

1. JOB DESCRIPTION

Job Title: Business Manager: Infection Prevention & Control Services

Responsible to: Associate Director Infection Prevention & Control

Department(s): Infection Prevention & Control Services

Operating Division: NHS Lothian Corporate

Job Reference: 050146

2. JOB PURPOSE

To provide business management support to the Associate Director of Infection Prevention and Control in the management and delivery of a high quality, effective service that ensures that Infection Prevention and Control is integral to everyday culture and practice across NHS Lothian and Health & Social Care Partnerships.

To directly manage the administrative team supporting the Infection Prevention & Control function including annual objective setting and appraisal.

3. DIMENSIONS

The Infection Prevention and Control Service is a multidisciplinary team who support NHS Lothian to provide Safe, Effective and Patient centred care through the implementation of evidence based Policy & practices which reduce avoidable infection & harm for patients, minimise the risk of transmission of infection within the healthcare environment, and protect staff, visitors and the wider public.

This is achieved through the provision of expert clinical advice and incident management, and a structured work programme encompassing infection surveillance, development of policy & procedures, development & delivery of education and training, audit & compliance monitoring, and quality improvement.

The postholder will be a key player in the successful delivery of this service in an effective and efficient way.

Staffing Responsibilities

Day to day management of 2.6WTE Clerical/Admin staff and will support the Associate Director and Lead Nurse IPC with the personnel management of the wider department.

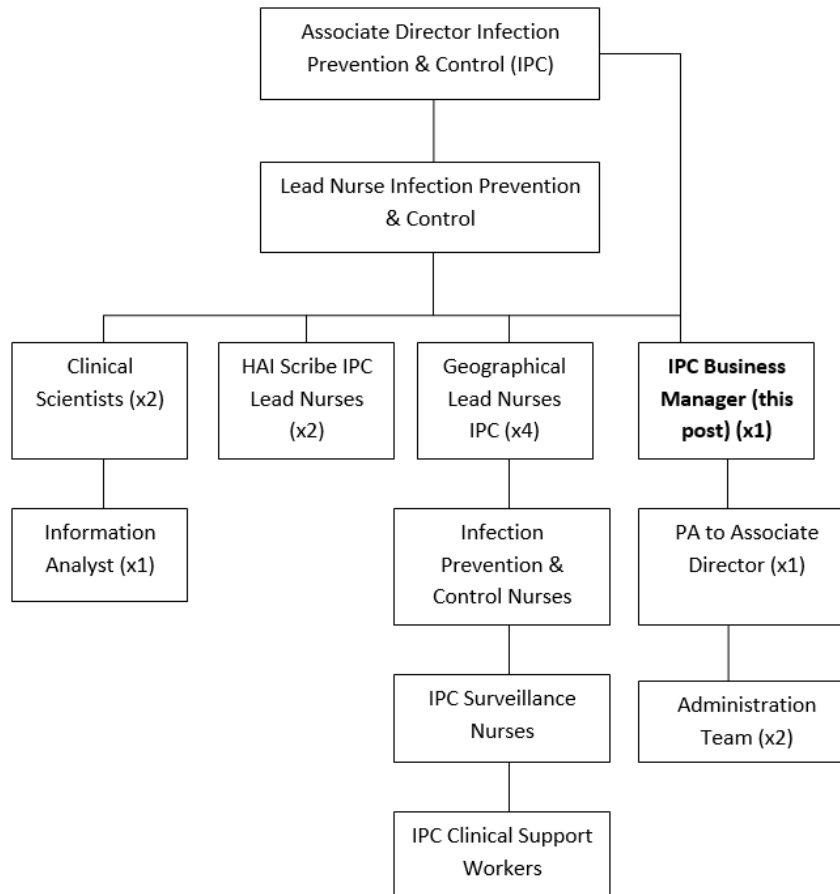
Financial Responsibilities

Authorised signatory for up to £5,000 in relation to non-stock supplies.

Responsible for ongoing monitoring and reporting on expenditure within Department Budget £1.465m, including management of staffing budget for the administrative team.

In conjunction with Associate Director IPC, undertake annual budget setting and ongoing monitoring of financial position.

4. ORGANISATION CHART add analyst



5. ROLE OF DEPARTMENT

The Infection Prevention & Control Service provides comprehensive infection prevention and control advice across NHSL ensuring the risk of infection to patients, visitors and staff is minimised. This includes:

Developing and maintaining strategies for the prevention and control of healthcare associated infection in line with national requirements contributing to the quality of patient care across NHS Lothian.

Providing expert IPC advice in relation to clinical risk and the healthcare built environment.

Implementing and monitoring compliance with national policy and standards related to the prevention and control of infection, including decontamination and antimicrobial prescribing.

Surveillance of healthcare associated infection and other notifiable and reportable infections.

Development of strategic and operational policy/guidance.

To contribute and participate in NHS Lothian Emergency Planning and Business Continuity programme to minimise the impact of outbreaks and incidents on service provision.

Developing, delivering and facilitating the provision of education on the prevention and control of infection for all staff.

In conjunction with internal & external stakeholders e.g. National Services Scotland ARHAI and Public Health Scotland, develop and maintain strategies for the prevention, surveillance and control of infection.

Active management of internal communications and contributing to NHS corporate communications with the external agencies such as Scottish Government, public and media on all matters relating to infection prevention & control.

6. KEY RESULT AREAS

1. To support the service to meet National mandatory and organisational key performance indicators through the collection, collation, analysis and reporting of key data & information and preparation and dissemination of reports.
2. In consultation with the Associate Director Infection Prevention & Control, lead and manage all non-clinical service matters including Health & Safety, Risk Management & Business Resilience, Human Resource management and Staff Governance, Information Governance and Financial Governance matters.
3. Responsible for the management of the delegated pay/non-pay budget within the sphere of responsibility ensuring a balanced end of year position. Contribute to the delivery of corporate financial targets, including responsibility for identifying and delivering efficiency savings (£1.465m budget). Authorised signatory and responsible for non-stock supplies, time sheets, invoices and expenses (up to £5,000).
4. Responsible for the development of administrative policies and procedures to support delivery of key business functions, including provision of secretariat services ensuring the effective operation and servicing of key Infection Prevention & Control Board wide committees and meetings.

5. In support of the Associate Director and other leads implement the infection control service workforce plan to ensure staffing levels are maintained, with day to day management responsibility for administrative staff within the department, including recruitment and selection; appraisals; development of personal development plans; monitoring sickness and annual leave; grievance and disciplinary issues within the department.
6. Responsible for developing and maintaining a local document management system to ensure all IPC policies, guidelines and standard operating procedures (including antimicrobial prescribing, decontamination, cleaning services and HAI SCRIBE) are reviewed in a timely manner and submitted for approval through standing committees for governance & assurance purposes.
7. Responsible for the development, maintenance & review of IT systems & processes to improve efficiency of audit and surveillance reporting which supports clinical safety and delivery of mandatory and organisational key performance indicators and ensure effective information governance procedures are in place in relation to infection control specific IT systems and records e.g. ICNet. This may involve leading innovation, development and redesign requirements for electronic systems, working closely with local and national NHS partners to deliver challenging targets.
8. With support from the Associate Director IPC, responsible for developing and updating the IPCT risk register and monitoring the efficacy of action plans developed in response to this. Demonstrate compliance with the requirements of Board's Corporate Governance, Risk management & Assurance Strategy, ensuring compliance with Health & Safety legislation, Clinical Governance and local board policies and guidelines.
9. Provide project management of non-clinical programmes of work ensuring that these are initiated, implemented, monitored and reviewed effectively and efficiently through appropriate methodology/toolkits e.g. support the service to deliver mandatory and national objectives in relation to Infection Prevention & Control.
10. On behalf of the Associate Director IPC, coordinate and collate accurate information within statutory timescales in response to enquiries, Freedom of Information requests and Litigation arising from the Media, Members of the Scottish Parliament and Members of Parliament, management of requests for information in accordance with the Freedom of Information Act. Ensure that all responses are signed off by the Associate Director or Lead Nurse IPC prior to submission.
11. With clinical input where required from the Lead Nurse IPC, co-ordinate the investigation of complaints, DATIX incidents and adverse events. Provide quarterly DATIX summary reports for review by the wider IPCT to identify recurring themes or trends arising from incident reporting, facilitate shared learning, and ensure implementation and review of service improvements as highlighted through the complaints or incident management process.
12. Provide support for the development of the IPC annual work plan and ensure that management systems and processes are in place to support delivery of core objectives. With support from the Lead Nurse IPC & programme subject leads, lead the coordination and development of the IPC Annual Report for submission to the Pan Lothian Infection Control Committee at the end of each fiscal year.
13. Collate, analyse and interpret data for business objectives, KPIs, HR performance data and projects using normal statistical methodology identifying patterns and themes and drafting reports for organisational committees.
14. Adopt a quality management approach to test, evaluate and spread new innovative ways of working promoting a culture of learning and improvement. Conduct a thorough and rigorous evaluation of the business programme at agreed intervals, identifying key organisational learning points for future programmes, particularly in relation to the reduction of harm to patients, public and staff and increase in quality of service and experience.

15. Manage the process for the development and review of staff, patient and public facing communications through the development and review of patient information leaflets, posters, social media messages and intranet and internet pages in collaboration with the Associate Director and Lead Nurse IPC and NHS Lothian Communications team.

7a. EQUIPMENT AND MACHINERY	
Mobile phones. IT hardware including desktop computers, laptop and tablet computers.	
7b. SYSTEMS	
<p>General Systems: MSOffice Software Packages - Excel, Word PowerPoint, Outlook. Formatting and populating various databases.</p> <p>NHS Lothian Employee management/HR Systems EEES Healthroster SSTS PECOS – electronic ordering system Discovery/Tableaux dashboards Office administration systems (computerised and paper system) Datix Risk Management system</p> <p>IT Databases appropriate to Infection Prevention and Control Team TRAK & Maternity Trak ICNet Apex Surgical Site Infection Reporting System (SSIRS) ORSOS ECOSS</p> <p>(appropriate training will be provided for specialist IPCT computer software).</p>	
•	

8. ASSIGNMENT AND REVIEW OF WORK
<ol style="list-style-type: none"> 1. The work is largely driven by the national agendas, standards, legislation and authoritative guidance on, healthcare associated infection and infection prevention & control. 2. Review of work is therefore largely related to the development and progress of the agreed action plans for these initiatives and the achievement of the required complex standards. 3. The postholder will be managerially responsible to the Associate Director of IPC who will allocate work. However, the postholder will have significant autonomy to take decisions and act within the duties assigned by the Associate Director of IPC. 4. The postholder will be responsible for the generation and prioritisation of own workload and has authority to determine how objectives should be met. 5. Annual objectives will be agreed and formally reviewed with the Associate Director IPC. Work will be reviewed on an informal basis at regular intervals throughout the year. 6. The postholder is required to work on their own initiative within the context of agreed objectives.

9. DECISIONS AND JUDGEMENTS

The postholder will be required to:

1. analyse and take judgements about communicating the results of business programmes within the Department and to key stakeholders e.g. developing and sharing a narrative to support constructive feedback in relation to significant practice non-compliances or failure to achieve LDP targets.
2. balance priorities and manage the complexities/diversities of the job and competing demands within tight timescales in line with the local, regional and national infection control matters, and
3. use judgement on how to solve multi-factorial and complex business, change management or operational problems e.g. develop at pace a method of collating & displaying complex data from multiple sources in a single tool as part of an incident management investigation.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Delivery of challenging targets to timescales where there are frequently competing reactive and proactive service demands.

Negotiating with, innovating, motivating and supporting others to deliver results when there may be conflicting demands on time, resistance, apathy or lack of capability and/or capacity for change.

Building effective relationships and networks and working collaboratively with all teams- communicating and influencing across a diverse range of colleagues, partner organisations, patients and the public.

Approving and prioritising workload for administrative staff supporting projects and clinical teams.

11. COMMUNICATIONS AND RELATIONSHIPS

Excellent communication skills, both verbal and written, with the ability to communicate confidently and effectively at all levels, both internal and external to the NHS, and the public, are essential to the success of the post.

On a day to day basis, work collaboratively with a wide range of internal and local partners including Executive Directors, senior managers, clinical managers, clinical staff, support services staff, Health & Social Care Partnerships, , Voluntary Agencies, other NHS Board areas, Clinical Governance Department, Risk Management Team, , Communication Department, Employee Relations, to ensure the smooth integration of the rolling programme.

Establish productive working relationships and optimal communication channels externally with other NHS Board IPC teams, national agencies including the Scottish Government Healthcare Associated Infection Policy Unit, National Services Scotland ARHAI team, Public Health Scotland, NHS Education Scotland, Central Legal Office and Healthcare Improvement Scotland.

Discuss sensitive and contentious information with staff from all levels of seniority within the NHS using negotiating, persuasive and empathetic skills being communicated to the correct departments and staff at the appropriate time.

Communicate with PFPI groups to ensure patients' contributions are included.

12. PHYSICAL, MENTAL, EMOTIONAL & ENVIRONMENTAL DEMANDS OF THE JOB

Physical Effort/Skills:

Standard keyboard skills

Mental Effort/Skills:

Concentration required to meet nationally set timescales which are often short and challenging, working under pressure is to be expected.

Concentration when compiling reports, dealing with frequent interruptions, e.g. to provide responses to requests for information from Scottish Government, ARHAI Scotland or Public Health Scotland.

Emotional Effort/Skills:

Communicating outcomes which may not be well received by others.

Exposure to sensitive issues/challenging situations e.g. managing complaints.

Negotiation and facilitation skills to resolve issues or drive progress in projects where stakeholders hold opposing views.

Management of complex and sensitive information requires to be delivered in a tactful and diplomatic way.

Provide constructive support and leadership where the team or organisation are working under pressure or have competing demands for delivery of reactive and proactive workload.

Working Conditions:

Office conditions.

Regular travel to hospital sites across NHS Lothian as required by service needs.

Periodic travel across Scotland to represent NHS Lothian at national meetings and working groups in relation to functional aspects of HAI Service delivery e.g. ARHAI/Public Health Scotland/Health Facilities Scotland and other external stakeholders in relation to surveillance data, development of HAI dashboards as dictated by national work programmes.

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Educational Qualifications

Degree in a relevant business subject

Educated to SCQF level 10 e.g. post graduate qualification in a Business related subject

Qualification in PRINCE2 (foundation level) or programme methodology.

Experience

Evidence of previous managerial roles, preferably within healthcare.

Experience in project and/or programme management.

Evidence of policy development and budget management.

Experience of managing others, managing projects, and contributing to developments within identified timescales.

Highly developed problem solving and analytical skills.

Effective communicator through a range of media including social media. Use of written and verbal communication to achieve results by motivating, influencing, and negotiating.

Knowledge and up to date understanding of IT systems and in-depth knowledge of word processing, data management, analytical and presentation packages.

Experience of Partnership working.

Knowledge

Knowledge of NHS organisations and structures, procedures and practices and of the wider social and political environment.
Experience of working with stakeholders outside of the NHS – e.g. local authority, voluntary organisations, independent contractors.

14. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:

Date: