

ROLE BRIEF

Department:	Outpatients & Pre Assessment
Job Title:	Outpatients & Pre Assessment Manager
Responsible To:	Clinical Services Manager/Matron
Location:	The McIndoe Centre
Key Duties:	<i>JOB SUMMARY/PURPOSE</i> • To provide day to day clinical and operational management to all Outpatients & Pre-Assessment staff and ensure a seamless and high quality service to all patients and consultants within the Department. • To develop and grow the Outpatient & Pre-Assessment Service of the hospital as supported by the strategic objectives & KPI's. • To promote a flexible working culture that maximizes clinical input on each patient visit, minimizes attendances for patients, and promotes efficiencies in the department. • To develop the knowledge & skills of all members of the Outpatients & Pre-Assessment Team in order that there are no operational limitations within core working hours. • To develop & maintain excellent working relationships with our internal & external customers, partners & stakeholders in order to capitalize on business & clinical opportunities. • To develop & maintain excellent working relationships with key clinical & non-clinical departments within the hospital, to ensure a co-operative model of Pre-Assessment is followed, with shared responsibility for the safe management of patients. <i>RESPONSIBILITIES /DUTIES</i> • To ensure high standards of care are consistently maintained in line with local & national best practice guidelines, regulations and hospital policy. • To promote and safe guard the well-being of patients, relatives and visitors to the hospital maintaining a high level of customer service. • To provide effective leadership to the Outpatient team, ensuring appropriate competencies and training are in place. • To identify areas for quality improvement and provide action plans to support the quality improvement agenda. • To work with the Clinical Services Manager and the Business Development Manager to plan and implement new services and clinics. • To contribute to the clinical audit program in line with the corporate audit

	calendar and develop local priorities for audit. • To ensure that adequate and appropriate skill mix are in place to support activity • To work with the clinical team to ensure accurate medical records are maintained in accordance with legal and professional requirements • To investigate complaints and incidents, developing action plans based on 'lessons learnt' and sharing such actions with the team, working closely with the Clinical Quality Manager. • Ensure patients and their families are supported, that their holistic and health education needs are taken into account and the nursing staff act as patient advocates at all times. • Enable and support an environment that provides learning and growth for trained and untrained staff, nursing students and new staff. • Liaise with the Resident Medical Officer as required in the management of patients. • Communicate and link with the Multi-disciplinary team to support the Clinical Governance agenda. • To liaise on a regular basis with the Patient Services Manager to ensure smooth processes are in place regarding the booking of clinics and minor operations • To work with the Clinical Services Manager & Business Development Manager to support business development and identify areas for growth. • To lead on patient environment and cleanliness issues and facilitate infection control priorities within the inpatient setting and ensure that infection processes are in place and monitored. • To provide clinical leadership to the inpatient team including registered nurses / allied health professionals and care assistants ensuring that appropriate support and professional frameworks are in place for all professions. • To provide professional leadership for staff within the inpatient setting acting as an expert resource and supporting the delivery of evidenced based effective care. • To develop a culture of continuous improvement of clinical standards with particular emphasis on patient experience and key clinical outcomes. • Be a credible leader with the ability to empower and develop those working within the clinical environment. • To have an active role in promotion of quality and governance within the
--	---

hospital governance framework.

- To participate in the Senior Management and clinical on call rotas.

Clinical Practice

- Demonstrates innovation and leading on changes to clinical practice.
- In partnership with the senior staff, determine therapeutic programmes for clinical care which are evidence based.
- Ensure that there are systems in place to set and monitor high standards of clinical care within the unit.
- To demonstrate high standards of care and ensure this is continued by all staff.
- Ensure patients get quality care by taking responsibility for driving up standards of care and leading work to improve professional practice and patient services.
- Promote the “wellness” model for patient care – ensure education, discharge planning, relatives support and follow-up services are arranged.
- Implement individual case management within the scope of the care pathway.
- Establish benchmarking as a tool to improve quality.
- Maintain personal contact with patients, relatives and carers being sensitive to their needs for respect, safety, privacy and dignity and act as a senior point of contact.
- Communicate and work with the multidisciplinary team to promote comprehensive patient care.
- Ensure that high standards are maintained throughout the department in relations to a clean environment, acceptable catering standards and giving particular attention to the safety, privacy and dignity of patients.
- Prevent hospital acquired infections by ensuring that infection control measures are properly applied by all staff.
- Ensure that high standards of record keeping, patient assessment, care planning, risk assessment and management, discharge planning and care co-ordination are delivered through supporting senior staff in audit and quality improvement programmes.

Clinical Leadership

Recognise own self development needs and continuously strive for excellence.

- To lead, motivate and supervise a team of qualified and support staff.
- Participate and lead on clinical and managerial supervision for all staff.
- Provide clinical leadership to the senior staff and the multi-disciplinary team, ensuring that all staff have an excellent role model to follow.
- Ensure that Professional Conduct Guidelines are adhered to (i.e. NMC, HPC).
- Ensure that staff are fully conversant with contemporaneous clinical policy and practice.
- Ensure all audits/reviews of the departments and their performance are undertaken and action is taken to address any issues raised.
- Ensure departmental compliance with all relevant standards and integrated governance requirements.
- Respond to requests from the Director of Operations or Clinical Services Manager to address professional clinical practice issues.
- Ensure monthly team meetings take place to keep staff involved and informed.
- Ensure that all staff complete competencies as required.

Education, Training and Development

- Ensure that all staff within their sphere of responsibility have up-to-date Individual Performance Reviews and Personal Development Plans, which are completed on an annual basis to meet THC's stipulated requirements and time table.
- Ensure that all senior ward staff have skills and effective human resources support to manage and develop staff.
- Ensure that all inpatient staff within their sphere of responsibility fulfil statutory and mandatory training requirements at specified intervals as determined by THC.
- Identify the priorities for service delivery and the profession through a training and education needs analysis within the inpatient team.
- With support from the Clinical Quality Manager ensure that lessons are

learned within the department following adverse incidents.

Organisation and Management

- To actively participate in the complaints management process, resolving problems for patients and their relatives by acting quickly to deal with problems when and where they occur.
- To work with the Director of Operations, Clinical Services Manager and Clinical Quality Manager to investigate complaints and/or risks identified and ensure corrective actions are initiated.
- Monitor the standard of cleanliness and catering in the unit and take appropriate action if any problems arise.
- Manage resources through delegated budgets exercising budgetary control to remain within set budget limits.
- Maintain adequate staffing levels in relation to patient needs within the boundaries of work hour establishment.
- Maximise quality of care within the budget available.

Finance

- To maintain department within agreed budgetary levels.
- To contribute to the overall financial management of the hospital, ensuring services are delivered efficiently and effectively, within budget limits and represent good value for money. This will include deploying financial and other resources to achieve maximum benefit for patients and applying sound principles of financial governance for services under your direct control and identifying opportunities for realising savings and generating new business.
- To ensure resource management via temporary staff, maintenance requests, selection and ordering of equipment and supplies.
- Manage the performance of the unit against agreed Key Performance Indicators:
 - Staff work hours/establishments/lost hours
 - Clinical indicators – infection rates etc.
 - Staff and patient satisfaction
- Actively participate in business planning and the development of the departments through both strategic and operational improvement and development.

Key Accountabilities:	• To be responsible for the operational delivery of patient care and planning of safe staffing within the In-patient setting including skill mix, risk management and the patient environment. • To have operational management responsibility for all Multidisciplinary staff working within the inpatient setting. • To work in partnership with the hospital team to ensure CQC compliance to regulation.
Key Knowledge, Skills and Experience:	Must Haves • First Level Registration. • Educated to degree level or equivalent, or working towards. Evidence of significant Continuing Professional Development. • Evidence of management experience/training. • NMC recognised Teaching/Assessing qualification • Evidence of being up-to-date with current issues relating to professional practice. • Able to demonstrate practical application of quality standards within the clinical setting e.g. Care Quality Commission, NICE guidance • Able to demonstrate effective management of, staff and experience and performance • Credible clinical expert • Evidence of research based practice. • Organisational skills. • Fully aware of clinical governance agenda. Nice to Haves • Experience and knowledge within the specialty or related field. • Proven management skills. • Able to promote equality, diversity and rights. • Fully aware of principles of infection control. • Fully aware of health and safety issues. • Advanced communication skills. • Assertive, enthusiastic, dynamic. • Demonstrate initiative, motivation and ability to put things into practice. • Ability to keep calm under pressure
Health and Safety:	The Health Act 2008 Code of Practice for Prevention and Control of Healthcare Associated Infections: You'll carry out your duties in a way that maintains and promotes the principles and practice of infection prevention and control. You'll comply with national standards, policies, guidelines and procedures. If you need a few tips, speak with our Infection Control Specialist.

	For clinical colleagues with direct patient contact, this will include (but is not limited to): • compliance with clinical procedures and protocols, including uniform and dress code • the use of personal protective equipment • safe procedures for using aseptic techniques • safe disposal of sharps. Please take due care at work, reporting any accidents, incidents or near misses to your line manager and record them on the Datix system.
Equal Opportunities	Horder HealthCare's Equal Opportunities Policy tells you all about our commitment to ensuring that no patient, colleague or prospective colleague is discriminated against, whether directly or indirectly on the grounds of : gender, sexual orientation, age, marital status, responsibility for dependants, disability, religion, creed, colour, race, nationality, ethnic or national origin, trade union activity, social background, health status, or is disadvantaged by conditions or requirements which cannot be shown as justifiable.
Confidentiality	You'll make sure that no confidential information is disclosed about Horder Healthcare or its associated companies (including information about patients and colleagues) to any unauthorised person .
Safeguarding	You'll be aware of the key issues in safeguarding children and vulnerable adults from significant and serious harm. Reporting safeguarding concerns to appropriate professionals and recording incidents accurately.
People Managers	You have a responsibility to manage your team, ensuring safe staffing levels at all times. You should ensure all new team members are effectively inducted onto your department; making sure that mandatory training is complete and kept up to date. You should effectively manage your team members monitoring performance and absence, using the HR policies and procedures.
Review	Whilst this role brief outlines the main duties of your role identified at the date of issue, you may be required to carry out additional tasks as requested by senior colleagues. Your role may be subject to amendments in the light of the changing needs of the business, and will be reviewed periodically, which we'll discuss with you first.
Role Brief Agreement	I have read this role brief and understand the contents of my day-to-day duties. I also understand that this role brief may change over time with the business needs of Horder Healthcare. I understand that the role brief will therefore be subject to periodic review. Colleague name: Colleague signature: Date:

