



# CAPACITY AND FLOW CO- ORDINATOR - SURGERY, ANAESTHETICS AND CANCER DIVISION

## INFORMATION FOR CANDIDATES



## ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



# OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

## Our Vision:

“To provide excellent care for the communities we serve”

## Our Values:



# OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

# OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

## A MESSAGE FROM OUR CEO

Thank you for your interest in this role.

Our Trust's Vision is to provide excellent care for the communities we serve. We are striving to provide high quality, safe care for our patients in an environment which our colleagues are proud to work in.

We are looking for an inspiring, motivated individual who demonstrates our values, and who can provide clear vision and direction as we continue to move forward.

You will know that our Trust is on an improvement journey. Our recent Care Quality Commission inspection demonstrates that we are making progress towards our aim of Getting to Good, despite the challenges of a pandemic. We also know that we have more to do and that we must sustain the changes if we are to keep on improving. We are wholeheartedly committed to this and have plans in place to support this including our exciting Hospitals Transformation Programme. This will support the reconfiguration of where and how we deliver our services and the modernisation of our facilities and infrastructure, so that we can deliver better quality care for all of our communities.

It is a really exciting time to be a part of our Trust. I hope that you will join us to help steer and support us on our journey.

*Louise Barnett*

Louise Barnett  
CHIEF EXECUTIVE OFFICER

# COLLEAGUE BENEFITS

## GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

## FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

## HEALTH AND WELLBEING

### PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

### PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

### HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

## LEARNING AND DEVELOPMENT

### COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

### LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

### ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

### APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job





## JOB DESCRIPTION

<b>Job Title</b>	<b>Scheduled Care Capacity and Flow Co-ordinator</b>
<b>Band</b>	<b>NHS AfC: Band 6</b>
<b>Directorate</b>	<b>Service Delivery Directorate</b>
<b>Accountable to</b>	<b>Patient Access Manager</b>
<b>DBS Required?</b>	<b>Yes, Standard DBS</b>

## JOB PURPOSE

The post holder is responsible for supporting activity within the Division by ensuring there are beds available for our TCI patients, assisting the flow through ED and the wards for surgical and trauma patients. They will work autonomously, but with support from and liaison with operational managers and the clinical site team. The post holder will ensure the timely action and communication of all elective care issues.

They will also be responsible for the day-to-day management of the Theatre administration and reception staff in their provision of Theatre operational administration support to maintain the delivery of a high quality and effective service.

## Main Duties and Responsibilities

### Service Delivery

- Understand/plan bed capacity for patients following theatre.
- Plan patients on appropriate wards when the hospital is escalated in conjunction with clinical teams.
- Works with wards to undertake bed planning for TCI patients on the day before surgery, taking into account expected discharges etc.
- Liaise with theatres regarding list order the day before surgery with the objective of the first patient being prepared and in the theatre department by 0830 and to promote daycase pathway where possible.
- Attend daily huddles with theatre teams when required.
- Support discharges from ITU and coordinate with the Clinical Site Manager (CSM) to ensure that mixed sex breaches do not occur.
- Link with ward managers to ensure they have additional support when complex patients are returning from ITU-to include working with wards/matrons to optimise staffing requirements.
- When cancellations are required, review expected TCI's using current processes to determine patient priority.
- Liaise with the paediatric ward regarding planning of patients to support staffing and skill mix requirements.
- Communicate current position with daily Divisional lead and gain authorisation to cancel as a last resort where required.
- Escalate cancellations to the booking centre/centres/Anaesthetics and senior management using cancelled op email distribution list.
- Keep a log of all cancellations due to theatre and anaesthetic issues.
- Undertake weekend TCI planning when required and share details with capacity leads and on call senior managers.
- Communication with wards, CSM, capacity leads, Consultants, Theatres and Anaesthetics with regards to changes to expected TCI plan.
- Liaise with the Anaesthetic teams daily to ensure lists are covered appropriately, escalating any issues to the daily Divisional lead.
- Inform patients if they are being cancelled on the day of surgery for operational reasons and liaise with booking staff if cancelled for a clinical reason.
- Where errors have occurred due to booking i.e. patient given incorrect TCI time ensure that the issue is escalated immediately to the Patient Access Manager/Scheduling Services Manager.
- For patients cancelled on day of surgery due to a non-clinical reason, liaise with the booking office/centre to identify a new date for TCI and inform patient before they leave the hospital.
- Attendance at site meetings/update as required.
- Completion of site updates or reports as required.

### ED Patient Duties

- Ensure that all Divisional patients attending ED are planned to the appropriate ward as soon as possible after DTA is made through liaising with wards and departments.

### Winter Planning

- In the event of DSU being in escalation, link in with ward leads and the CSM to compile a plan for elective patients through the inpatient wards.
- Communicate updates to plans to all relevant areas.

## Workforce

- To be responsible for the day-to-day management of the Theatre administration and reception staff including recruitment, induction, appraisal, disciplinary, grievance and sickness management.
- To ensure staff within the area of responsibility have clear roles, objectives, responsibilities, and development plans.
- To ensure appropriate deployment of all staff within the area of responsibility to deliver efficient and effective services within the resources available.
- To ensure the effective performance of staff within the area of responsibility, including having in place systems for regular appraisals and the development of Personal Development Plans.
- To ensure that staff are managed effectively within the HR policy framework.
- To promote a culture of learning and continuous improvement, ensuring sufficient capacity and capability of individuals to enable them to deliver high quality care and contribute to service transformation.
- To facilitate opportunities for learning and development within the area of responsibility.
- To support workforce planning processes to ensure that the changing needs of the service can be met.
- To support the development of new roles that reflect modern healthcare delivery.
- To analyse and interpret staff satisfaction survey results and monitor key performance indicators in relation to workforce and support strategies for improvement.
- To communicate sometimes contentious information in a manner that is understandable and likely to achieve engagement.

## Quality and Service Improvement

- Provide and support the development of improvement strategies through the analysis and interpretation of trends and benchmark data.
- Support quality and service improvement within the area of responsibility and work with other services and Centres to ensure effective patient care and use of all trust resources.

## Governance and Risk

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- Disclosure of Information - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this



information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.

- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

### **Representing the Centre and the Trust**

- To foster good working relationships with colleagues within the centre as well as other centres and departments.

### **Range of Authority**

- To escalate capacity issues to senior management.
- The post holder is expected to review TCI's and referrals daily.

### **Equipment and systems**

- To use normal office equipment.
- To use a range of electronic information systems and tools.
- To be contactable via a bleep and work mobile phone.

### **Physical, Mental and Emotional Demands of the Post**

- To handle emotive and challenging situations, using influential negotiating and motivational skills to achieve desired outcomes.

### **Working Conditions**

- To work in normal office conditions, including regular VDU work.
- To travel between all Trust sites when necessary



## PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.



# QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>Degree level, plus additional qualifications, or experience equivalent to post-graduate diploma level.</li> <li>Evidence of commitment to continuous professional development</li> </ul>	<ul style="list-style-type: none"> <li>NVQ Customer Service</li> <li>NVQ Business Admin</li> </ul>

# EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>Excellent Organisational Skills</li> <li>Ability to liaise effectively.</li> <li>Ability to work to tight deadlines.</li> <li>Understanding of RTT pathways</li> <li>Ability to report and present information.</li> <li>Ability to work autonomously.</li> </ul>	

# SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Excellent Communication Skills.</li> <li>• Ability to work well within a team.</li> <li>• Able to prioritise own work and take ownership of this.</li> <li>• Methodical and Accurate.</li> <li>• Working under pressure to tight deadlines.</li> <li>• Self-motivated.</li> <li>• Flexible to meet needs of service.</li> <li>• Ability to work on own initiative.</li> <li>• Demonstrates a caring and responsible attitude.</li> <li>• Places patient in centre of all they do.</li> <li>• Receptive to change.</li> <li>• Values others ideas and opinions.</li> </ul>	

## OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"><li>• Ability to work at all Trust sites</li></ul>	

## GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

## HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety



# INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

# INFORMATION GOVERNANCE

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.
- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

# PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

# SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

# SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

# CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to

empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

## EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

## NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

## MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.



EMPLOYER RECOGNITION SCHEME

SILVER AWARD

Proudly supporting those who serve.





## The Royal Shrewsbury Hospital

Telephone: 01743 261000

Minicom: 01743 261213

Address:

The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

Getting to The Royal Shrewsbury Hospital

## The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

Getting to The Princess Royal Hospital