**NHS GRAMPIAN**

**JOB DESCRIPTION**

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| 1. **JOB IDENTIFICATION**

Job Title: Unit Support Manager Department: Womens Services Base Locations: AMH/ARIHours: 37 hours per week Grade/Salary: Band 6 / £39,912 - £48,635, per annum |

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| * **JOB PURPOSE**

The post holder will have delegated responsibility from the Womens Service Service Manager, Unit Operational Manager and Clinical Lead to support the overall service development and project implementation within the clinical service for the benefit of patients and staff. Key aspects of this will include:-* Monitoring achievement of both national and local targets including waiting times, daycase rates and length of stay and proposing corrective action.
* Support the team with operational issues as they arise
* Support the clinical teams to progress improvement plans for the benefit of service users
* Support the complaints process and contribute to promoting and progressing health and safety within the unit following Datix reports.
* Adherence to the principles and practices of governance: financial, clinical and staff.
* Produce information to assist the Unit Management Team to challenge traditional ways of working and explore areas of best practice to implement in their area.

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| 1. **ORGANISATIONAL POSITION**

Unit Operational Manager Service ManagerGynaecologyUnit Support Manager(this post)Obstetric Unit Support ManagerAssistant support managerData Manager |
| 1. **SCOPE AND RANGE**

**Services** Services are delivered in Aberdeen Royal Infirmary. There will be cross cover with obstetric support manager and there may be some cross cover with Breast, Neonatology and Fertility which are also part of the service **Financial**Authorised signatory for staff time sheets and payroll returns, recruitment documentation and “signing off” invoices / overtime payments. |
| 1. **MAIN DUTIES/RESPONSIBILITES**

**Service Redesign, Workforce Management and Planning*** To assist the Service/Operational Manager in ensuring that there is an effective and inclusive process to develop the Unit’s service plans.
* To provide information to assist in considering and progressing service redesign options in order to develop an improved patient journey and more appropriate staff utilisation.
* To provide information to assist with agreed aspects of workforce redesign and vacancy management processes within the unit.
* To contribute to agreed aspects of the development of job plans and objectives for the unit.
* To contribute to the development of effective team working within the Unit Management Team, ensuring effective support and co-ordination for the delivery of the agenda.
* To line manage administration and support staff.

**Performance Management and Targets*** Monitoring and forecasting waiting times, suggesting recommended actions to address issues.
* Responsible for ensuring that the Service and Operational Managers are kept fully informed of performance through the preparation of reports and analysis of problem areas and for developing recommendations.
* Monitor national or local targets on a regular basis and bring to the attention of the Unit Management Team any areas of concern along with proposed solutions.
* Undertake preparatory work for unit performance review and contribute to unit and divisional performances reviews as required.
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| **Budgetary*** Monitor budgets and propose corrective action for Service management team to take action where appropriate.
* Suggest where cost efficiencies can be made and participate in action taken to achieve them.

 **Management and Partnership Working*** To work in partnership with Trade Unions, staff organisations and staff as well as patients and the public in delivering delegated aspects of the Service Plans for the unit
* To work in a cross sector /agency way in achieving the operational aims of the unit.

  **Governance*** Managing, monitoring and tracking of the complaints process for the unit.
* Develop and maintain systems to record and plan where appropriate annual leave, sick leave, study leave and training.

 **Risk Management*** Support Unit Operational Manager/Service Manager, in all aspects of Health and Safety/Risk Management for the unit, report to the Unit Management Team and make recommendations in relation to Health and Safety priorities.
* Support Unit Operational Manager, via the Service Manager, in conjunction with Risk Management and other colleagues for assurance mechanisms including hazard notices.
* Develop and maintain systems for recording training activities in order to ensure staff are equipped and competent in their roles.

 **Whole System Working*** Contribute to NHS Grampian and/or Acute wide initiatives.

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| 1. **SYSTEMS AND EQUIPMENT**
* PC
* Microsoft Office (email, Teams, Word, Excel, Access, Powerpoint)
* Datix
* Patient Management System (PMS)
* Business Objectives (BOXI)
* Illuminate
* Opera
* Scottish Standard Time System (SSTS)
* Dragon
* VC equipment
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| 1. **DECISION AND JUDGEMENTS**

Objectives will be agreed between the post holder and the Service Manager. Review of these objectives will be by appraisal with the Service Manager. Assignment of work is from the Service Manager and other members of the Unit Management Team. The postholder is expected to identify issues and to seek solutions to these without inappropriate upward referral. Expected to use initiative and problem solve to meet the demands of the service. Directly manage and appraise staff. Has autonomy to make judgements and decisions within area of remit, but has ability to recognise own limitations and seek support/advice as appropriate. Identify and liaise with Facilities in relation to ongoing maintenance issues within the unit. Deal with conflict between staff members. Contribute to the preparation of Business Cases, Service Plans, Service Change Proposals and Position Statements. To lead staff in problem solving and implementation of solutions i.e. Health & Safety, looking at alternative ways of delivering the service etc |
| 1. **COMMUNICATIONS AND RELATIONSHIPS**

The postholder will be required to demonstrate high levels of interpersonal and communication skills, given the need for excellent communication regularly with staff and the public. An ability to defuse situations by diplomacy, control and influencing skills is also essential.  |
| 1. **PHYSICAL DEMANDS OF THE JOB**

The job involves high levels of concentration e.g. when using information to interpret, analyse and forecast the performance of the specialty. Keyboard skills to allow production of letters/documents where accuracy rather than speed is essential.  |
| 1. **MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

Constant use of own initiative to decide which tasks should take priority when new and unexpected problems occur. Negotiating to achieve best possible outcomes for patients within available resources. Managing conflict within diverse team can be emotional/distressing. Monitor/guide senior staff relating to budgets within remit. Recruiting staff within their remit to meet the service needs within the unit. |
| 1. **KNOWLEDEGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

Degree or equivalent level of knowledge Experience of Business/Project Management Supervisory Management Experience of taking own initiative to resolve ever more complex issuesAwareness of Scottish Government Health Initiatives and a willingness to undertake leadership and management training/development. Effective problem solving skills Evidence of leadership or management training Evidence of Continuing Personal Development Evidence of effective change management Awareness of professional and current issues which affect NHS GrampianExperience of dealing with all levels of staffIT skillsExcellent communication skills both verbal and writtenEffective time management skillsAbility to work independently using own initiative to decision make but also able to work as a member of a teamBe decisive and able to apply knowledge gained through experiential learning to assist in outcomes |

**NHS GRAMPIAN**

**PERSON SPECIFICATION**

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| 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. Shortlisted candidates **MUST** possess all the essential components as detailed below.  |

POST/GRADE Unit Support Manger

LOCATION/HOSPITAL Aberdeen Maternity Hospital

WARD/DEPARTMENT Women’s Services

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| **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** |
| **Qualifications**  | Educated to degree level or equivalent experience Evidence of continued professional development  | ILM level 3 or equivalent management qualification |
| **Experience**  | Experience in Administration Management role or equivalent.Experience of waiting List Management Experience in a similar role within the NHSExperience of staff management  | Change Management andService Improvement experienceKnowledge of NHSG policies and proceduresKnowledge of the current waiting time guarantees and national waiting time targetsExperience in service redesign projects |
| **Special Aptitudes / Abilities**  | Good organisational skills Able to multi-taskWell developed communication and interpersonal skillsProblem solving skillsProven team motivational skills Good IT Skills in particular ExcelGood time management and prioritisation skills High level of integrityAbility to work in a challenging and busy environment whilst meeting tight deadlinesAbility to adopt fair and consistent approach to staff management | Ability to work under pressureAbility to work on own initiative but also as part of a team |
| **Disposition** | Professional Attitude Forward thinking Tactful, empathetic and diplomaticAbility to deal with staff members and colleagues in a sensitive, understanding manner during stressful/heated situations  |  |
| **Physical Requirements**  | Ability to maintain composure in difficult situations |  |
| **Particular Requirements** **of the post**  | Ability to co-ordinate work flows andto delegate appropriatelyHigh degree of accuracy and attention to detailUnderstanding of a range of work procedures and practices Ability to deal with frequent interruptionsKnowledge of NHSG software systems, and NHSG systems of workingUnderstand the departmental and organisational structure  | Knowledge of Women’s service |