

Job Title:	Service Manager
Reports to (job title):	General Manager
Line Manager to:	Clinical Lead, Lead Nurse & Team Leader

## Job purpose

The Service Manager is responsible for the management and delivery of North & North East Lincolnshire Dermatology Services. The Service Manager is a key member of the operational team who will ensure patients and colleagues are at the centre of the services they lead.

To work in partnership with the General Manager, Clinical Lead, Lead Nurse, Team Leader and Cancer & Administration Manager to deliver organisational and contractual objectives, bringing to the partnership management experience, commercial expertise to manage budgets, whilst ensuring all safety, contractual and performance requirements are achieved.

They will support the General Manager to establish and maintain processes and systems to support the delivery of service key performance indicators.

To support the delivery of transforming the services and improving patient experience. A key aspect of the role will be the monitoring, review, and compilation of information for contract performance.

The Service Manager will manage a number of initiatives with the support of the Cancer & Administration Manager. The post holder will work alongside the Cancer & Administration Manager to ensure data quality and completeness for all cancer related datasets including Cancer Waiting Times (CWT), Cancer Outcomes and Services Dataset (COSD) and National Cancer Audits.

There will also be a requirement to support work to improve data quality at point of entry including working with various staff groups where issues are identified. This will include review and development of process and SOPs to support ongoing data quality. The post holder will support collation, validation and presentation of data to ensure accurate internal and external reporting of performance and quality indicators.

## Key responsibilities

### In this role you will:

This list is intended to summarise the key responsibilities and is not intended to cover every task that may be required of the role:

## Communication

- Communicate effectively with a wide range of internal and external stakeholders, demonstrating clarity, sensitivity, diplomacy and confidentiality.
- Develop and maintain effective working relationships with colleagues within our organisation and within partner organisations. Work with managers and senior practitioners to ensure that statutory and other timescales for tasks are achieved.
- Action and administer appropriate communications, either verbal or written clearly and concisely to all relevant staff.
- Advise managers and practitioners at all levels within the service area on queries and issues relating to IT systems, processes and procedures.
- Attend and actively contribute to a range of meetings to represent the administration function as required.
- Maintain effective communication with the Cancer and Administration Manager/General Manager to ensure that tasks are prioritised and resourced effectively.
- Ensure that high standards of customer service are provided by communicating effectively and appropriately with service users, colleagues, managers, and a range of professionals from within and outside of the organisation. Provide role modelling, training, and support to direct reports.

## Analytical/Judgmental

- The postholder is required to use his or her own judgement to make decisions about the most appropriate course of action in situations where there are a range of options available.
- Handle general issues and escalate complex matters to the General Manager.
- Ability to use initiative and take appropriate action.
- To maintain effective administrative systems and where appropriate develop them alongside the Cancer & Administration Manager to increase effectiveness/productivity.

## Human Resources

- Recruit, coach, and develop an appropriately resourced team, ensuring they are equipped with the necessary skills, knowledge and credibility to deliver sustainable business growth.
- Adhere to all company policies and procedures, always ensuring compliance with employment legislation and regulation.
- Accountable for the induction and development of individual colleagues ensuring they are equipped with the necessary skills and knowledge to deliver sustainable business growth and great patient care.
- To oversee all line management responsibilities including performance management, appraisals, managing sickness and absence, personal development plans, professional development and annual

leave.

- To embrace a open culture to embed colleague engagement and promote the company values through addressing colleague survey feedback and bring about local improvement
- To support the Clinical Lead to ensure appropriate clinical supervision and competency framework in place and monitored.
- To work collaboratively with the Clinical Lead to challenge and improve clinical performance issues and support on capability procedures.
- To provide effective leadership, including being a positive role model and displaying the right behaviors to drive high levels of colleague satisfaction and colleague retention.
- Direct line management in line with the organisation's policies, including regular one-to-one meetings, supervision sessions, appraisals, allocation of work, induction and training and development.
- Manage absence, conduct return to work interviews and absence monitoring meetings following organisational policies.
- Attend statutory and mandatory training as required and ensure all colleagues within North and North East Dermatology Services are compliant.
- Maintain a high standard of personal development.
- Participate and contribute to supervision sessions with line manager.
- Attend and contribute to team meetings.

## Health, Safety & Security

- Adhere to the organisation's policies and procedures in relation to health and safety.
- Assist in maintaining the health and safety of self and others.
- Be proactive in identifying risks to health and safety and take appropriate action to resolve them, reporting to the Service Manager or other manager as appropriate.

## Policy and Service Improvement

- Contribute to service development by making suggestions and expressing views about how systems and processes can be improved, and with the agreement of the General Manager, put these into effect.
- Report suggestions made by service users and visitors to line manager.
- Participate in service development projects/initiatives as requested by line manager.

## Audit/Research & Development

- Take responsibility for the collection of data required for audit purposes by the General Manager or other relevant manager.
- Participate in audits relating to service area or own work as directed by line manager.
- Supports feedback from service users by complying with the organisation's requirements (e.g. Friends & Family Test).

## Quality

- Maintain the quality of own work and support direct reports and colleagues to do the same.
- Contribute to the improvement of quality in own service area by reporting and resolving issues and making suggestions for improvement to the General Manager.

## Freedom to Act

- Use own initiative to deal with non-routine tasks and situations in a timely and effective way.
- Be proactive in highlighting areas of concern within the service and act accordingly (within the guidelines provided by the organisation and under the guidance of the Senior Managers).
- Prioritise own workload on a day-to-day basis and ensure that the work of the team is prioritised appropriately.
- Liaise with colleagues to ensure maximum efficiency of staff resources.
- Deal with routine and non-routine matters within the guidelines provided by line manager and escalate more complex issues to colleagues/managers as appropriate.

## Equality, Diversity and rights

- Act in ways which support and promote equality, and value diversity in own work.
- Challenge bias, prejudice, and intolerance if appropriate.

## Planning and Organisational

- Organise own day to day tasks and responsibilities and prioritise appropriately.
- Ensure that direct reports have appropriate workload levels, and that tasks and duties are prioritised appropriately.
- Liaise with colleagues to ensure that all service areas are adequately covered.
- Manage annual leave and other planned absence within services to always ensure service provision.
- Resolve any identified gaps in service provision and escalate outstanding issues to the Senior Managers.
- Organise meetings or other events as requested by line manager.

## Patient Care

- Provide non-clinical information (within the organisation's guidelines) to service users, colleagues, and other professionals.

## Responsibility for Financial and other Physical Resources

- To ensure that all key performance indicators are achieved, to prepare and analyse consolidated reports identifying areas of concern, trends and remedial action plans.
- Accountable for the overall service budget and actual performance.
- To map, analyse, understand, and act on data associated with the delivery of the service including performance and trends.
- To develop and implement recovery plans to improve costs and bring performance back in line with expectations, this could be financial or qualitative.
- To ensure any KPI, training and enhanced service opportunities are maximized.
- To manage all sub-contractor relationships including monthly performance meetings and resolution of operational issues
- To produce a monthly business performance review report
- Support managers and practitioners with procuring/arranging services such as transport, accommodation, placements and meeting rooms.
- Co-ordinate the sourcing, completion, processing and distribution of standard forms and documents.
- Ensure that stationery and office/clinical supplies are monitored and ordered in a timely way.
- Raise payments for services and goods provided as appropriate and within agreed limits.

## Information Resources

- Be proactive in ensuring the accuracy of data on the organisation's systems and databases and take appropriate action in case of concern or issue.
- Accurate data input to key IT systems and databases. This will include scanning and attaching documents, creating patient records, updating personal information relating to service users, generating standard letters and discharging cases.
- Ensure paper and/or electronic systems and kept up to date and accurate.
- Diary management for specified clinicians as required.
- Maintenance of filing systems including keeping filing accurate, up to date, archiving and adhering to file retention policies.
- Operate and maintain a range of statutory, regulatory and corporate business processes and systems as required.
- Operate and maintain effective administration systems to support managers and practitioners.
- Processing incoming and outgoing mail.
- Provide training to new colleagues on a range of systems and databases and support colleagues with queries.
- Participate in IT related projects and initiatives as required.

- The postholder is required to work flexibly and provide cover for other colleagues as required to ensure that service priorities and workloads are maintained.

**The postholder is required to undertake any additional duties as delegated General Manager.**

## Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
<ul style="list-style-type: none"><li>• Inspire</li><li>• Understand</li><li>• Communicate</li></ul>	<ul style="list-style-type: none"><li>• Challenge</li><li>• Improve</li><li>• Learn</li></ul>	<ul style="list-style-type: none"><li>• Accountability</li><li>• Involve</li><li>• Resilience</li></ul>

## Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice, NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

## Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training

- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

## Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

## Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

## Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

## Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

## Medicines Management Responsibility

### **Nursing or registered healthcare professionals**

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

### **Skilled non-registered staff**

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

## Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

## General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a "non-smoking" policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

## Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their



# Job Description

capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

## Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

## Personal Specification

### Essential

#### Qualification

- Qualification in line management or supervision or significant relevant experience

#### Knowledge & Skills

- Experience of management of staff / HR processes
- Experience of financial and budget management
- Experience of working to KPIs and providing reports which evidence this
- Good Communication skills
- Willing to complete registration as CQC registered Manager.
- Negotiation and influencing skills.
- Good working knowledge of Microsoft Office packages including Outlook, Word, Excel.
- Accurate and efficient IT and keyboard skills.
- Effective interpersonal, organisational and communication skills. Ability to communicate clearly with a wide variety of colleagues and service users, both verbally and in writing.
- Ability to work with discretion, sensitivity and maintain confidentiality.
- Good planning and organisational skills and ability to meet deadlines.
- Ability to prioritise and manage workload within a busy environment.
- Ability to work as part of a team.
- Ability to support and advise lower banded staff.
- Ability to delegate tasks and responsive attitude to delegation of tasks.
- Punctual, cheerful, reliable and dependable.

#### Experience

- Experience of managing colleagues

#### Personal Attributes (demonstrable)

- Able to contribute to the changing demands of the service.
- Willing to undertake training relevant to the post.
- Demonstrates a diplomatic caring attitude.
- Maintains confidentiality.
- Uses own initiative in an appropriate way.
- Able to manage difficult conversations.

### Desirable

- Level 4/5 Qualification in Operational leadership/Management
- Experience of management of a tariff-based service.
- Contract management experience.

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- CQC registered Manager – if not already registered the successful candidate would be required to become CQC registered and will be supported in this process.
- Service management within healthcare.
- Experience of managing colleagues across multi sites

## Other requirements:

- Smart appearance.
- Health Care experience
- Demonstrates a positive commitment to upholding the organisation's equality and diversity policies.
- Has regular access to car, regular travel across 3 sites within Grimsby & Scunthorpe

Employee signature

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Manager signature

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