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# JOB DESCRIPTION

**1. JOB DETAILS**

**Job Title:**   **Operational Manager**

**Responsible to: Service Manager**

**Department(s): Acute Services Directorate**

**Job Reference: BN-N-362**

**2. JOB PURPOSE**

The post holder carries 24 hour continuing responsibility for the operational management and decision making for designated services. The post holder also has authority and responsibility for ensuring that processes are in place for the assessment of care needs, the development, implementation and evaluation of programmes of care and the setting of standards of care. The post holder will deputise /act for the service manager, in the operational, business, financial and strategic management of the services.

The post holder will be responsible for the following:

* To provide management support to the service manager in the day to day operation of their designated services within the Acute Service Directorate.
* To deploy staff and resources and allocate delegated finances, within areas of responsibility.
* To support and advise senior clinical staff and act as a professional resource for all members of the Unit, and seek professional advice as required.
* To provide expertise to senior management, the organisation and other health related organisations in the field of all aspects of Acute Services Directorate that the Manager has responsibility for.
* To work with the service manager and other senior managers to achieve the corporate and service objectives.
* To promote and develop single system working wherever possible.
* To deputise for the service manager at meetings as delegated by the service manager.
* To participate in the Duty Manager and on call rota.

1. **DIMENSIONS**

The post is based within the Acute Services Directorate. The post holder will have delegated responsibility for a staffing establishment.

The NHS Forth Valley (NHSFV) Acute Services Directorate is made up of two combined areas namely the Ambulatory, Diagnostics and Theatre services and the Emergency, Inpatient Services.

## KEY DUTIES AND RESPONSIBILITIES Management of health and illness

* Responsibility and authority to assess, determine and maintain standards of service and patient care, including contributing to audit, service review and standard setting and its implementation and evaluation within the designated areas.
* Authorise and ensure the development, implementation and monitoring of local policies and protocols.
* As directed by the service manager liaises with medical colleagues to maximise the effective running of the all areas.

## Staff Management

* Responsibility and authority to ensure that processes, staff and resources are in place that will guarantee the delivery of the pre-determined standard of service and patient focussed care within the services, through effective leadership and by collaboration with the multi-disciplinary team.
* Responsible for supporting the recruitment, interviewing and induction of all new staff within the services.
* Responsible for co-ordinating the annual leave of all staff within their services to ensure adequate cover at all times.
* Responsible for the authorisation of all payrolls over time and extra hours payments for staff within the services.
* Responsible for ensuring a system is in place to guarantee that all FV policies are implemented and appropriately interpreted, including attendance management and disciplinary procedures, when necessary.
* Responsible for reviewing staff performance including participation in annual appraisal and personal development planning for senior staff.

Learning, teaching and personal development

* Responsibility and authority to identify, assess, determine and allocate appropriate resources and support to facilitate the mandatory training and continuing professional development requirements of staff within their services.
* Responsible for helping to identify appropriate training opportunities, in partnership with the training and development department and educational institutions, to meet needs of service and individuals.
* Ensure statutory requirements of the professional bodies are met.
* Maintain own continued professional development under the guidance of the service manager, through PDP and objective setting.
* Supporting the service manager to ensure the services follow respective Royal College Guidelines where appropriate.

Communication

* Responsible for ensuring effective communications within and out with their services, at all levels; including the monthly managerial meetings.
* Responsible for keeping senior management informed and updated on any relevant issues.
* Responsible for the implementation and ongoing review of appropriate communication strategies within their areas.
* Responsibility to deliver and ensure effective communication with patients, carers and members of the multi-disciplinary and management teams and outside agencies, in styles appropriate to people and situations.
* Responsible for regularly conducting complex and contentious interactions in a sensitive and skilled manner e.g. dealing with complainants, disciplinary procedures and grievance hearings.
* Responsible for ensuring a system is in place to audit accurate record keeping and to support the maintenance of patient confidentiality at all times.
* Responsible for minimising the potential for conflict and complaint, resolving disputes locally wherever possible and making appropriate referral to the senior management team in the rare circumstances when this is not possible.
* Responsible for actively seeking and listening to patient and public opinions on all aspects of care delivery.
* As directed (where required) by the service manager formulate reports, service plans, polices/procedures and other documentation.
* Responsible for maintaining effective professional communication with members of the multi-disciplinary care team, management team and services in NHS Forth Valley and associated agencies and organisations, internal and external.

## Quality improvement

* Responsible for identifying opportunities to improve patient care and services for individual patients and client groups.
* Responsible for supporting clinical audit and research to ensure that practice is evidence based and ensuring patients, public and staff involvement in evaluation and implementation.
* Responsible for ensuring policies for the control of infection are strictly implemented.
* Responsible for ensuring that Forth Valley NHS complaints management process is implemented and responses from clinical areas are delivered within set time scales.

**Health and Safety/Risk Management/Clinical Governance**

* Ensure the delivery of safe and effective care.
* Ensure that patients, relatives, visitors and staff have a safe and secure environment.
* Ensure accurate and timeous management of complaints.
* Responsible for ensuring all staff in the services are aware of procedures pertaining to risk identification and management and incident reporting.
* Responsible for ensuring all staff within their services are aware of recommendations pertaining to clinical governance and that they fully engage with the process.

Leadership and Teamwork

* Responsible for providing professional and managerial leadership to the staff within the services, creating a sense of common purpose and developing the team’s ability to achieve patients’, service and organisational needs and objectives.
* Responsible for building team support mechanisms, to enable the team to cope with the high demands of the work situation.
* Responsible for leading by example through effective role modelling to inspire and motivate staff to reach their potential for the good of the individual and the organisation.
* Responsible for promoting a culture that values staff and strives for excellence in practice.
* Participate in the preparation and delivery of plans for the ongoing development and delivery of services.

**Professional responsibilities and accountability for practice**

* Responsible for managing own knowledge and practice and that of other members of the team to ensure safe and effective care delivery.
* Responsible for ensuring that competencies are always appropriate to meet the needs of patients, to ensure safe and effective care is delivered at all times.
* Responsible for accepting delegated responsibility and inherent accountability for the quality of own practice and that of other members of the team within the department/service.
* Responsible for ensuring that all staff are aware of and work within the confines of the policies agreed by NHS Forth Valley.
* Ensure that all staff that contribute or have access to patient’s health records are expected to be familiar with and adhere to standards of record keeping.

Wider role

* Responsible for contributing to strategic and managerial planning within the services and wider Organisation as part of the site management team.
* Responsible for collaborating with other clinical and management teams in service review and strategic planning, managing the local change process associated with service development.
* Responsible for preparation of written reports and making presentations as required within NHS Forth Valley.
* Responsible for networking locally and nationally with Primary and Secondary services and specialist professional groups to ensure consistency of care and practice.
* Responsibility and authority to make decisions, grant authorisations and represent the service manager.

**Management of Training**

The post-holder is responsible for ensuring that all within their area of responsibility are trained in the use of the following equipment as appropriate:

* Moving and handling equipment.
* Patient assessment and monitoring equipment.
* Resuscitation equipment including defibrillators.
* Other specialty based equipment, pertinent to area of work.
* Use systems for risk identification, reporting and management, and for dealing with complaints.
* Policies and procedures for child protection and the protection of vulnerable adults.
* Staff records such as sick returns and time sheets.
* SSTS.
* NHS Forth Valley Intranet, Internet and email, Microsoft Office applications (Word, Outlook etc).
* Use, maintenance and storage of equipment and systems.

**7. ASSIGNMENT AND REVIEW OF WORK**  
  
The post holder’s workload is determined by the needs of the service, organisational priorities and external forces.

The post holder is responsible to the service manager. Work review is carried as agreed with the service manager with appraisal of performance annually. The post holder must recognise his/her own ability and limitations and where appropriate identify these with the line manager, making use of agreed communication networks.

The post holder is expected to make autonomous decisions on a daily basis for the services including provision of advice to medical staff.

The post holder has independent authority to make decisions pertaining to the ultimate management and prioritisation of care within the services according to his/her organisational and professional judgement, managing the emotional needs of patients and staff resulting from those decisions.

The post holder must be capable of recognising situations that require assistance and support from senior management.

The post holder is professionally (where applicable) and operationally accountable for the standards of patient care delivered by staff within their areas of responsibility.

The post holder must be proactive in making the case and seeking appropriate resources for desirable developments to maintain the services.

The post holder has delegated responsibility to monitor the overall department/service budget ensuring, in the absence of the service manager that the resources are spent to the best possible advantage to achieve financial balance.

8a. PHYSICAL DEMANDS OF THE JOB

**Physical Demands:**

* The post holder must be mobile at all times.
* The post holder must be able to respond appropriately to emergency or unplanned situations.
* The post holder must be capable of dealing with aggressive patients/relatives/staff.

**Working Conditions:**

* The post holder may be exposed to body fluids.
* The post holder may be exposed to verbal / physical aggression.

**8b. MENTAL/EMOTIONAL DEMANDS OF THE JOB**

**Mental Demands**

* The post holder must be capable of retention and communication of complex and sensitive knowledge and information.
* The post holder must be capable of concentration when undertaking and managerial work even though they may be subject to frequent interruptions.
* The post holder must be capable of assessing and anticipating behaviours that may be unpredictable.
* The post holder must be capable of managing the demands of patient care and services within existing resources.
* The post holder must be capable of balancing their role: prioritising and meeting competing demands from staff, senior managers, internal and external partners.
* The post holder must be capable of developing and maintaining the levels of leadership, management skills and knowledge necessary to lead developments within the services.
* The post holder must be capable of communicating in difficult situations, for example: managing staff expectations when they exceed resource availability.
* The post holder must be capable of balancing advocacy for the staff team with a management requirement to respond rapidly to local and national priorities.
* The post holder must be capable of supporting and managing staff members during professional and personal crises.
* The post holder must be capable of managing conflict to resolution.

**Emotional Demands**

The post holder must be capable of communicating with distressed/anxious/worried patients/relatives/staff.

* The post holder must be capable of supporting staff that are caring for the terminally ill, difficult family situations and child protection issues.
* The post holder must be capable of supporting staff in the work environment.
* The post holder must be capable of responding appropriately in emergency situations.
* The post holder must be capable dealing with an unpredictable workload.

**10. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED**

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|  | **Essential** |  |
| **Qualifications and Experience** | | |
|  | * Educated to degree level, with ideally a Masters qualification or working towards Masters. * 5 years experience at a senior level in health care. * Evidence of CPD. * Experience in a management role – proven leadership skills and experience are essential. |  |

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| **Knowledge** | | |
|  | * Understand the patient workflow of all services. * Possess keyboard skills with the ability to use Word, Excel, Microsoft office suite. * Good working knowledge of all the IT packages in use throughout the services. * A broad understanding of a wide range of equipment. * Current and wide-range ofspecialised professional knowledge. * Working knowledge of HR issues. * Understanding of Health & Safety, Risk Management and Governance. |  |
| **Skills and Aptitude** | | |
|  | * Ability to analyse complex problems. * Excellent verbal and written communication skills * Ability to take responsibility and make decisions. * Evidence of clinical training and personal motivation. * Ability to direct a multi-disciplinary team and work as part of the team. * Effective organisational skills. * Ability to communicate with staff at all levels of the organisation. |  |
| **Interpersonal skills** | | |
|  | * A positive attitude to flexible working to meet the contingencies of the department. |  |

# 11. ORGANISATION CHART - Managerial

Director Acute Services

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#### Chief Nurse Head of Acute Services (2)

Service Managers (4)

Head of Nursing

Operational Managers (This Post)