

JOB DESCRIPTION

Job Title:	Service Manager
Job Location:	As per contract
Responsible to:	Director of Services
Hours of work:	As per contract
Salary:	As per contract

COMPANY OVERVIEW

Community Outpatients provides community based specialist healthcare services nationally. Our services currently include Cardiology, Ear, Nose and Throat (ENT), Dermatology, Ultrasound and Minor Oral Surgery. Each service has its own dedicated administration team responsible for managing referrals into the service from local doctors and dentists, liaising with patients to book appointments and reporting on activity on a weekly basis.

PURPOSE

The post holder will be especially skilled in project management, and will report to the Director of Services and be responsible for the overall performance of their portfolio of services contracts.

The post holder will liaise with other Managers and associated staff in Central London, and will be required to frequently liaise closely with internal and external business partners to ensure the smooth running of their portfolio.

The post holder will also need to work closely with a number of Clients, Commissioning Groups and other external parties to continuously develop and improve the services we provide.

KEY RESPONSIBILITIES

Please note these responsibilities will either be fulfilled personally or by effective delegation, and many will involve planning with internal business partners.

Central Management Team responsibilities

- Contribute to overall development of the business
- Work in partnership and support the following internal functions: Finance, Marketing, Human Resources, Business Development and Clinical Governance

Core Management Requirements

- Service performance
- To develop and communicate to staff the expected service level for each service within the portfolio

- Effective establishment of service metrics in line with the client service contract, and on-going measurement and reporting of service against metrics
- To establish planned working patterns and logistics to best deliver the service in order to achieve service Key Performance Indicators (KPIs)
- Oversee the day-to-day operations of their portfolio and address to conclusion any operational and/or staffing issues that may arrive.
- To ensure compliance with health and safety, information governance and other statutory duties
- To lead the company's liaison with clients ensuring a positive working relationship including presentation of company performance at client review meetings
- Participation in Patient Participation Groups as required
- Impart the company ethos of exceptional patient care and Client servicing on ALL staff within their portfolio
- Prepare performance and audit reports as required.

Finance

- Proactive exploration of additional revenue streams.
- Ensuring the services within the portfolio run within the assigned budgets
- Minimising financial and resource wastage at all opportunities
- Ensuring staff within the portfolio adhere to the company's purchase order system
- Seek opportunities in 'added value' e.g. IIP, QPA, ISO 9001

Human Resources

To work with the Director of Human Resources to:

- Ensure effective performance management and personal development of all non-clinical staff and clinical staff in conjunction with the Clinical Leads.
- Develop and implement effective specialist care, group wide policies to ensure the effective delivery of specialist care services ensuring clinical compliance.
- Manage discipline / investigations as appropriate in liaison with the Director of Human Resources.

General

- Represent the best interests of the business at all times
- Assist in the development of company tendering for new contracts

External Liaison

- To maintain good working relationships with the commissioners, Specialist Care Hubs, and local staff.
- To keep informal links with key commissioning staff to maximise benefits to the business
- To attend commissioner meetings as necessary

Personal Development

- To participate in own yearly appraisal
- To assess own educational/training needs and explore all opportunities for maintaining and updating own professional knowledge and skills

- To access the Mentoring Programme as necessary

This job description describes responsibilities, as they are currently required. This is an outline job description and should not be regarded as an inflexible specification. Priorities may change in line with service needs and new duties introduced after consultation with the post holder. It is anticipated duties will change over time and the job description may need to be reviewed in the future.

WORKING CONDITIONS

Physical Demands

The post holder may have to work odd or long hours at times to complete special requests or projects. The post holder may have to spend long hours sitting and using office equipment, computers and attending meetings.

Environmental Conditions

The working environment is busy and demanding. The post holder will have to serve a number of people and projects at one time, and will be interrupted frequently to meet the needs and requests of staff. The post holder may find the environment to be busy, noisy and will need excellent organisational, time and stress management skills to complete the required tasks.

Mental Demands

The post holder will have to manage a number of requests and tasks at one time and must be prepared to deal with emergencies and stressful situations at any time.

Confidentiality

In the course of employment the post holder will have access to confidential information relating to the employers business. The post holder is required to exercise due consideration in the way they use such information and should not act in any way that might be prejudicial to the employers interests. Information which may be included in the category which requires extra consideration covers information relating to the general business of the employer and information regarding individuals. If the post holder is in any doubt regarding the use of information in the pursuit of their duties they should seek advice from their Line Manager before communicating such information to any third party.

In the course of seeking treatment, patients entrust the company with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately. This information is to be treated as strictly confidential. Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the employers' policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Data Protection

The employer is registered under the Data Protection Act 1998. The post holder must not at any time use the personal data held by the employer or disclose such data to a third party for a purpose not described in the Register entry. If the post holder is in any doubt regarding what they should or should not do in connection with the Data Protection Act 1998 then they must contact their Line Manager.

Health and Safety

The post holder must be aware of the responsibility placed on them under the Health and Safety at Work Act 1974 to maintain a healthy and safe working environment for both staff and visitors. The post holder also has a duty to observe obligations under the employers Health and Safety policies and to maintain awareness of safe practices and assessment of risk in accordance with the Risk Management Strategy.

The post holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety Policy, to include:

- Using personal security systems within the workplace according to practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified.

Financial Regulations

The post holder is responsible for the security of the property of the employer, avoiding loss of or damage to property and being economical and efficient in the use of resources.

Place of work

The post holder may be required to work at any of the employer's locations sites in line with service needs.

Equality and diversity

The post holder must cooperate with all policies and procedures designed to ensure equality of employment. Fellow workers, patients and visitors must be treated equally, irrespective of gender, ethnic origin, age, disability, sexual orientation, religion etc.

The post holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Personal/Professional Development

The post holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

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PERSON SPECIFICATION

Service Manager

	ESSENTIAL	DESIRABLE
Education	Degree or Equivalent	Finance, Business or Management Qualification. AMSPAR or similar
Knowledge, Skills and Experience	<p>Excellent management and IT skills</p> <p>Experience of personnel issues including recruitment, training and supervision</p> <p>Good knowledge of UK & Employment Law</p> <p>Experience of clerical and administrative work including setting up new systems and managing change</p>	<p>Experience of working in the NHS as a Manager.</p> <p>Experience of finances including accounting software, PAYE, managing budgets, etc</p> <p>Experience of EMIS software, including in performing searches</p> <p>Leadership experience</p>
Aptitudes	<p>Honest</p> <p>Good numeracy skills.</p> <p>Excellent communication skills including ability to listen, to discuss and to inform clearly; ability to record in writing both clearly and accurately; ability to produce reports.</p> <p>Intelligent, clear thinking and analytical.</p> <p>Able to take an overview, prioritise effectively and plan strategically</p>	<p>Ability to keep business partners informed by distilling information and providing regular reporting structure</p> <p>Able to develop local networks</p> <p>Able to provide support and cross cover at most levels</p>