

# Job Description

## Clinical Support Health Group

**Job Title:** Business Support Manager

**Band:** 7

**Reports To:** Divisional General Manager

**OUR VALUES**

CARE	HONESTY	ACCOUNTABILITY
We are polite and courteous, welcoming and friendly. We smile and we make time to listen to our patients and staff. We consider the impact our actions have on patients and colleagues. We take pride in our appearance and our hospitals and we try to remain positive.	We tell the truth compassionately. We involve patients in decisions about their care and we are honest when things go wrong. We always report errors and raise concerns we have about care. Our decisions and actions are based on facts not stories and opinions.	We are all responsible for our decisions and actions and the impact these have on care. All staff are responsible for maintaining high standards of practice and we take every opportunity to continuously learn. Everyone is encouraged to speak up and contribute their ideas to improve the care we provide.
We do not treat anyone unfairly. We do not let our mood affect the way we treat people. We don't talk negatively about colleagues or other teams. Offensive language, shouting, bullying and spreading rumours are unacceptable.	We do not withhold information from colleagues or patients. We never discourage staff from reporting concerns. We are not careless with confidential information. We do not present myths as facts.	We do not unfairly blame people. We positively embrace change and we don't discourage people from having opinions. Controlling behaviours and silo working should not be exhibited in our Trust.

### Job Summary:

Using highly developed specialist knowledge, the post holder has delegated responsibility and autonomy for the delivery of safe and effective clinical services within the division/specialties, ensuring that all targets and deadlines are delivered as appropriate.

The post holder will have delegated responsibility for the effective management of human resource and clinical governance and play a key role in business planning.

## **Knowledge and Skills**

### **1. Communication and Relationship Skills**

- Highly effective communication, interpersonal and negotiating skills are required to gain the co-operation of clinical and non-clinical staff to amend and re-organize patient activity where there may be resistance to change to achieve Trust and specialty targets related to the delivery of effective and timely high quality patient care.
- Represents and promotes the specialties within the Health Group supporting the Divisional General Manager in highly complex contract negotiation leading to the development and agreement of service level agreements to ensure the effective delivery of patient care within agreed performance outcomes.
- Develops effective communication channels between staff, clinicians and management using a range of approaches including formal meetings/presentations to individual discussions to gain commitment and support and ensure effective understanding to highly complex situations, for example multiple options appraisals using capacity and demand principles within nationally managed KPIs.
- Ensures performance information is conveyed to the clinical teams in a timely and understandable manner.
- Ensures clinicians/managers/staff have the opportunity to influence proposed changes, for example service reconfiguration.
- Actively investigates and responds to patient complaints, liaising with clinical and non-clinical colleagues to gather information and facilitate change as required. Involves and consults with patients and family members during local resolution meetings to ensure the complaint is addressed as quickly and effectively as possible.
- Requires the use of negotiating skills to resolve complaint issues and the ability to demonstrate empathy with clients, carers and families in what can often be a hostile or emotive environment. Agree actions following complaints are relevant to the patient/client management to avoid escalation where possible.

### **2. Knowledge, Training and Experience**

- Utilises highly developed specialist professional knowledge and experience to assess, plan, evaluate and implement interventions across specialties within the Division.
- Maintain knowledge of changes in the NHS to provide advice to services on how to respond to changing requirements whilst maintaining best practice.
- Provides specialist operational advice to senior members of management staff to inform service planning and delivery.
- Contributes to the development of business plans and strategy, working to broad policy and guidance to implement the effective delivery of care to achieve targets.
- Maintains up to date knowledge of developments within the post holder's specialties, and develops plans to integrate this into the modernisation of services.
- Uses management skills to develop teams, to ensure services are responsive to corporate and patient needs.
- Computer literate and experienced in the use of Trust software packages.
- Works flexibly and provide cross-cover across the HG as required, e.g., for specific work activities, projects or annual leave.

**3. Analytical and judgemental Skills**

- Analyses complex issues and situations, making judgments which require analysis and interpretation to aid problem solving, for example, analysis and interpretation of performance targets across the specialties.
- Uses judgment skills to develop and recommend strategies to address issues in the short, medium and long term in collaboration with the Divisional General Manager.
- Provides specialist operational advice and leadership to resolve problems associated with the day to day running of the specialties, including taking actions as appropriate to remedy issues in the short, medium and long term.
- Investigates issues arising from patient/staff complaints, serious untoward instances etc. takes remedial action.
- Investigates incidents as a TIER” reviewer (on Datix), risk assessing and creating an output for lessons learned with remedial actions.
- Lead on PALS and formal complaints, meeting with patients/carers. Provides a comprehensive written report, ensuring any lessons learned are acted upon.
- Develops and adapts service provision according to local service needs.
- Interprets local policy in order to inform service development.
- Forecasts patient activity and prepares any change impact and consider remedial actions.
- Takes the lead on identified projects.

**4. Planning and Organisational Skills**

- Responsible for the planning and organisation of a broad range of ongoing complex activities or programmes, which require the formulation and adjustment of plans and/or strategies to ensure the effective delivery of services, for example, the level of medical cover required, bed management.
- Produces and circulates timely reports and updates on performance targets and business plans to relevant internal clinical and non-clinical teams within the Trust and external organisations e.g. CCG’s, clinical networks etc. Reports and business cases may be multi-stranded and complex in nature.
- Supports the implementation and achievement of corporate and specialty objectives within their delegated service areas, for example, implementing contingency plans due to Consultant absence to ensure clinical sessions are covered and there is no negative impact upon patient care and national KPIs.
- Leads on the introduction of local and national health initiatives to ensure effective integration into the specialties.
- Identifies and minimises risks associated with service delivery ensuring proper identification and scoring of risk on the Trust’s risk register.
- Works in line with the Trust’s governance framework developing the integrated governance reports for the service line.
- Contributes to the development of business and service plans.
- Takes the lead on agreed change projects, for example service re-organisation.
- Manages waiting lists, ensuring patients gain timely access to services which meet national and local KPIs.
- Develops operational plans in conjunction with the line manager.
- Produces business plans, briefing papers and concept papers.

**5. Physical Skills**

- Competent in the use of IT systems, to obtain and analyse information on the performance of the specialties.
- Standard keyboard use.

**Responsibilities**

**6. Responsibilities for Patient/Client Care**

- Provides advice to patients/carers and service users as required through incidental contact.
- Promotes patient choice and quality services for patients.
- Ensures the safety of the environment for patients and staff.

**7. Responsibilities for Policy and Service Development**

- Manages business plans within their delegated service areas.
- Responsible for service changes which may impact across the Trust requiring other support services to work in a different way.
- Responsible for policy/service development as directed, in line with best practice, national guidelines and NHS performance targets.
- Follows Trust policy and procedures, and leads on the effective implementation of these within the specialties.
- Ensures systems and processes are in place to address winter pressure, waiting list and quality targets.
- Anticipates potential emergency situations, and ensures contingency plans are in place to ensure the specialties can respond to the needs of patients.
- Involves patients, carers and other service users and agencies in service developments.

**8. Responsibilities for Financial and Physical Resources**

- Authorised signatory/delegated budget holder for additional payments/timesheets etc. within given remit. For example for the monitoring, verification and authorisation of Waiting List Initiative Payments which may total £1,000 per month or more.
- In conjunction with the Division General Manager ensure that the Health Group[ delivers allocated cash releasing efficiency scheme targets.
- Monitors and takes action to ensure the effective use of financial and physical resources by members of the team.
- Operates within the Trust's Standing Orders, Standing Financial Instructions and Scheme of Delegation.
- Works in collaboration with patient administration to ensure effective systems are in place for the collection and coding of patient related information that are safe, timely and efficient, to support the management of contracts with CCGs and ensure the financial stability of the specialties and the Trust.

**9. Responsibilities for Staff/HR/Leadership/Training**

- Line manager for designated staff. Implements and manages initiatives designed to develop and improve team performance, including taking remedial action e.g. staff development, performance management or disciplinary action as appropriate.
- Monitors and manages operational workforce KPIs including attendance

management, completion of personal development reviews and mandatory training for direct reports and staff within the division.

- Undertakes HR investigations/case management as required e.g. grievance, disciplinary, bullying and harassment including presenting or hearing cases.
- Supports the development of workforce plans for the specialties
- Co-ordinates the education and training needs of all staff within the service line, ensuring the objectives of the specialty are reflected.
- Supports the Divisional General Manager in the provision of appropriate education and working conditions for trainee medical staff in line with national terms and conditions of employment.
- Manage junior doctor electronic rosters across specialties to provide up to date information to support the delivery of effective, safe patient care.
- To target training (formal and informal) appropriately to the needs of staff and service.

#### **10. Responsibilities for Information Resources**

- Occasional requirement to use computer software to produce statistical reports, for example, reporting on the performance targets of the Health Group's specialties.
- Uses information systems/programmes/databases needed to deliver the services within their specialties.
- Interprets performance information into a useable and meaningful format for clinicians, managers and staff.
- Ensures that all information used/accessed is managed, utilised and stored effectively.
- Ensures that patient confidentiality is maintained.

#### **11. Responsibilities for Research and Development**

- Undertakes surveys and reviews of own work area in order to identify opportunities for innovation and improvement across the specialties within the Health Group.
- Supports the undertaking of audits and research projects as required.

#### **12. Freedom to Act**

- Plans, manages, prioritises and interprets own and team's workload, using guidance and occupational policies, to ensure the effective delivery of services. Guidance may be provided by peers or external reference points as required.
- As the lead specialist, use own judgment, to define short and medium work priorities initiating plans affecting patient care and performance.
- Accountable for own professional actions and recognise professional boundaries escalating/seeking advice from the line manager when appropriate.

### **Effort and Environment**

#### **13. Physical Effort**

- Light physical effort.

#### **14. Mental Effort**

- Frequent requirement for concentration when for example, producing and analysing reports where a high degree of accuracy is required.

- To be flexible to the demands of the environment including, unpredictable work patterns, deadlines and frequent interruptions.
- Deals with constant interruptions throughout the working day which may result in changing priorities.

**15. Emotional Effort**

- Occasional exposure to distressing or emotional circumstances when dealing with sensitive and complex staffing issues (e.g. challenging behaviours, disciplinary, performance, organisational change etc.) and when following up and investigating patient complaints.
- Deal directly with complainants/patients/relatives/staff when they are angry, upset or ill and resolve issues.

**16. Working Conditions**

- Office conditions.
- Regular requirement to travel between hospital sites.
- Occasional requirement to travel to external meetings.

**Health and Safety**

In addition to the Trust's overall responsibility for your health and safety you have a personal responsibility for your own health and safety. As such you are required to inform your line manager of any safety issues that you identify, that could affect you or others in the workplace. You must co-operate with management and colleagues at all times in achieving safer work processes and work places, particularly where it can impact on others.

As a Trust employee you will be trained in the correct use of any equipment provided to improve safety and health within the Trust. You are required to use the equipment when necessary and as instructed which will include checking the equipment is safe to use, prior to its use and must report any defects immediately to your line manager.

You are responsible for the implementation and adherence to Trust safety policies and procedures for areas within your remit.

You are required to ensure suitable and sufficient risk assessments are completed for all areas within your remit. The controls identified must be evaluated and implemented where necessary.

You are required to review all risk assessments periodically and particularly when staffing and/or equipment changes, monitoring the effectiveness of any control measure implemented.

You are to ensure suitable and sufficient equipment is provided to sustain the health and safety of staff, patients and visitors to areas within your remit.

**Infection Control**

In addition to the Trust's overall responsibilities under The Health and Social Care Act 2008 Code of Practice for healthcare, including primary and adult social care on the prevention and control of infections (revised December 2010) for your safety, you have a personal responsibility to ensure your work adheres to this Code in the delivery of safe patient care

within the organisation. This code relates to ALL Trust staff and contractors working within the organisation who are employed to ensure this level of care is provided.

As an employee you will be trained to ensure adherence and compliance to the various Infection Control policies within the Trust.

### **Sustainability**

To actively support the Trust's goals for sustainability by encouraging and adopting sustainable ideas and practices.

### **Safeguarding**

The Trust has a duty and is committed to safeguarding all service users and provide additional measures for adults and children who are less able to protect themselves from harm or abuse. As an employee\* you have an individual responsibility to contribute to the detection, reporting and prevention of abuse to safeguard those in our care (Section 11 Children Act, 2004, Human rights Act 1998, Equality Act 2010 Mental Capacity Act 2005 Care Act 2014) and are accountable to ensure that you know how to respond when you are concerned for the safety of a child, young person or adult at risk. The Trust will assist you in this process by providing training, guidance and advice. There are corporate safeguarding teams who can be contacted for advice, support and safeguarding supervision. All concerns must be reported as per Trust Safeguarding Policies which are available on the Trust Intranet. Every member of staff must undertake regular mandatory safeguarding training at a level relevant to the role.

This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the current post. It may be subject to change in the light of developing organisational and service needs, and wherever possible change will follow consultation with the post holder.