#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION |
| Job Title: Business Support Manager Directorate: Lothian Unscheduled Care Service (LUCS)Responsible to: Assistant Service Manager Location: Astley Ainslie HospitalOperating Division: Primary Care Directorate – Hosted ServiceJob Reference: 160619No of Job Holders: 1 WTE |

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| 2. JOB PURPOSE |
| To participate as a member of the Senior Management Team supporting the Clinical Service Manager in the operational and performance management of Administrative Services. To provide a comprehensive, efficient and effective business support and administration service to the Service management Team to support the delivery quality patient care.Responsible for the day-to-day management and coordination of administrative activities within LUCS including the management and delegation of work to administrative staff. |

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| **3. DIMENSIONS** |
| Areas covered within scope of this role:The Service operates from five bases across Lothian: at Royal Infirmary of Edinburgh, St. John’s Hospital, Western General Hospital, Midlothian Community Hospital and East Lothian Community Hospital in the out of hours period. Covering two thirds of the week.Providing out of hours general medical services to the population of Lothian (+890,000) and to the West Linton Practice (3,000) on behalf of Borders Health Board and providing district nursing services across Lothian overnight.The service performs: Home Visits (20,800pa), Appointments (82,800pa), Professional to Professional (Prof to Prof) Advice (8,000pa), Medical and Nursing triage (28,600pa), A&E Referrals (4,100pa), Planned Review Service (400pa), Self-Referrals (2,400pa), District Nurse Call Handling and special notes (2,000pa).LUCS provides urgent unscheduled care during the out-of hours period, covering a core total of 118 hours per week. In addition, LUCS operates to cover GP Practice closures during public holiday days Financial Responsibility: Authorised signatory for delegated administration staff budget Staffing responsibility: Direct management of 3 Administration Assistant/PAs |

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| 4. ORGANISATIONAL POSITION  |
| Director Of Primary CareClinical Service Manager This post. l  |

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| 5. ROLE OF DEPARTMENT  |
| * The role of LUCS is to provide out of hours urgent primary medical care to the population of Lothian of 897,000

The LUCS Management Team is responsible for all aspects of professional, clinical and administrative services within their service area, and for ensuring the effective deployment of human, financial and physical resources within the service to support NHS Lothian’s performance targets through the provision of safe, sustainable and effective clinical services. Lothian Unscheduled Care Service provides urgent, primary medical care to the population of Lothian when their own GP is closed, it is open 118 hours per week plus public holidays. The service is staffed by GPs, ANPs and ENPs who work alongside each other within the bases. The service provides appointments, telephone advice and home visits and is accessed by telephoning 111. The service has approximately 130,000 patient contacts per year. LUCS operates from 5 bases within Lothian* Midlothian Community Hospital (closes at midnight)
* East Lothian Community Hospital (closes at midnight)
* Western General Hospital (closes at midnight)
* Royal Infirmary of Edinburgh (open overnight)
* St John’s Hospital (open overnight)
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| 6. KEY RESULT AREAS |
| 1. To provide business support, including implementation of service plans, to enable the provision of the service to ensure delivery of timely, safe, effective and efficient services to patients.
2. Responsibility for the delivery if a safe, effective and affordable clinical staffing rotas for OOH Services.
3. Delegated authority for effecting changes to medical staffing rotas and shift patterns to ensure delivery of a viable and safe clinical service.
4. Support the design and implementation of service plans, providing support to the Clinical Service Manager in facilitating the planning process and the related governance requirements associated with delivery of service goals.
5. Line management responsibility for the administrative resource including staff absence management, appraisal review, participation in recruitment processes, identifying training and development needs to ensure the safe and effective running of business functions within LUCS.
6. Manage the business and administration processes within LUCS including their development, implementation and performance management.
7. Co-ordinate and facilitate small projects as directed to ensure the delivery and further development of patient-centred services and achievement of service goals.
8. Manage the administration and governance processes for salaried and ad hoc medical staffing within LUCS, including compliance appropriate policy and monitoring the use of service financial resources.
9. Manage the recruitment and induction process for all medical staff, with particular emphasis on ensuring appropriate training programmes for GP registrars and trainees.
10. Responsible for OOH Services administration and information systems, including organisation of networked files all processes and procedures including administration of LUCS Intranet Site.
11. Monitor salaried and sessional staffing levels, advising SMT regarding any required actions to ensure adequate sustainable and affordable levels of medical staffing.
12. Delegated responsibility for the day-to -day management of the service contract for the RotaMaster software system and support contract, performing as super user of the system and supporting department colleagues and wider LUCS staff with training and advice.
13. To contribute to, and where appropriate, lead investigations into non-clinical complaints, ensuring appropriate outcomes are delivered to fixed timescales and ensuring relevant learning is disseminated across LUCS.
14. Support CD and ACDs in GP performance management discussions through the provision of relevant performance and any other appropriate information.
15. Support SMT colleagues in the coordination of Health and Safety reporting and related activity.
16. To support NHS Lothian’s values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviours and attitudes.
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| 7a. EQUIPMENT AND MACHINERY |
| * Personal Computer – to communicate, extract and record information; to analyse data; to monitor; to create databases.
* Photocopier – duplicating information.
* Telephone/ Personal pagers – communication both internally and externally.
* Dictaphone and transcriptions machines.
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| **7b. SYSTEMS** |
| * HR Information System - eESS, SSTS.
* Personal Development Planning & Review process – Turas.
* Patient Administration Systems: ADASTRA.
* DATIX – Incident Reporting.
* Internet and Intranet.
* Electronic data storage, eg Word, Access, Excel, PowerPoint, other local databases.
* Teleconferencing and communications systems.
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| 8. ASSIGNMENT AND REVIEW OF WORK |
| Work is self-directed in terms of general operational responsibilities, but also allocated through Clinical Service Manager and Clinical Director.Annual appraisal and review of performance from Clinical Service Manager.Plans own working day ensuring deadlines are kept and met.  |

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| **9. DECISIONS AND JUDGEMENTS** |
| Independence in decision-making in delegated tasks and specific areas of direct accountability, e.g. helping ensure that a safe and effective service model is in place.Proactively problem solve at local level, using judgment to assess issues that need to be escalated, e.g. looking for local solutions to avoid rota gaps.Judgement when undertaking financial decision-making and managing delegated budgets. e.g. ensuring robust decisions are made when agreeing or requesting staff overtime.Effectively analyse, manipulate and present data and information to support decision making and to evaluate and monitor service delivery then adjust workload accordingly to maintain safe staffing levels e.g. contributing to the weekly demand and capacity process.  |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB  |
| * Managing the effective delivery of administrative services within the delegated financial framework whilst ensuring the maintenance of quality standards as required.
* Handling sensitive information relating to service and clinical performance.
* Time management and prioritisation of tasks whilst meeting competing demands of service/service management.
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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| The postholder is required to communicate and develop working relationships at a level that is able to influence, and effect change with the following range of people both internal and external to NHS Lothian:**Internally*** Senior Management Team - LUCS
* General Practitioners
* Payroll
* Flow Centre Management
* Advanced Nurse Practitioners
* Patient Liaison Office
* Finance
* A&C Staff
* HR
* Staff Representatives

Health & Safety Advisors.**Externally*** Other Management Teams
* Other Health Boards
* GP Surgeries
* Local Authority partners
* Voluntary organisations / Local and National Charities
* Patients and Members of the Public.
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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical Skills and Effort*** Sitting at workstation for periods of time.
* Keyboard skills requiring high degree of speed and accuracy.

**Mental*** Concentration is required when dealing with enquiries, planning, preparing statistics which will be subject to frequent interruption, eg from staff with queries, patients who may wish to raise a complaint.

**Emotional*** Exposure to distressing information clinically, eg managing patient enquiries, complaints or concerns where patients may be upset or angry.
* Deals with sensitive staff problems and provide support through organisational change within the working environment when there are barriers to understanding and acceptance.
* Dealing with staffing issues including performance management.

**Environmental*** Exposure to Visual Display Units.
* Occasional verbal aggression.
* May require travelling between sites.
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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| Qualifications/Experience* HND in business/administrative related subject or equivalent experience; plus
* Staff Supervisory/Management experience.
* Previous experience of monitoring budgets.
* Project management experience.
* Experience of managing change in a complex environment.
* Robust numerical skills.
* Excellent written and oral communication.
* Proficient in software systems.

SkillsWell, developed interpersonal skills including diplomatic and tactful approach to dealing with service issues.* Proficient in use of Microsoft Office software, eg Word, Excel, Access, PowerPoint.
* Advanced keyboard skills for manipulation and presentation of data.
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| **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:  Head of Department Signature:  | Date: Date:  |