We care
We respect
We listen

NHS
Stockport
NHS Foundation Trust

Stockport NHS Foundation Trust

Job description and person specification

Elective Booking & Scheduling Supervisor

Making a difference every day

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Job Title: Elective Booking & Scheduling Supervisor	**AfC Reference No:** SUR/AS/BP/002/JF1
Business Group: Surgery	**Band: 5**

Staff Group *Please indicate ✓* *This section must be completed*	• *Administrative Services ✓* • *Allied Health Professionals* • *Health Science Services*	• *Nursing and Midwifery* • *Support Services*
Hours or Programmed Activities: 27.50	**Base: Stepping Hill Hospital**	

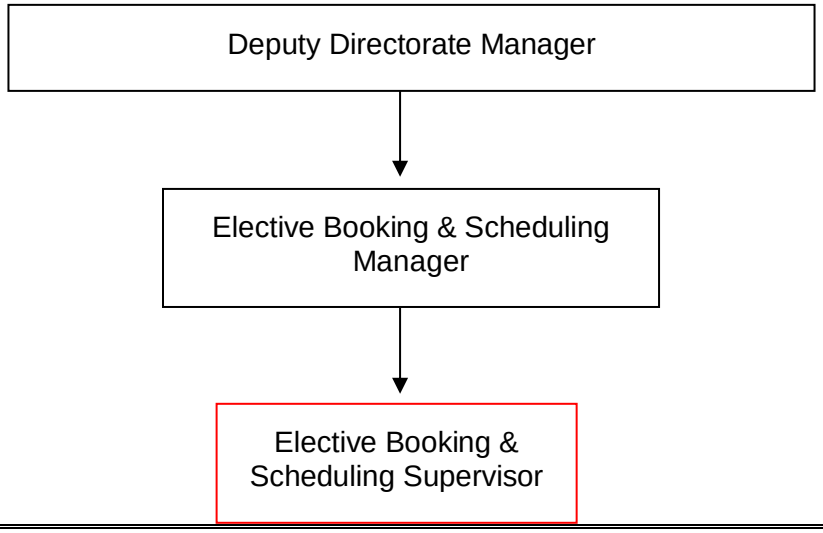
Accountable to: Elective Booking & Scheduling Manager

Responsible for: Supervising Elective Booking & Scheduling Team

Professionally Accountable to: Deputy Directorate Manager

Job Summary: Supporting the Elective Booking & Scheduling Manager and Deputy Directorate Manager in the operational delivery and performance management of the Elective Booking & Scheduling Team. This role will be a key to transformation of elective services across the Trust with all key stakeholders to ensure an efficient, productive and effective service.
The post holder will also manage a waiting list case load and be responsible for the booking of elective theatre lists.

Organisation Chart



JOB DESCRIPTION

Main Duties and Responsibilities

- To provide management and supervision for the services
- To ensure there is efficient and effective delivery of the service departments
- To support service improvement work to ensure efficient, effective and productive patient access services.
- To ensure a person-centred service that is responsive, flexible and adaptable
- To work closely with colleagues including specialty teams, clinicians and support service and assist in its development
- To embed quality improvement methodology within the patient access services
- To provide cross cover for: Operational Manager colleagues
- Deputise for the Elective Booking & Scheduling Manager
- Ensure there is a high quality of training and development of the team
- Attend meetings with Directorates as requested as well as any other meetings relevant to the role
- To deal with any incidents or complaints
- Administration of waiting lists for elective surgery,organising pre-op appointments and admissions
- Planning and scheduling theatre lists, according to patients' clinical priority and length of wait
- Any other duties commensurate with the role

Communications

- Communicate information as appropriate to relevant staff in a timely manner, both written and verbal, pitching the level of information to match the level of the receiver – this includes chairing regular team meetings
- Communicating with patients and patient relatives over the telephone, responding to their queries in a caring, sensitive and reassuring manner. Use initiative when dealing with and resolving patient enquiries, escalating as appropriate.
- Oral presentations to staff in areas of work.
- Provides feedback to other staff on their communication at appropriate time
- Respond to formal and informal incidents or complaints relating to area of work and deal with any escalations raised by staff
- Initiate gathering of information relating to incidents relevant to your area of work and updating Datix, the incident recording tool.
- Motivating and persuading administrative and clerical staff regarding changes to procedures and current practice
- Support operational managers with improvement of their services in achieving 18 week RTT performance. For example, educating administrative and clerical staff in pathway management.
- Review & escalate staffing issues on a daily basis
- Administrative compilation of effective rotas, working with Booking Team Leaders and Assistant Directorate Manager to deliver safe and cost effective care
- Assist the organisation for commencement of colleagues, including induction and relevant initial training
- Maintaining productive relationships in specialties and directorates
- Deal with any escalations or concerns raised by direct reports

Responsibility for Patient Care

- To provide a team environment commensurate with safe and secure transfer of patient data
- To provide a team environment commensurate with quick and efficient service to patients
- Administration of waiting lists for elective surgery, organising pre-op appointments and admissions
- Close monitoring of patient pathways, ensuring patients are admitted in accordance with national access targets.

Planning and organising

- The post holder will be expected to plan work logically in order to complete tasks within specific projects
- Plan and organise own work load despite frequent and unpredictable interruptions.
- Monitor and initiate actions to manage agreed performance targets (KPI's)
- Organise and manage the team capacity and demand through the use of relevant tools
- Ensure processes for the booking team are effective and efficient
- Setting of clear objectives for staff, communicating responsibilities and agreed timescales
- Maintenance of filing systems, updating the directorates shared drive as appropriate
- Attend regular meetings covering all aspects of the area of work
- Review, plan & publish staffing rota's
- Oversee telecommunication services such as cisco and envoy
- Other administrative tasks as appropriate
- Ensure all risk assessments have been completed and are up to date

Responsibilities for Physical and / or Financial Resources

- To assess the workload of administrative & clerical staff, ensuring equitable distribution of duties in order to obtain the best use of resources
- Approve submission of budget requests for administrative & clerical staff
- Authorise payroll information on Health Roster system for administrative & clerical staff
- Oversight and sign off of overtime
- Attend finance meetings where relevant

Responsibility for Policy and Service Development and Implementation

- Anticipate improvements for processes and tasks within the post sphere of responsibility, proactively share these with colleagues and lead delivery as required.
- Review systems and practices within own area of work to ensure they support the sustained delivery of the service
- Create and promote robust and efficient end to end processes including SOP's and policies ensuring they are up to date and adapted to reflect changing practice
- Actively manage database for delegated staff rota management.

Responsibilities for Human Resources and Leadership

- To manage and support administrative & clerical staff effectively by undertaking appraisals on a regular basis, incorporating objective setting, handling of performance standards, attendance and grievances/disciplinary matters in line with Trust policy
- Ongoing monitoring to ensure objectives and performance standards are achieved, managing underperformance/underachievement as appropriate, identifying training and development needs and providing support and guidance as necessary
- In conjunction with the Associate Director of Patient Access/ Assistant Directorate Manager identify staffing requirements, place adverts, shortlist candidates and arrange interviews. Participate in recruitment of staff in line with Trust policy
- Conduct informal and 1st and 2nd stage formal management meetings with staff to ensure adherence to trust policies

Responsibilities for Teaching and Training

- Participate in training and development activities that are relevant to the job role.
- Ensure all staff have the relevant training associated with their role and that this is kept up to date
- Ensure all staff including self, keep up to date with mandatory training
- Oversee new starter inductions

Responsibilities for data and information resources

- Manage the provision of Elective booking services for the specialties, including the development of reports and audits to support these needs
- Lead the administrative process associated with additional capacity and maintaining records of these
- Use of broad range of IT software e.g. PowerPoint, Access, Excel demonstrating an advanced knowledge of skills
- Monitors and confirms that appropriate systems, controls and processes are in place to maintain an efficient flow of information
- To use PAS/Patient Centre system to support data quality requirement
- Secure movement of GP and tertiary referrals and the transfer of patient data are in-line with Information Governance requirements
- Ensure quality and accurate data entry by the booking team

Research, Development and Audit

- Responsible for ensuring all risk assessments have been completed and are up to date
- Responsible for creating and completing relevant audits/reports as requested by the Elective Booking & Scheduling Manager and using these to make suggestions for improvement

Physical Skills and Effort

There is a frequent requirement for sitting or standing in a restricted position for a substantial proportion of the working time

General Duties for all employees

Hand Hygiene

To assist the Trust in reducing healthcare acquired infections (HCAI's) all staff should be familiar with all the Trust's Infection Prevention policies which are appropriate to their role. You are required to attend mandatory training in Infection Prevention and be compliant with all measures known to be effective in reducing HCAI's"

Safeguarding

All Stockport Foundation Trust employees are required to act in such a way that at all times safeguards and promotes the health and well-being of children, young people and vulnerable adults. Familiarisation with and adherence to the policies and procedures relating to child protection and safeguarding of children, young people and vulnerable adults are adhered to. It is the responsibility of all staff to report any concerns and they must therefore be aware of child and adult safeguarding procedures and who to contact within the Trust for further help and guidance. It is an essential requirement of all employees as is participation in mandatory safeguarding training in accordance with the employees roles and responsibilities.

Prevention

To actively work with patients/clients/service users to identify appropriate opportunities in Making Every Contact Count for preventative interventions which may reduce the risk of future harm to health and wellbeing and to provide brief advice and refer or signpost to sources of further information and support which may include advice on lifestyle behaviour and social care needs as well as safety and management of long term conditions.

Data Protection, Confidentiality and Information Governance

The post holder must abide by all relevant Trust and departmental policies including information governance, confidentiality and data protection and, undertake the annual data security awareness mandatory training. The post holder is reminded that any breach of the Trust's information governance and security policies and procedures, including data protection legislation, will result in disciplinary action.

Data Protection Legislation – the post holder is required to process all personal data relating to patients and staff, whether in paper, electronic or other media, in accordance with the Data Protection Act 2018 and the General Data Protection Regulations (GDPR), ensuring the security and confidentiality of data at all times.

The post holder must not for their own benefit or gain, or to divulge to any persons, firm or other organisation whatsoever, any confidential information belonging to the Trust or relating to the Trust's affairs or dealings which may come to their knowledge during employment.

Health & Safety

Under the Health and Safety at Work Act 1974, the Trust has a statutory responsibility to provide and maintain a healthy and safe environment for its staff to work in. Equally the post holder is required to work within the Trust Health & Safety Policy and fulfil a proactive role towards the management and control of risk. This entails the identification, assessment and the immediate reporting, using the Trust Incident Reporting System, any incident, accident, hazard or near miss involving patients, service users, carers, staff, contractors or members of the public.

The Post holder has a personal responsibility to adhere to a statutory and departmental duty of care for their own personal safety and that of others who may be affected by their acts or omissions at work

Harassment & Bullying

As a member of staff you have a personal responsibility to ensure you do not discriminate, harass or bully or contribute to the discrimination, harassment or bullying of any colleague(s) or visitors or condone discrimination, harassment or bullying by others.

Dignity & Respect

All employees have a duty to promote a harmonious working environment in which all persons are treated with dignity and respect, whilst fulfilling our legal obligations under equality legislation and associated codes of practice.

The Trust takes the right of the patient/service user to be treated with dignity and respect seriously. We will treat every patient/service user and carer as a valued individual, with respect for his/ her dignity and privacy. Our aim is to give each patient/service user the care we would want for our families and ourselves.

Quality Improvement

Our mission is to make a difference every day helping people to live their best lives. We have a trust wide approach to quality improvement and we expect everyone to contribute to improving our services by always learning and continually improving our services. For all staff, it is about learning from what has worked well as well as what has not, being open to change and improvement and working in smarter and more focused ways to improve our services. The Trust encourages and provides opportunities for staff at all levels to engage in the Trust's approach to quality through quality improvement projects, clinical audit, innovation and quality assurance.

No Smoking Policy

The Trust operates a No Smoking Policy which states that smoking is prohibited within all Trust premises and on the site. This includes entrances, exits, cars, lease cars, car parks, pavements and walkways, areas hidden from general view and residences. As an employee of the Trust you are expected to comply with this policy, failure to do so may result in disciplinary action being taken under the Trust’s Disciplinary Policy & Procedure.

To undertake any other duties which is deemed appropriate to the band when requested by Senior Staff.

The above indicates the main duties of the post which may be reviewed in the light of experience and development within the service. Any review will be undertaken in conjunction with the postholder

Date:

Manager's Signature: _____

Postholder's Signature: _____

PERSON SPECIFICATION

The person specification sets out the essential qualifications, experience, skills, knowledge, personal attributes and other requirements which the post holder requires to perform the job to a satisfactory level. Without these qualities applicant cannot be appointed to the post.

Post: Elective Booking & Scheduling Supervisor

Band: 5

Requirements	Essential (E) / Desirable (D)	Assessment Method – Application Form (AF) / Assessment Centre (AC) / Interview (I) / References (R)
Education & Qualifications		Application Interview
Good general standard of education	**E**	
GCSE English or equivalent	**E**	
Evidence of continued personal development	**D**	
Degree in relevant subject area.	**D**	
ECDL /Computer Skills certification	**D**	
NVQ in Administration		
Knowledge		Application Interview
Knowledge of administrative procedures	**E**	
Knowledge of specialised terminology	**E**	
Managerial knowledge acquired through degree or equivalent experience or equivalent training and experience	**E**	
Understanding 18 week Referral To Treatment pathways	**E**	
Good understanding of change management	**E**	
Computer literate – good knowledge of Microsoft Office / Excel and hospital IT	**E**	

systems e.g PAS Knowledge of NHS policies and procedures	D	
Experience Experience using Information Systems Experience of line management/ HR in a busy complex administrative environment Experience of organising and chairing meetings/workshops Experience managing, maintaining and developing paper based and/or computer filing systems Experience of supporting and delivering role specific training eg Customer Care Experience of change management/service improvement Experience of working to deadlines, setting priorities and dealing with a varied workload NHS experience Delivery of training and development Undertaking of surveys or audits	E E E E E E E D D D	Application Interview
Skills & Abilities Communicate business sensitive information; agreement or co-operation from NHS staff at all levels of the organisation is required Ability to analyse business performance information Ability to contribute to decisions on meeting business targets Logical approach to problem solving Keyboard skills/Advanced use of IT packages, manipulating data	E E E E E	Application Interview

Able to act independently using own initiative	E	
Customer care skills	E	
Able to persuade, negotiate and influence others	E	
Ability to manage allocation of work to staff; train new members of staff on IT systems, pathway management, using databases and filing systems	E	
Using computers to process large volumes of work	E	
Excellent organisational skills and ability to deal with a range of responsibilities with varying deadlines	E	
Excellent interpersonal and communication skills	E	
Ability to work under pressure and to deadlines using own initiative and sound judgement	E	
Proven record of using innovation and commitment to developing and achieving change	E	
Accuracy and attention to detail	E	
Work Related Circumstances		Application Interview
Occupational Health Clearance	E	
Able to respond to the needs of service eg, ad hoc early/late meetings	E	