|  |
| --- |
| **1. Job Identification** |
| Job Title: Administration/Waiting List ManagerResponsible to: Clinical Services ManagerDepartment: General SurgeryDirectorate: Acute, South Sector |
| **2. Job Purpose** |
| * Direct Management of designated Speciality Waiting Lists and Waiting Times, ensuring compliance with Treatment Time Guarantees (TTG) and Waiting Time targets.
* Pro-active lead role in Administration/Waiting List Training, management of waiting list coordinators and clerical staff to ensure compliance with waiting list procedures, in line with ‘New Ways’ procedures and the Patients’ Rights Act.
* Managing clinic & theatre capacity to ensure that clinical priorities and waiting time targets are met, through effective use of available resources
* Ensure provision of effective administrative (clerical) services to support delivery of clinical services within area of responsibility.
* Direct Line Management responsibility for designated speciality waiting list staff.
 |
| **3. Role Of Department** |
| The department provides a full range of professional administrative, secretarial and clerical services which support clinical staff to deliver high quality, efficient and effective patient-centred care within Acute Services, in line with local and national standards.  |
| **4. Organisational Position** |
| **The post:*** Reports to the Clinical Services Manager
* Holds direct line management responsibility for the Medical Secretary and clinical support staff team.
* Is professionally directed by the Administration Governance Manager

  |
| **5. Scope & Range** |
| Day to day management of Waiting list and patient administration services within a designated service including line management of medical secretaries and administrative staff.The post holder will monitor the administrative budget and monitor expenditure and make decisions regarding the deployment of staff and resources in close liaison with the Clinical Services Manager. |
| **6. Main Tasks, Duties & Responsibilities** |
| The following sets out the core responsibilities of the Administration/Waiting List Manager. The frequency and extent to which the post holder carries out all duties may vary from speciality to specialty.**Waiting List Management**Local lead role in ensuring that waiting list administration is undertaken in line with agreed procedures under Treatment Time Guarantee procedures, the Patients’ Rights Act and associated and future legislation.* Constant, vigilant monitoring & analysis of waiting list data
* Prompt identification of potential problem areas & directly managing actions required to resolve
* Review & validate the Availability / Unavailability status codes to ensure compliance and patients are admitted in accordance with the national guarantee times and local targets
* Ensure all breach dates are clearly recorded for Inpatient and Day Surgery Theatre Lists and Outpatient Clinics to enable colleagues to be kept fully informed
* Optimise Theatre Utilisation at all times
* Daily identification of potential breach issues
* Working collaboratively with other NHSGG&C Waiting List Managers to identify appointments to ensure all patients care can be delivered within waiting time targets
* Prepare regular reports to time for Clinical Services Manager to clearly define the:
* Number of patients waiting for Outpatient appointments
* Number of patients awaiting a TCI date for Day Surgery or Inpatient Care
* (to include all pertinent information from the Information Services weekly downloads of updated information).
* Facilitate ad-hoc information requests regarding activity / waiting times / numbers waiting / theatre utilisation
* Organisation of internal and external waiting list activity
* Constantly review demand and match to available Outpatient, Day Surgery and Inpatient capacity
* Promptly highlight where there is insufficient capacity and steps required to address for New OPWL, Return OPWL and Hold lists as well as IPDC waiting list.
* Develop proposals for “in- house” waiting list initiatives
* Oversee and monitor the implementation of such waiting lists including those operated by off-site providers to ensure seamless & effective transfer of patient care externally. Initiate patient contact and organisation of information between agencies.
* Capacity Planning –Complete template change requests for sign off by CSM and submission to Health Records.
* Reductions/Cancellations – Complete cancellation/ reduction paperwork for authorisation by CSM and submission to Health Records.
* Agree and request gap clinics

 **Staff Management & Leadership*** Responsible for day to day line management of secretarial and administrative staff within the departmental budget. Duties include recruitment and selection (including analysis of vacancy management), KSF Personal Development Planning & Review, performance management, attendance management, conduct, grievance and other people management processes, payroll administration.
* Develop and manage improvements by reviewing and streamlining administrative processes whilst taking an innovative approach to achieving objectives within an environment of continually evolving expectations and demands
* Ensure effective cascading of patient administration standards, processes and developments to administrative staff.
* Responsible for the effective training and development of administrative & clerical staff to support them in the delivery of their remit and responsibilities
* Ensure all administrative staff are compliant with Statutory and Mandatory Training requirements
* Promote and maintain a patient centred care ethos which supports effective ways of working and positive behaviours and attitudes to deliver a high quality patient experience.
* Be a role model for NHSGGC organisational values, demonstrating professionalism and a behavioural approach which promotes the principles of dignity and respect for all.

**General Duties*** Manage the department proactively and take remedial action as required to resolve disputes/problems in service delivery
* Support and promote the professional development of patient administration services across NHS Greater Glasgow and Clyde Acute Services
* Work collegiately with the Administration Governance Manager and other Waiting List/Administration Managers to develop and implement best practice consistently across the service
* Review workforce information reports and contribute to the development of workforce plans for patient administration services
* Implement Standard Operating Procedures (SOPs) and Key Performance Indicators
* Monitor and evaluate performance against standards and take corrective action to address areas of shortfall within the service
* Support the review and implementation of new technologies and equipment
* Oversee data inputting and maintenance of statistics and the production of reports and spreadsheets as required
* Liaise closely with other Waiting List/Administration Manager colleagues to ensure good communication and provide cross cover as required.
* Investigate and contribute to the written response to complaints from staff and patients, escalating as required
* Comply with the requirements of the General Data Protection Regulations, Access to Health Records Act and legislation issued in relation to confidential data.
* Be an active member of appropriate local service improvement groups, undertaking duties as requested by the Clinical Services Manager/Service Support Manager [delete as appropriate] commensurate with the role and level of responsibility.
 |
| **7a. Equipment & Machinery** |
| * Personal Computer/Laptop
* Printer
* Office Equipment: Photocopier, Scanner, Shredder
* Telephone / fax / voicemail

All the above will be used to ensure smooth, accurate, timeous flow of information on a daily basis between staff, across internal services and departments and with other sectors/services |
| **7b. Systems** |
| * Microsoft Office
* Excel - Spreadsheets, data bases, external/internal waiting list initiatives, KPIs
* Word – Word processing documentation, letters, reports
* Outlook – Email and diary management
* Clinical Portal - Information on individual patient’s care pathway
* TrakCare - Patient Administration System used for information and updating current patient details as identified
* TrakCare Waiting List - Access to all Waiting Lists to allow system maintenance, enquiries, reports facility
* TTG - TTG system ensure adherence with Treatment Time Guarantee
* Opera – Theatre Management System
* SCI - GP Referral Information and Patient appointment enquiries
* Winscribe – Clinical Dictation System
* SSTS – Payroll Management System
* eESS – electronic Employee Support System for updating employee records
* MicroStrategy – Workforce Data
* CRIS (Computerised Radiology Information System)
* PACS (Picture Archiving & Communication Systems)

Any new developments or alternative service specific systems. |
| **8. Decisions & Judgements** |
| The following describes typical decisions and judgements made in the course of the job:* Accountable to the Clinical Services Manager/Service Support Manager but able to operate with high degree of autonomy in managing & prioritising workload.
* Performance is monitored on an ongoing basis and is appraised annually
* Effective and flexible deployment of administrative & clerical staff resources to ensure the needs of the clinical service are met at all times.
* Ongoing judgement required to effect active management of administrative & clerical staff – through efficient selection, training, development, absence and performance management
* Exercise judgement in assessing/identifying complicated staff management/policy issues which require interpretation and comparison of a range of possible options
* Identify potential problem areas within Waiting Time targets and take appropriate action
* Approach consultants with view to agreeing changes to clinics / theatres and/or redistribution of patients from one consultant to another
* Regular update meeting with Clinical Services Manager/Service Support Manager to review waiting list issues and agree the action to be taken
* Pursue solutions through internal initiatives and external sites e.g. Golden Jubilee Hospital within the financial resources available
* Select patients whose care will be delivered through such initiatives, proposals to be tabled with Consultants and Clinical Services Manager/Service Support Manager to ensure the individual patients clinical needs are accurately addressed within the waiting time targets.
* Organising consultant cover where necessary
* Liaising with Waiting List Managers across GG&C regarding distribution of allocated capacity
* Determine changes in administration & clerical practice, as required to maintain & improve service.
* Work within the guidance for patient confidentiality.
 |
| **9. Communications & Relationships** |
| The post holder requires a high level of interpersonal and communication skills to provide and receive complex/sensitive or contentious information associated with patient administration and Waiting List Management. Key communications include:**Internal Nature of Communication**

|  |  |
| --- | --- |
| Consultants: | to agree appropriate actions in regard to waiting list/waiting times, theatre utilisation and patient queries |
| Secretarial & Clerical Staff: | For day to day line management  |
| Medical Records Management: | For case note requests, system utilisation, updates and training, waiting list resource |
| Information Services: | For WL data, activity information, adhoc reports |
| Clinical Services Manager/Service Support Manager: | Consulting and advising on WL status, issues and actions |
| Human Resources: | For people management related activities and advice |
| Theatre & Anaesthetics, Nursing, Portering: | Organising theatre/outpatient activity |
| Patient Liaison Services: | Patient complaints and enquiries, patient transport |
|  |  |
| **External** |  |
| Other NHS Hospitals: | Transfer of patient care |
| Patients: | Admission enquiries, appointments, complaints |
| GPs: | Patient information//enquiries |
| Other healthcare providers: | External activity |
|  |  |

 |
| **10. Physical, Mental & Emotional Demands Of The Job** |
| **Physical Skills**Keyboard and computing skills**Physical Effort*** Prolonged periods using a PC to input data, collate statistics, reports, letters.
* Travel between geographical sites

**Mental Demands*** High level of concentration required when analysing data
* May be subject to interruptions from patients, GPs, colleagues, external agencies requiring adjustment/reprioritisation of work
* Requirement to achieve 100% compliance on waiting time targets
* Supervision of administrative staff and workload across sites to ensure clinical service needs are met
* Prioritisation of urgent and competing demands

**Emotional Demands*** Accurate and compassionate communication with distressed/anxious/worried patients, relatives, carers
* Potential exposure to verbal abuse from distressed patients/relatives
* Dealing with sensitive/contentious staffing issues such as performance management, attendance, conduct
 |
| **11. Most Challenging/Difficult Parts Of The Job** |
| * The balance of conflicting priorities in meeting national waiting time targets and guarantees, given the complexity of specialties involved and the clinical consideration required.
* Achieving and maintaining 100% compliance on high profile political targets that may be perceived to be out-of-step with clinical priorities.
* Work with Consultants to engage in appropriate action to meet National Waiting Time Targets and protocols
* To ensure continuity of effective administrative staff support to all aspects of the clinical service by ensuring gaps and shortfalls are covered.
 |
| **12. Knowledge, Training & Experience Required To Do The Job** |
| * Significant administration management experience within a NHS Acute Hospital environment with detailed knowledge (Diploma level) of the full range of patient administration procedures and practices.
* Previous experience and the ability to demonstrate effective supervision of administrative and clerical staff directly involved in patient administration
* Previous experience and the ability to demonstrate direct involvement with the management of acute patient waiting lists to deliver Treatment Time Guarantee targets to time.
* Understanding the requirements of clinicians and senior managers
* Experience in managing staff across a number of sites.
* Excellent IT skills
* Knowledge of GDPR and patient confidentiality requirements
* Knowledge of NHS data standards and definitions and NHS information management systems
* Experience of Medical Records procedures
* Excellent time management skills with the ability to manage a number of simultaneous tasks, often under pressure.
* Excellent communication and interpersonal skills to exert influence and develop constructive working relationships with a wide range of clinical and non-clinical staff and patients
* Self-motivated with an ability to work on own initiative or as part of a team
 |

**History:**

|  |  |  |
| --- | --- | --- |
| **Version** | **Date** | **Comment** |
| V1.00 | Oct 2020 | Caje# JEU538 |
| Date for review | October 2023 |

**PERSON SPECIFICATION**

**Admin/Waiting List Manager – Band 5**

|  |  |  |
| --- | --- | --- |
| **Qualifications** | **Essential** | **Desirable**  |
| SVQ Business & Administration at SCQF Level 6 |  | √ |
| HND Administration & IT |  | √ |
| **Experience** | **Essential** | **Desirable**  |
|  Significant administration management experience within an NHS Acute setting | √ |  |
| Excellent organisational & communication skills | √ |  |
| Experience in managing a number of staff (potentially across a number of sites) | √ |  |
| Knowledge of patient administration procedures and practices | √ |  |
| Knowledge of New Ways policy and Treatment Time Guarantee Targets | √ |  |
| Proficient use of computer systems | √ |  |
| Be able to organise & prioritise own workload  | √ |  |
| Use a great deal of initiative & resource whilst exercising a high degree of confidentiality, diplomacy & tact | √ |  |
| Experience and/or knowledge of waiting list management | √ |  |
| **Behavioural Competencies** | **Essential** | **Desirable** |
| Excellent interpersonal skills with the ability to demonstrate an all-round professional manner, especially when under pressure with deadlines and conflicting interests. | √ |  |
| Ability to manage interruptions and adjust priorities at short notice | √ |  |
| Ability to work independently or as part of a team | √ |  |
| **Other Knowledge** | **Essential** | **Desirable** |
| Proficient in English | √ |  |
| Ability to fulfil criteria as outlined in the job description | √ |  |
| Knowledge of NHS data standards and definitions and NHS information management systems | √ |  |
| Knowledge of General Data Protection Regulations (GDPR) | √ |  |