUALIFICATIONS	<p>Educated to degree level or equivalent experience</p> <p>Evidence of continued professional development</p>	<p>Post graduate training in Business or Management in progress or completed or equivalent experience</p> <p>Formal education to first degree level or equivalent ability or working towards</p>	<p>A</p> <p>Certificates / Portfolio</p>
EXPERIENCE	<p>Minimum of 3 years staff management</p> <p>Minimum 3 years budget management , including senior level experience</p> <p>Proven experience of successful change management and service redesign.</p> <p>Familiarity with clinical service management issues</p> <p>Evidence of training in managerial skills e.g. project management, leadership etc.</p> <p>Ability to use word, excel and power point competently</p>	<p>At least 5 years' experience in a management role; minimum 3 years operational management a hospital setting, including senior level experience</p>	<p>A,I</p>
SKILLS	<p>Must be able to demonstrate, in relation to patients, visitors, colleagues and other individuals connected with the Trust and NHS:</p> <p>You are able to communicate effectively to ensure high standards of care, treatment, service or support as appropriate to your role</p> <p>Able to work autonomously and with confidence to take decisions</p> <p>Able to analyse and interpret complex data and information and draw together action plans based on this</p> <p>Able to make judgements involving highly complex situations, which require analysis and comparison of complex</p>	<p>Improvement methodologies and project management experience and the ability to apply these concepts</p> <p>Experience of delivering training in an engaging and creative way</p>	<p>A,I</p>



	<p>measurements; a range of different options or conflicting information</p> <p>Excellent Interpersonal skills and ability to build rapport and credibility with clinical and managerial teams.</p> <p>Excellent written and verbal communication skills.</p> <p>The ability to Interpret data/information Evidence of initiating purposeful action Persistence in achieving objectives</p>		
Other factors / Special circumstances	<p>Highly motivated and enthusiastic individual prepared to drive organisational through change.</p> <p>Creative and innovative approach to issues and the promotion of new ideas.</p> <p>Embracing change to work practices and service delivery.</p> <p>Demonstrating positivity in the face of adversity.</p> <p>Able to work autonomously as well as within a team.</p> <p>Evidence of continued professional development.</p>		A,I

A= Application T= Test I=Interview

