



SECTION 1

JOB IDENTIFICATION

Job Title: Walk in Service Development Manager

Department(s): GMED

Location: Aberdeen Health Village

Hours: 36 per week

Grade: Band 8A

Salary: £65,125 - £70,303 per annum / pro rata

Contract: Fixed Term

Job Reference: NR243693

SECTION 2

Job Purpose

To project manage the walk in centre programme of work as a key member of the walk in service and GMED Team.

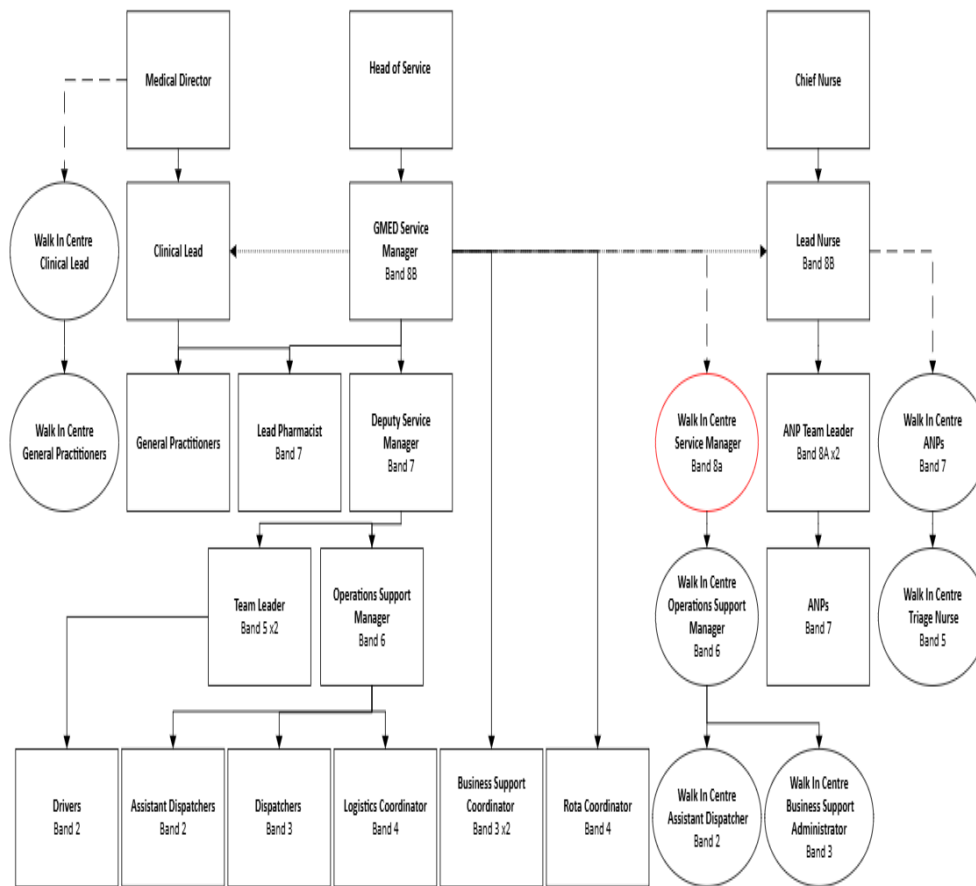
The post holder will be the key interface between the the walk in service and specific operational services associated directly or indirectly with the programme.

Key deliverables for the role are:

- To provide overall service management and leadership for a the walk in service; developing and implementing ideas, action plans, risk strategies, task workstreams, management reports, etc.
- To engage senior managers, practitioners and clinicians across all specialities, in the identification, exploration, implementation and valuation of new ways of working to deliver sustainable services for the future.
- To work with the relevant operational and divisional management teams on specific projects and workstreams.
- To continuously review the walk in programme and individual workstreams to ensure that objectives are met within appropriate timescales, costs are contained, and service quality is maintained.
- To design evaluation methods for the walk in service, using a variety of methods such as patient experience and staff consultation.
- To regularly report progress to the HSCP's, CET and the Scottish Government.
- To work with national stakeholders including Scottish Government, Scottish other NHS Boards, regional partners, and networks, etc.
- Provide critical leadership, management direction and support to a broad range of service developments, projects and redesign initiatives across multiple professional groups.

- Act as a deputy for GMED Service Manager.
- Participate in an on call rota for GMED.

Organisational Chart



1 Communication and Relationship Skills

Effective written and verbal communication is a fundamental part of the role of the Walk In Service Manager. The nature of the communication varies and is a combination of teams, face to face, telephone, email and written.

This post requires the ability to receive and communicate complex information with a wide range of stakeholders and numerous partners; administrative staff, hospital nursing and medical staff including consultants, managers and colleagues from other Boards as well as NHS Scotland. This will often be in the context of very complex, sensitive information and where competing views regularly exist.

Build and maintain effective working relationships with relevant stakeholders and other NHS professionals as appropriate.

Regularly liaise with senior managers and other professional leads throughout Grampian.

The post holder must be able to persuade and motivate colleagues on project delivery and negotiate resolution of obstacles to progress.

The post requires the communication of sensitive information about performance including writing and sharing reports on performance for outpatient services.

Present complex and sometimes very sensitive and/or contentious information about performance and change in formal presentations to small and large groups (approximately 20 people) of senior staff in NHS organisations including within the department, within NHS Grampian and Nationally.

Ensure appropriate user and public engagement in accordance with public and staff engagement standards.

Requirement to negotiate with General Practice to develop the provision of services via Service Level Agreements to secure continuing commitment. This requires considerable negotiating, motivational and persuasive skills.

Requirement to respond to patient complaints (verbally or written) and to prepare/draft formal responses to MP/MSP letters.

2 Knowledge, Training and Experience

Education/Experience/Knowledge:

- The post holder will be educated to post graduate diploma level in a relevant subject or equivalent experience.
- Specialist project management knowledge or experience to masters level equivalent.
- The post holder will have gained highly specialised project management knowledge across a range of specific project areas acquired through post graduate diploma or equivalent experience or training.
- Have detailed and significant experience in a service delivery setting or similar NHS environment.
- Previous experience within local authority or NHS environment.
- Experience of working simultaneously with multiple stakeholders in a challenging environment.
- Demonstrated success in projects or redesign, preferably in a service delivery setting.
- Familiarity with key stakeholders and processes of service delivery including demand, capacity, queue management and internal electronic systems.

	<p>Skills:</p> <ul style="list-style-type: none"> • Excellent organisational and co-ordination skills • Excellent interpersonal skills/team player • Able to prioritise workload, multitask and work to tight deadlines • Outstanding communication skills, both written and oral • IT literate • Advanced knowledge of Microsoft Office and email. • Ability to work as part of a team and on own initiative • Confidentiality • Motivational and listening skills • Problem solving skills • Ability to work under pressure • Negotiation skills • Quality Improvement skills
<p>3</p>	<p>Analytical and Judgemental Skills</p> <p>Analysing assessments and resolving failures to meet project standards.</p> <p>This post requires an ability to work with a high level of autonomy and the use of own initiative.</p> <p>Judgement will be required on complex facts or situations which arise throughout the duration of a project where the post holder will compare and contrast a range of options which may be conflicting, in order determine the best course of action.</p> <p>Analysis of numerous performance management data is essential and the ability to translate this into priorities and implementation.</p> <p>Frequent monitoring of project performance and measurement of deliverables will be required, as will regular and formal reporting.</p> <p>Making changes to policies and procedures within services in conjunction with appropriate management teams.</p> <p>The post holder will have the ability to use their own initiative to make decisions, whilst recognising their own limitations and actively seeking guidance when required.</p> <p>The post holder will exercise judgement when dealing with enquiries and will analyse information to resolve problems for staff and stakeholders.</p> <p>Provide accurate and comprehensive interpretation, advice and support to GP Practices on the Walk In service Service Level Agreement.</p>

<p>4</p>	<p>Planning and Organisational Skills</p> <ul style="list-style-type: none"> • Planning and implementation of new ways of working. • Excellent organisational and co-ordination skills. • Ability to work across a wide range of stakeholders within an integrated NHS Grampian system and fellow Boards. • Project planning requires ongoing adjustments to plans if interim targets are not met. • Draft, regularly review and update project plans within timescales. • Monitor delivery of the project plans and report progress to HSCP's , CET and the Scottish Government • Liaise with all stakeholders and promote coordination of their operational planning. • Work with stakeholders to help resolve obstacles to implementation. • Ability to prioritise and to work to deadlines. • The need to have a flexible approach. • The post holder will be required to meet deadlines through careful planning and prioritisation. • The post holder will need the ability to plan and organise a broad range of complex activities which require formulation and adjustment to ensure effective delivery within agreed timescales. •
<p>5</p>	<p>Physical Skills</p> <ul style="list-style-type: none"> • Standard keyboard skills and familiarity with supplied computer programmes and systems e.g. Microsoft Teams, Word, Excel, PowerPoint, NHS Mail. • Accuracy and attention to detail is paramount for this post. • Knowledge and familiarity with NHS hospital IT systems e.g. Aadastra, Trakcare PMS, SCI Gateway and OPERA. • Knowledge and familiarity with reporting systems e.g. BOXI and Illuminate • Knowledge and use of internet/intranet. • Knowledge and use of TURAS and management reporting systems. • Datix when managing Complaints/Incidents • SSTS for amending/approving monthly payroll and e-expenses • • Use of telephone and other general office equipment. • The post holder will require a driving license for potential travel to other sites within NHS Grampian.

<p>6</p>	<p>Responsibility for Patient/Client</p> <p>The post holder will have regular contact with the public/patient as a key part of the role is to organise and participate in public/patient and associated partner engagement events to ensure a person-centred approach to the development of the improvement programme.</p>
<p>7</p>	<p>Responsibility for Policy/Service Development</p> <p>The post holder is responsible for ensuring policies are implemented consistently across all programmes within their area of responsibility across the organisation.</p> <p>The post holder will be required to develop specific operational procedures for implementation with teams ensuring consistency with NHSG and the clinical and non-clinical briefs. The Post holder will ensure strong lines of communication with all stakeholders to ensure policy compliance and delivery of the project objectives.</p> <p>Develop, co-ordinate and implement the production of operational procedures for the new facilities with the walk in centres consistent with NHSG/National policy.</p> <p>The post holder is expected to comply with all relevant NHS policies, procedures and guidelines, including those relating to Equal Opportunities, Health and Safety and Confidentiality of Information.</p> <p>The post holder is required to interpret complex national/Grampian policy and processes.</p>
<p>8</p>	<p>Responsibility for Financial and Physical Resources</p> <ul style="list-style-type: none"> • Responsible for organising events requiring purchase of supplies. • Responsible for project budget and managing project activities to remain within the budget for the walk in service. • Liaising with government/national bodies regarding costs of projects. Estimating costs and submitting bids. • Responsible for appropriate use and safety of office and IT equipment for Corporate Services.
<p>9</p>	<p>Responsibility for Human Resources</p> <p>The post holder has responsibility for line management of the Walk in Service Operations Support Manager, including annual job planning meetings, performance management and delegating/authorising annual/study leave, change of hours etc.</p>

Acts in an advisory capacity to Band 5 Triage Nurse and provides induction and support to new and inexperienced triage Nurses.

Appointing Officer/Recruitment and Selection of Clinical and Non Clinical staff.

The post holder will be required to lead, motivate and influence the day to day co-ordination of staff and partners to ensure the delivery of a wide range of project tasks that must be completed in sequence and to stated deadlines. This will require excellent persuasion and negotiating skills as this work will be undertaken by staff not within the line management structure of this post.

There will be a regular requirement for the post holder to provide training sessions to Senior Clinicians, Senior Managers, staff and the wider project team and to share information/consult on issues/raise awareness of the improvement projects.

Support and help train new members of staff recognising staff competency, adapting training to the individual needs of staff, informing line manager accordingly.

<p>10</p>	<p>Responsibility for Information Resources</p> <p>The post holder utilises existing data, retrieves and collates this data, which can be used to inform practice. The post holder will be responsible for generating project reports, documents and timelines. These need to be updated and shared on a regular basis.</p> <p>Uses a range of IT applications to create reports, maintains project information systems and meets deadlines for reporting progress to Transformation Manager. Documents progress to agreed project plans, monitors progress.</p> <p>The post holder will update and maintain electronic non-clinical records with personally generated information. They will be proficient in data entry ensuring information is accurate, appropriate and promptly recorded.</p> <p>The post holder will be required to work with databases, often sensitive and confidential information and is required to adhere to the Information Governance policies as appropriate.</p> <p>The post holder will be familiar with NHS Grampian's Out Of Hours System (Adastra) and aware of the functionality and limitations of the Adastra system.</p>
<p>11</p>	<p>Responsibility for Research and Development</p> <p>The post holder will regularly undertake surveys involving staff and the public to inform project design development for NHS Grampian and associated partners e.g. activity surveys and baseline benefits realisation plan reports.</p>
<p>12</p>	<p>Freedom to Act</p> <p>The post holder is responsible for achieving and delivering the project activities consistent with the agreed transformation programme. The post holder will have discretion to work within a set of defined parameters to lead and make judgements, commitments and decisions on behalf of NHS Grampian with little or no guidance from their line Manager.</p> <p>As the post holder has the freedom to act within broad professional policies and to seek guidance from others as necessary, he/she is accountable for his/her professional actions.</p> <p>Post holder is expected to have a high degree of autonomy and have the ability to be self-directing in order to prioritise and organise their own workload on a daily basis.</p>

	<p>Post holder will be a self-starter, proactive and be able to demonstrate considerable motivation in order to build effective working relationships with services and multi-professional teams and to ensure delivery of all agreed project objectives.</p> <p>The post holder assesses and balances information from a variety of sources and determines the best course of action by comparing a range of options to resolve operational issues.</p>
<p>13</p>	<p>Physical Effort</p> <p>There may be a requirement to exert light physical effort for short period throughout the day when walking, climbing stairs, standing and working within confined and awkward spaces.</p> <p>There will be an occasional requirement to exert light physical effort for several short periods whilst carrying equipment to facilitate training.</p> <p><i>Required to travel to different locations across the Grampian as part of the service delivery and some evening meetings/work may be required.</i></p>
<p>14</p>	<p>Mental Effort</p> <p>Frequent concentration is required when analysing data and information, developing detailed documents e.g. business cases; reviewing project documents and analysing statistics.</p> <p>Ability to listen to conflicting views and ideas prior to taking a decision on how to progress</p> <p>There is a frequent requirement for concentration where the work pattern is unpredictable and the post holder will be required to react appropriately dealing with time constraints with a wide range of professionals and anxious stakeholders whilst having the ability to deal with stressful and challenging situations as they arise.</p> <p>The ability to multi-task and manage the demands of discrete areas of work for more than one project, is mentally challenging and the Post holder will be required to work under pressure as well as have the ability to carefully reprioritise their own tasks to meet conflicting deadlines.</p>

<p>15</p>	<p>Emotional Effort</p> <p>Occasionally the post holder will provide feedback to stakeholders on performance and discussion of unwelcome facts may prove stressful.</p> <p>Exposure to distressing or emotional circumstances are rare, however there may be a level of discomfort when managing staff conflict, dealing with staff welfare issues, sensitive/emotional issues, changes in the workplace, long term sickness or grievance.</p> <p>Ability to manage a demanding workload, mainly using own initiative, and to deal with rapidly emerging priorities.</p>
<p>16</p>	<p>Working Conditions</p> <p>The post holder is office based; however the nature of the role requires the post holder to participate in meetings and visits to walk in centres and other sites across Grampian on a regular basis. However, there may be a level of discomfort when dealing with the public or due to inherent tensions as a result of differing priorities when participating in meetings.</p> <p>Homeworking would be considered on an occasional bases dependant on circumstances and the requirements of the programme of work.</p> <p>The post holder may experience adverse weather conditions when travelling across Grampian.</p> <p>There will be a requirement to use visual display unit (VDU) more or less continuously on most days.</p>

PERSON SPECIFICATION

POST/GRADE: Walk in Service Development Manager
LOCATION: Aberdeen Health Village
WARD/DEPARTMENT: Walk in Service (hosted by GMED)

The Person Specification should meet the demands of the job and comply with current legislation. Setting unnecessary standards may, for example, unfairly discriminate against one sex, the disabled or minority racial groups. Applicants should be assessed in relation to their ability to meet the real requirements of the job as laid down in the job description. With the exceptions relating to displaced and disabled candidates noted in Sections 5.3 and 5.4 of this policy, shortlisted candidates must possess all the essential components as detailed below.

GENERAL REQUIREMENTS

Factor	<u>Essential</u>	<u>Desirable</u>
Qualification & Experience	Masters degree or equivalent. In depth knowledge and expertise in health service management. Previous experience of service development, change management and service redesign. Knowledge of NHS and Out of Hours Service	General Management Certificate/Diploma/Degree. Project Management experience/training Knowledge of GP Clinical and NHS reporting systems. Previous experience of finance/budget management.
Circumstances & flexibility	Highly developed communication and relationship skills. Innovative problem solving skills Leadership skills Ability to be analytical Accuracy and attention to detail. Driving licence/access to a car	Ability to make valued judgements and decisions.
Particular requirements of the post	Self motivated, ability to multi-task and prioritise work. Excellent negotiating, motivational and persuasive skills. Discretion, diplomacy and empathy. Proven ability to lead out with authority. Ability to operate with confidence and assertiveness. Knowledge of strategy for NHS and Out of Hours Service	Knowledge of SGHD and NHS Grampian Strategy and Policy.
Level of Disclosure check required	PVG	

