

North Bristol NHS Trust

Exceptional healthcare, personally delivered

Job Description

Job Details

Job Title: Performance and Operations Manager – Trauma and Orthopaedics (Cluster 2)

Grade: Band 7

Department: Trauma and Orthopaedics

Directorate: NMSK

Location/Base: Gate 6A, administrative offices

Job Summary

The post holder will be responsible for the effective management of inpatient and outpatient performance for Cluster 2 within the NMSK Division. The post holder will manage teams to ensure high quality scheduling of outpatients and inpatient within the service, including proactive patient-level management of breaching pathways. Working closely with a range of colleagues from all disciplines, the post holder will plan and co-ordinate resources to ensure achievement of access targets in line with Trust objectives.

The post holder will be responsible for monitoring demand for services and ensuring that the Trust achieves its key performance objectives. The post holder will also ensure that patients are managed in line with Trust policies and national standards for booking.

There is an expectation that the post holder act as lead for service improvement in operational processes; to improve performance and support the delivery of high-quality, patient-centred care. Working closely with GM and leading on projects and initiatives as identified by senior managers and by the post holder themselves.

The post holder is also responsible for the management of overseas, Welsh and private patients income for Cluster 2 specialities. The post holder will also participate in Single Point Of Contact rota for the Division.

Organisation Chart/Accountability



Knowledge, Training, Experience And Skills Required

Qualifications:

- Educated to degree level or equivalent experience
- Post-graduate qualification in healthcare management, or equivalent evidence of continuing professional development

Knowledge and Understanding of:

- Experience of managing a range of staff or a major service
- Experience of budgetary management, including management of contract income
- Experience and proven ability in managing organisational / service change
- NHS or public sector experience
- Management of waiting lists and performance
- Acute sector operational experience
- Proven ability to communicate effectively and sensitively with a wide range of people and to build credibility quickly
- Knowledge of current NHS issues; including performance targets

Skills:

- Proven ability to analyse and resolve complex issues
- Ability to manage a post that will change and develop to meet the needs of the service
- Good interpersonal skills
- Excellent IT skills and ability to produce analytical reports
- Ability to manage, motivate and develop people
- Initiative and drive to achieve results
- Flexible and adaptable approach
- Ability to take the strategic overview, whilst giving due attention to getting detail correct

- Proven ability to work under pressure to meet deadlines
- Demonstrable ability to work as part of a team
- Experience of managing challenging situations and relationships

Main Duties & Responsibilities Of The Post

- Leading on inpatient and outpatient performance for the cluster and monitoring of key indicators
- Proactive patient level management of pathways in line with Trust objectives
- Management of Trust key performance indicators
- Leading improvement projects (with inpatient and outpatient teams)
- Working with individual clinicians to review patient details and ensure systems are in place to follow up processes most efficiently
- Working closely with outpatients' staff and managers to proactively respond to challenges of the service
- Working closely with theatre staff and managers to proactively respond to challenges of the service
- Working with variety of staff groups to implement new ideas for improvement in capacity shortfalls (advice and guidance, virtual clinics, weekend theatre lists)
- Encouraging clinicians to provide additional capacity and manage existing capacity most effectively
- Working with IT and BI to make full use of available technologies and tools to improve service performance
- Leading on DNA reduction project, including monitoring of progression of the project, suggesting improvements to the process and final summary report showing results and financial gains
- Developing systems and reports for visibility of performance issues by clinical and non-clinical staff
- Producing forward looking reports and action plans
- Contributing to development of strategic planning including setting trajectories and IMAS modelling
- Supporting monthly validations
- Attending PTL and other relevant performance meetings
- Contributing to setting up standard training and induction package for new staff managing RTT
- Supporting development of Dashboards for the cluster
- Participating in Single Point of Contact rota for the division
- Undertaking investigations into complaints and concerns, taking lead on producing formal response letters
- Line management of admin staff including all aspects of HR and leadership
- Supporting recruitment of admin and clinical staff
- Regular review of budget statements and responsibility for managing admin budget
- Leading on projects and initiatives as identified by GM and the post holder
- Shadowing key roles within Division and the Trust to gain comprehensive understanding of interconnections between departments and roles.
- Working closely with and deputising for GM at departmental, divisional and Trust level.

Working Conditions / Effort

This post involves minimal physical effort but does require mental and emotional effort:

- Meeting and maintaining the national waiting list targets within resources available.
- Pressurised environment with tight deadlines and changing priorities.
- Managing staff problems which can sometimes result in conflict.
- Unpredictable and frequent interruptions.
- Dealing with difficult and complex situations and sometimes being party to distressing staff personal information.
- Working on own initiative for the majority of the time.
- Exposure to aggressive behaviour with the ability to be able to diffuse situations.
- Working within financial constraints whilst still expected to deliver an efficient service

NBT CARES



NBT Cares. It's a very simple statement; one which epitomises how everybody across our organisation goes the extra mile to ensure our patients get the best possible care.
NBT Cares is also an acronym, standing for caring, ambitious, respectful and supportive – our organisational values.
And our NBT Cares values are underpinned by our positive behaviours framework – a framework that provides clear guidance on how colleagues can work with one another in a constructive and supportive way.

Improving the patient experience through your work

Patients are the most important people in the health service and are at the centre of what we do. Patients and carers are the 'experts' in how they feel and what it is like to live with or care for someone with a particular illness or condition. The patients' experience of our services should guide the way we deliver services and influence how we engage with patients every day in our work.

All staff should communicate effectively in their day to day practice with patients and should support and enable patients/carers to make choices, changes and influence the way their treatment or care is provided. All staff, managers and Board members should work to promote effective patient, carer and public involvement in all elements of their work

We have a duty to involve, engage and consult with patients, carers and families about plans for health facilities and the provision of our services. North Bristol NHS Trust wholeheartedly embraces the principles of patient partnership and has made clear its commitment to involve patients in key aspects of its work.

Infection control

Compliance with all infection control policies and procedures will form an integral part of the practice of all staff working in a clinical environment. Each staff member will be responsible for familiarising themselves with the Infection Control Manual in the clinical areas and on LINK the Trust's Intranet site. Staff must keep up to date with new policies and subsequent implementation in practice.

Staff must seek support and advice from Infection Control in all instances where cross infection is likely to have occurred or when managing situations involving patients with infections where guidance provided in the Policies is not applicable.

All staff must contact the Occupational Health Dept if they are suffering from any form of infection which may put patients and other staff at risk.

Commitment to health and safety, no smoking, equal opportunities and harassment and bullying

Health and Safety/Security

It is the duty of every employee to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

Commitment to health and safety, no smoking, equal opportunities and harassment and bullying (cont.)

No-Smoking Policy

As an NHS employer, the Trust has a duty to its staff and patients to protect them from the health hazard that smoking represents. Consequently, in line with the public health white paper, *Choosing Health*, the current policy will be that smoking will not be permitted anywhere on Trust property including all buildings, grounds and within leased/owned vehicles of the Trust. This applies to all staff, patients and visitors of the Trust. Failure by staff to comply with this requirement may result in recourse to the disciplinary procedure. Employees also have a responsibility to remind members of the public, visitors and other staff to refrain from smoking on Trust premises and to inform the appropriate manager if they witness repeat non-compliance.

Equal Opportunities

North Bristol NHS Trust has given its full commitment to the adoption and promotion of the key principles of equal opportunities contained within current legislation and the Trust's Equal Opportunities Policy.

All staff hold personal responsibility for the application of this policy on a day-to-day basis and should not undertake any acts of discriminatory practice during the course of their employment. Similarly, all staff have a responsibility to highlight any potentially discriminatory practice to their line manager, human resources department or trade union/professional associations.

Copies of the Equal Opportunities Policy are available in the Personnel Policies and Procedures file in every department and on the intranet.

Harassment and Bullying

We believe that all people, whether staff, patients or visitors, are entitled to an environment in which the dignity of the individual is respected.

We are also firmly committed to promoting an organisational culture which values diversity and equality of opportunity and to preventing discrimination in all aspects of its employment practices and services. We regard harassment and bullying as totally unacceptable forms of behaviour that will not be tolerated or condoned.

Confidentiality and freedom of information

Information relating to patients' records, diagnosis and/or treatment of patients, staff records, or information concerning contracts, tenders and other commercially sensitive matters etc. are considered to be **confidential** and must not be divulged without prior authority other than in accordance with the provisions of the Trust's Policy on raising concerns about Health Care Services as may be amended from time to time. Breaches of confidentiality will result in disciplinary action, and may result in dismissal. Managers are also required as a condition of this Contract to represent the views of the Trust in any dealing they may have with Trust employees, their representatives, the media, general public or other organisations in which he/she may come into contact.

However, as a public body, the Trust has a requirement to publish particular information. Therefore, in addition to the above confidentiality requirements you must also comply with all aspects of the law concerned with information handling. For this purpose, the relevant legislation is the Freedom of Information Act 2000. This Act places a legal duty on all staff to comply with the rights of the public to access information. Any altering, destroying or concealing of information held by the Trust with the intention of preventing the legitimate disclosure of all or part of that information will result in disciplinary action, and may result in dismissal.

Safeguarding

North Bristol Trust are committed to safeguarding and promoting the welfare of children, young people and adults and to protecting them from all risks of harm. The organisation expects all staff to work to national and local children and adult safeguarding policies and procedures. The trust expects all staff and volunteers to be dementia aware and to support the care of people with dementia. All staff are expected to share this commitment and meet the competencies relevant to their role.

Job Description Agreement

Completed by.....

Authorised by..... Date.....

This job description is a guide to the duties you will be expected to perform immediately on your appointment. It is not an exhaustive list, and such duties may well be altered from time to time to meet changes in the Trust's requirements. Any such changes will be commensurate with the grade of the post and will be discussed with the postholder prior to the changes being made