

## Job Description

<b>Job Title:</b>	<b>Administrative Team Leader</b>
<b>Job Band:</b>	<b>Band 5</b>
<b>Department:</b>	<b>Respiratory</b>
<b>Responsible to:</b>	<b>Assistant Directorate Manager</b>

### Why join The Dudley Group?

Here at the Dudley Group our patients and staff are at the heart of all that we do to offer a high-quality patient experience in a caring and supportive environment that aligns with our vision of providing excellent health care, improved health for all.



### **Job Summary**

The post holder will provide support to the clinical directorate in delivering the Trusts strategic and operational agenda.

They will assist and support day to day service management issues, liaising with departments across the Trust, and externally to other providers and play a vital role in the delivery of the National Performance Targets. The post holder will provide line management for administrative staff within the directorate, deputising for the Assistant Directorate Manager as required.

To provide a comprehensive medical secretarial service to Consultants and supporting teams within designated specialty area. To work collaboratively with other medical secretarial colleagues to ensure clinical correspondence is produced and distributed within acceptable timescales.

### **Structure Chart**



### **Principal Duties & Responsibilities**

Supporting performance management and delivery

- To provide leadership and expertise within the specialty
- To ensure the delivery of performance targets including waiting times, activity and patient experience.
- To provide expertise to the directorate on the application of the Trust Patient Access Policy and the national guidelines for RTT management and reporting.
- To provide comprehensive and detailed reports to the Directorate and Divisional teams on performance against the RTT target and other access standards.
- To effectively plan and manage clinic and day case capacity across the specialty to ensure delivery of the 18-week referral to treatment target and 6-week diagnostic targets
- To oversee the management of all waiting lists in the specialty and support administrative staff to manage demand and capacity. This will include negotiating additional clinical sessions with the clinical staff and relevant departments as required.
- To proactively manage activity to ensure delivery of activity plans and provide support to develop corrective action plans to overcome deficits.
- To support the Directorate management team in monitoring progress against the Division's key performance indicators. This will involve the implementation of corrective action plans as



requested. This will require an ability to analyse complex situations and information and provide solutions, often under pressure.

### **Service improvement**

- To take the lead on behalf of the Directorate in administrative service improvement projects.
- To work with the Directorate management team to implement service changes to address service user feedback.
- To support the clinical specialties within the Directorate to develop and drive forward their 2 and 5-year strategic plans.
- To develop and implement a range of policies and procedures to embed agreed service changes and provide regular review of the effectiveness of these.

### **Staff management**

- The post holder will have line management responsibility for specified administrative staff within the specialty.
- To receive, authorise and record requests for annual leave and other leave, ensuring that minimum staffing levels are maintained, and departmental and Trust policies are adhered to.
- To undertake return to work interviews following sickness absence, ensuring that the Trust Sickness Absence Policy is adhered to. This will involve leading stage 1 sickness absence reviews and reporting matters to the Assistant Directorate Manager as appropriate.
- To lead on the recruitment of administrative staff within the directorate, and ensuring appropriate induction and training is arranged for new staff joining the team.
- To be accountable for all administrative staff undertaking their mandatory training within the required timescales to ensure the Division achieves the target performance.
- To be accountable for completion of appraisals for specified administrative staff within the Directorate within the required timescales to ensure the Division achieves the target performance.
- To initiate first-line disciplinary and capability action for specified administrative staff within the Directorate. The post-holder will ensure that the Directorate manager is regularly appraised of all disciplinary and grievance matters.
- To manage the workload of administrative staff within the Directorate.
- To act as a role model for staff within the Directorate, maintaining high levels of professionalism including dress code and customer service skills.
- To support the development and implementation of skill-mix reviews and other manpower planning strategies.

### **Equality and diversity**

- To support the Directorate management team in ensuring compliance with policies on equality and diversity.
- To challenge any behaviour that disregards the rights of an individual.



### **Management of physical and financial resources**

- To process invoices in a timely manner in line with the Trust's Standing Financial Instructions.
- To assist in the costing of any proposed service changes to support the development of business cases.
- To be responsible for the maintenance and safe operation of equipment within the administrative areas of the Directorate.
- To ensure that Individual Funding Requests are managed in line with Trust policies, and maintain a record of requests made and their outcomes, ensuring this is communicated with the clinical teams.
- To oversee and authorise the ordering of stationery within the Directorate.

### **Communication**

- To compile and lead the monthly team brief for administrative staff within the Directorate.

### **Information and data management**

- To ensure the accuracy of the weekly patient tracking lists, ensuring that issues affecting waiting times are appropriately escalated and managed.
- To provide weekly and monthly information to the Directorate management team on waiting times and achievement of key performance indicators.
- To support the Directorate Management Team by compiling reports for the monthly Divisional Board meetings.

### **Clinical governance and risk management**

- To respond to patient concerns where applicable and raised through the PALS Team.
- To investigate and respond to complaints where applicable, and draft response letters for approval by the Directorate Manager.
- To assist in the investigation of adverse incidents logged through the Datix system where applicable.
- To compile risk assessments, and ensure frequent review of the actions that are identified to mitigate risks, where applicable.

### **General duties**

- To take minutes of Directorate Meetings, and ensure that actions are completed within defined timescales, where applicable.
- To take responsibility for the security of the administrative areas of the Directorate.
- To be responsible for ensuring the Directorate maintains high standards in data quality.
- To attend meetings on behalf of the Directorate relating to data quality and patient administration systems, and that staff are kept informed of any developments.



There may also be a requirement to undertake other similar duties as part of this post in order to provide a quality service. These will be consistent with the level of responsibilities outlined above.

This job description may be reviewed from time to time in light of developments and may be amended in consultation with the post holder.

### **Organisational Values**

#### **The post holder will:**

**Care:** You will listen, be respectful and treat others with compassion and kindness.

**Respect:** You will behave with respect to everyone you meet and encourage an inclusive culture where we respect the contribution everyone makes.

**Responsibility:** You will take responsibility for yourself and your team.

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### **Location**

The Trust provides services from different sites. You may be expected to work at any of the Trust locations. These include Russells Hall Hospital, Dudley Guest Hospital and Corbett Hospital as well as various community-based sites across the borough.

### **Code of Conduct**

It is expected that all staff would be able to show that they live our trust values in their work and that they will deliver the essential behaviours in their role.

Staff are expected to adhere to Trust policies and procedures which establish standards of good practice as well as follow any codes of conduct which are relevant to their own profession.

### **Equality, Diversity, and Inclusion**

All Trust staff have a responsibility to embrace the diverse cultures of both our staff and the communities that we serve, and as such, all staff should ensure that equality, diversity, and inclusion are embedded in their work philosophy and reflected in their behaviour. Equality, Diversity, and inclusion are pivotal to the values and vision of the Dudley Group so that they shape everything that you do every single day.

### **Safeguarding Children and Adults**





All Trust staff have a responsibility to ensure the safeguarding of children, young people, and vulnerable adults. This includes attending statutory and mandatory training, adhering to local Safeguarding Children and Adults policies and procedures and inter-agency guidance as showed in the Trust's Safeguarding policies and procedures.

### **Improvement Practice**

The trust has a long-term commitment to its continuous quality improvement programme; "Dudley Improvement Practice." As part of your role, you will be asked to take part in improvement activity relevant to your post.

### **No Smoking**

The Trust is a completely Smoke Free Organisation and all premises will be considered No Smoking Zones.

### **Health and Safety**

The Trust has a duty of care to employees and will ensure that, as far as is practical, adequate training, facilities and arrangements for risk avoidance are in place.

It is the individual employee's responsibility, however, to manage their own health and wellbeing.

All Trust employees must follow relevant Health and Safety legislation and the Trust's policies relating to Health & Safety and Risk Management.

<b>Prepared by:</b>	Laura Garbett
<b>Date:</b>	28/02/2023
<b>Job evaluation completed:</b>	
<b>Job evaluation reference number:</b>	



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## CARE

**A CARING, KIND AND COMPASSIONATE PLACE:** We will support people to have joy in work and to treat each other with compassion and kindness.



## RESPECT

**A PLACE WHERE COLLEAGUES RESPECT ONE ANOTHER:** We will behave with respect towards everyone we meet to encourage an inclusive culture where we all believe in and live by our Trust values.



## RESPONSIBILITY

**A WORKFORCE FOR NOW AND THE FUTURE:** Making Dudley the place people want to be and stay because everyone has a role to play and takes responsibility for themselves and their teams.