

# Here

<b>Job title:</b>	Assistant Service Manager
<b>Salary:</b>	£26,460 - £29,000 per annum pro rata
<b>Team:</b>	Additional Primary Care (Urgent Treatment Centre)
<b>Accountable to:</b>	APC Service Manager
<b>Location:</b>	Here, 4th Floor, 177 Preston Road, Brighton Brighton & Royal Sussex County Hospital

## About us and our culture

Here is a not-for-profit, social enterprise working in the health sector. We do many things, including:

- designing and delivering health care services in partnership with the NHS and third sector organisations
- developing and implementing products that support primary care to thrive What unites our efforts is a recognition of the 'way' we do things:
- We are a group of people who believe we can make a difference in the world.
- We think business can be a force for good, and that profits should benefit our society.
- We know that our society is not fair and equitable, and many people cannot thrive in the conditions in which they live. We believe changes in health and care could enable a better future for us all.

## Job purpose

APC works in collaboration with the Royal Sussex County Hospital to deliver primary care interventions within the Urgent Treatment Centre. Our service runs from 18:30-21:30 Monday-Friday, and 08:00-20:00 on weekends and Bank Holidays. The appointments are a variety of F2F and telephone who come from either NHS111 or A&E. The service reduces the strain on the front door of A&E by allowing those suitable patients to be redirected away from A&E.

Working as part of a team you will lead the administrative team in the Additional Primary Care Service and support the clinical team at the Royal Sussex County Hospital to ensure professional operational standards and excellence in patient care and safety are implemented and maintained. This involves supporting the service, problem solving issues and implementing solutions whilst working to establish the service in the longer term. Critical to the success of the APC service will be the need to engage and work with other services that work in the UTC, UHSxE, IC24 as well as NHS 111.

Your core working pattern will be weekday business hours; however, the role requires flexibility to cover weekends and evenings on an adhoc basis.

## Operational Leadership and Performance

To support the APC Manager to:

- Support the governance and quality arrangement to deliver a high quality, safe, efficient and customer focused service.
- To manage non-clinical aspects of APC delivery and to ensure the APC service operates effectively.
- Work collaboratively to help develop and promote a positive working culture, encouraging staff participation and involvement in developing, improving and promoting the service.
- Ensure the implementation and maintenance of efficient administrative processes within the service.
- Work collaboratively to develop and improve the IM&T infrastructure supporting the service.
- Support with establishing and implementing a robust risk management framework for the service.
- Ensure timely and accurate provision of performance information/key performance indicators and completion of metrics in line with reporting requirements and timescales.
- Promote the APC to ensure optimum uptake.

- To be flexible with working hours including weekends and evenings.
- Support the clinical team to provide timely, high-quality care to patients attending the UTC.

## HR/Rota Management

- Responsible for staffing the APC rotas at RSCH and for managing the rota fairly and equitably for all interested parties.
- Ensuring that any risks to service delivery are escalated to the APC Manager.
- Ensure that all staff added to the rota are compliant to statutory requirements and that the service holds the necessary documentation.
- Work to ensure appropriate indemnity for clinicians who work within the APC.
- Maintain an effective induction and training programme for all staff added to the rota and checking IT system logons.
- Manage communications across the extended team ensuring everyone is kept abreast of developments and changes
- Ensure that staff adhere to the relevant policies, procedures, and protocols.
- Ensure that all relevant employment legislation is followed and maintain an awareness of changes in employment legislation.
- Line manage a small team of administrators and undertake competency sign-offs, training and regular one-to-one meetings and annual appraisals ensuring that Here's HR policies are properly implemented.

## Engagement with patients, Internal and External Stakeholders

- Engage with users of the APC to understand people's experience of the service and to measure levels of satisfaction.
- Work collaboratively and effectively with other agencies to improve the service and to meet the needs of the users of the APC.
- Support the Service Complaints Procedure.
- Liaise with hospital colleagues and their administrative teams to optimise uptake and delivery of the service.

## Governance & Quality

- Support the delivery of a safe, high quality and customer facing APC service.
- Responsible for incident, complaint and audit reporting for the APC service, ensuring learning is shared within the administrative team.
- Support the APC Manager to provide relevant information/ updates/ monthly reports/ annual reports to internal and external groups as required (Quasar, Here Board, ICB etc).
- Alert manager to any issues compromising quality of service.
- Assess own performance and take accountability for own actions, either directly or under supervision.
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance.
- Effectively manage own time, workload and resources.

## Risk Management

- Work with the hospital management and APC Service Manager to align risk management and health and safety policies and procedures.
- Support in identifying and implementing potential new ways of working/policies within the APC.

## IM&T

- Support with Information Governance within the APC liaising with the UTC Partners to develop and implement the appropriate policies and procedures.
- Develop an understanding of the IM&T supporting the APC and work with the IM&T leads to identify opportunities for improvement.
- Motivate, support and monitor staff in the use of IT; organise, oversee and evaluate IT training.
- Ensure compliance with Data Protection legislation.

## Operational Management

- Responsible for workforce planning on an operational and daily/ weekly basis.
- Support for ensuring the APC has access to all facilities, equipment and consumables to ensure smooth running of the service.
- Support with the security of the facilities during operational hours of the APC.
- Work with the APC Service Manager to raise any issues relating to facilities, equipment and consumables in a timely manner to the relevant staff at the hospital.
- Support with the day to day running of the service, ensuring that all APC staff understand how to access timely support and advice and resolve issues quickly.
- Supporting the Menopause@Work Project Manager on an ad-hoc basis. These duties include supporting key meetings, producing and cascading minutes, and developing, maintaining, and supporting progress on action logs and risk registers.

## Things you need to know

### CONFIDENTIALITY

As an employee of 'Here' you may gain knowledge of a highly confidential nature relating to the private affairs, diagnosis and treatment of patients, information affecting members of the public, matters concerning staff and details of items under consideration by 'Here'. Under no circumstances should such information be divulged or passed to any unauthorized person. This includes holding conversations with colleagues concerning patients or staff in situations where the conversation may be overheard. Breaches of confidence will result in disciplinary action which may involve dismissal.

### HEALTH AND SAFETY

All staff have a responsibility to perform their duties in such a way that accidents to themselves and to others are avoided, and to cooperate 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.

### USE OF NEW TECHNOLOGY

We will make use of computer technology. Staff should expect to use automated information systems in their work in order to improve quality and co-ordination of services, and to enable faster and more accurate communication within and outside of the organisation.

### EQUAL OPPORTUNITIES

Our policies and practices are designed to ensure equality of opportunity in employment and service delivery. All staff are expected to comply with these policies and practices.

### TRAINING AND DEVELOPMENT

All employees have a responsibility to undertake statutory and mandatory training that is required by 'Here'. In accordance with the Training and Development Policy staff are expected to actively participate in the appraisal system and use this process to develop a Personal Development Plan (PDP).

### NO SMOKING POLICY

We operate a no-smoking policy. This applies to all staff and visitors. This policy also includes travelling in 'Here' owned or leased vehicles during work time and whilst travelling in their own vehicles whilst on duty, in work time or whilst on 'Here' premises. It is a condition of employment for staff that they do not smoke whilst on duty or anywhere on the premises including the car park.