

JOB DESCRIPTION

POST: Hounslow Children Services Assistant Business Manager

BAND: Band 5

ACCOUNTABLE TO: Hounslow Children Services Business Manager

KEY WORKING RELATIONSHIPS

- Hounslow children services and business managers
- Hounslow children services clinical and administration staff
- Digital support officer, workforce administration officer, quality and risk administration officer and administration team leader
- Senior operational management
- Other HRCH clinical services
- Other early years, education, health and social care colleagues
- Service users
- HR, learning and development, recruitment
- Bank and agency resourcing team
- Workforce systems team
- Digital systems and performance team
- Transformation team
- Information governance lead
- IT team
- Clinical improvement team
- Pharmacy team
- Quality and patient safety team
- Patient experience team
- Medical devices advisory Group
- Estates team and St Georges EBME

JOB PURPOSE

Hounslow and Richmond Community Healthcare NHS Trust (HRCH) provide a wide range of healthcare services for the population of London Borough of Richmond upon Thames and the London Borough of Hounslow.

The Clinical Services Directorates have a wide range of responsibilities to manage, including co-ordinating and delivering community primary care services on behalf of the Trust. A wide range of these healthcare services are delivered by staff in the community,

who include medical staff, paediatric therapists, therapy assistants, health visitors, specialist nurses, nurses, nursery nurses, paediatric phlebotomists and healthcare support workers with the support of administrative staff working in localities with GPs, other health professionals, early years, education, and social care professionals.

The digitalisation of health services is underway with a requirement to become paper-light by 2023 through improving the use of digital tools and adopting mobile and agile working practices and increasing the efficiency and effectiveness of clinical delivery.

The post holder will work as part of the business support team with the Business Manager in the provision of efficient and effective business administrative support to the Service Managers and staff across the Hounslow children services division.

Each Assistant Business Manager will lead the Hounslow children services administration service for specialist and universal services and provide matrix leadership for specific specialist administrator roles in the support of the Business Manager in ensuring the efficient delivery, management and service improvement of business systems to support the delivery of high quality frontline clinical services.

The post holder will be responsible for the line management and performance structure of the delegated Hounslow children services administration team and specialist administrator roles including the administration team leader, digital support officer, quality & safety administrator and workforce administration officer. Providing oversight and support to the deployment, utilisation and compliance of administrative systems on the frontline with the clinicians.

To support the Hounslow children services managers in the monitoring and delivery of clinical services through the analysis of performance data to inform service/compliance improvement actions to achieve key HR and clinical delivery performance indicators.

To support the development of the Hounslow children services through the effective use of digital technologies, including Health Roster system, Employee online and Roster perform and Datix, to support the medical, nursing and therapy teams and management in the effective use of these systems in line with best practice. Providing targeted training and coaching to assist clinicians, administrators, and managers to develop new skills and new ways of planning and completing tasks.

To support team and service managers in the management of work patterns that optimise the use of staff and safety of clinicians in the delivery of the service within the team establishment and allocated budgets and in line with legislation.

To support team and service managers to undertake proactive risk and safety management through supporting the sharing and embedding of learning, new processes, and best practice into everyday service delivery to improve the quality and safety of clinical care and a positive patient experience.

To analyse systems processes and functionality to ensure ease of use by the clinicians and to ensure continuity plans in place. This is a critical role in ensuring the service can function as failure of systems can adversely affect both patient care and Trust income.

The post holder is required to work independently within defined policies and procedures, working to deadlines and using their initiative in meeting their responsibilities.

KEY RESPONSIBILITIES

- Support the Business Manager in informing and preparing for the divisional business planning process, including CQC and service reviews to include a consistent and coordinated approach to information and evidence gathering.
- Provide management information and support to assist operational managers with service monitoring, planning and decision making for improving service staffing, efficiency, cost and quality service developments in line with the Trust Clinical and Quality Strategy.
- Provide performance information and exception analysis against contract and Trust targets identifying themes and remedial actions to be addressed by service managers and operational teams, and to assist in the production of detailed information for exception reports.
- Working with the Divisional Manager and relevant corporate business partners, ensure regular performance monitoring measures are in place to inform, support and develop analysis and contract management.
- Provide key information research and data interrogation to produce regular and ad hoc reports informed by SystmOne business intelligence, front end and bespoke activity and HR reports, using a range of software applications to create reports and present data for final analysis by service and senior managers. Work with team/service managers and DSO to ensure the correct use of clinical information systems and other digital tools/systems.
- Lead & manage specific elements of key service improvement projects and workstreams through stages of design, planning and implementation as delegated by the Business Manager and service management. Provide analysis on ad-hoc issues, queries and projects as required.
- Support operational managers with demand and capacity and other quality improvement reviews.
- Work with service managers, HR, TRAC, team lead and workforce officer to proactively co-ordinate efficient recruitment cycles and processes for all posts within Hounslow children services.
- Co-ordinate the new starter processes including IT access and equipment, ordering of uniform and phones, and booking Trust induction.
- Support training and local induction of new clinical and administrative staff in the use of SystmOne, TRAC and other systems and processes used in the delivery of the service.
- Co-ordinate the process for planning and reporting the compliance of administration, medical, nursing and therapy staff with Statutory and Mandatory Training (StaM) and other training requirements with the workforce officer.

- Liaise with Learning and Development and Clinical Improvement in the co-ordination of clinical training for registered clinicians and HCSWs.
- Monitor compliance of data recording in SystmOne in line with standard operating processes to improve the accuracy of the clinical record and quality of data for service evaluation and planning purposes. Liaise with the Performance & Information Team to ensure co-ordination of fault-logging and resolution to inform data improvement plans. Provide oversight and reporting of clinical record improvement activities to reduce workarounds and inform training plans.
- Monitor Eroster maintenance accuracy and use of system to ensure the effective deployment of available resources, to identify themes for optimising demand and capacity improvement by service managers.
- Participate in the planning and deployment of new systems to be implemented in the service and assist in developing standard operational procedures and review of associated business processes. Provide support to clinical and admin staff during the initial deployment of new software and while embedding in practice.
- Support service managers and clinical teams to develop, implement and monitor compliance with standard operating procedures and Trust policies.
- Deputise for the Business Manager in their absence

MANAGERIAL RESPONSIBILITIES

- Responsible for the line management and operational delivery of the delegated Hounslow children services administration team and specialist administration posts including the Lead Team Administrator, Digital Coach, Quality & Safety Administrator and Workforce Officer.
- Provide regular management supervision and annual appraisal of administrators within areas of responsibility, identifying training needs/opportunities for skills and career development.
- Alert the business manager to any staff performance, compliance, behaviour or attendance issues, and provide performance improvement support and monitoring as required.
- Schedule and facilitate Hounslow children services administration service meetings, taking and producing minutes, agendas, papers and presentations as required.
- Participate in the recruitment and selection of administration staff to the service.
- Provide induction and training of bank, agency and new administration staff to undertake their role in line with the service standard operating procedures, supporting staff to be competent and confident in their roles. Create an induction pack for new starters.
- Responsible for ensuring that administration staff are compliant with Statutory and Mandatory Training (StaM) and liaise with training and development and other

training roles to provide specific learning and development opportunities. To undertake quarterly review of StaM compliance and training undertaken to support the utilisation of new skills/knowledge in service delivery.

- Proactively manage sickness, annual leave, training, and other absences to ensure the service is covered across the year and robustly at peak demand times. Accurately recording planned and unplanned absences in Health Roster.
- Work with the Business Manager to identify administration service improvement projects through stages of designing, planning and implementation.
- Support with the production of data and presentation of information as part of the admin service development activities.
- Provide co-ordination and collation of data from administration staff to complete monthly returns as requested by the business manager or service managers.
- Provide co-ordination and admin support for the annual community nursing flu campaign, providing a monthly return to the divisional manager.
- Support the investigation of complaints relating to the district/specialist nursing administration services and liaise with appropriate service manager and complaints officer to comply with the Trust's complaint's policy and procedure. Undertake a quarterly review of themes to inform service improvement initiatives and training needs.

FINANCIAL RESPONSIBILITIES

- Authorised signatory for administration bank and agency timesheets, travel, and other expenses.
- Monitor the ordering of office stock/non-stock stationery and office equipment in line with Trust guidelines to maintain expenditure within allocated budgets and divisional cost improvement plans, ensuring adequate stocks are maintained at each base.
- Support the process of ordering of medical devices and clinical supplies in line with Trust guidelines to maintain expenditure within allocated budgets and divisional cost improvement plans.
- Support the process of maintaining an accurate medical device register for community nursing, ensuring that all devices receive annual maintenance and repairs and are decommissioned in line with the Trust guidelines.
- Comply with service protocols for the safe storage, control, maintenance and use of IT equipment to ensure it is available in good working order, alerting business manager and Head of IT to any missing items, or equipment needing repair or replacement.
- Alert business/service manager to any items of IT equipment that need ordering to enable effective use of systems.

- To provide oversight of the management of work patterns that optimise the use of permanent clinical and administration staff and reduces the expenditure on contingent staff in line with team establishments, allocated budgets and divisional cost improvement plans. Alerting any issues to service and business management.
- Support processes that monitor and optimise medicine usage expenditure in line with the evidence based and cost-effective use of pharmaceuticals provided by the pharmacy team e.g. SystemOne, ePACT and outsourced supplier information.
- Support a system of reviewing pharmacy financial reports with individual prescribers to improve practice and cost-effective use of the prescribing budget and team budget.

RESEARCH AND DEVELOPMENT

- Provide support to audit, research and development activities undertaken by clinical teams/managers, as required.
- Provide support to the clinicians and be involved in post go live business change audits to ascertain lessons learned and provide support to the revision of processes.
- Provide regular audit of stock and stock control systems for the service, ensuring stock levels remain within agreed levels.
- Participate in the compliance audits of the use of contingent staff and the compliance of timesheets and mileage claims in line with the invoice approval standard operating procedure.

EDUCATION AND DEVELOPMENT RESPONSIBILITIES

- Maintain current knowledge of the various electronic systems/tools within Hounslow children services e.g., SystemOne rotas, care plans, templates, Erostering and any new systems deployed to be able to effectively guide and support others.
- Support the business manager to undertake the annual training needs analysis for the Hounslow children services administration service to inform the Trust Learning and Development plan.
- Work with the Business Manager and Learning and Development Team to plan training and development opportunities to meet the needs of administration staff, as identified in their personal development plans.
- To support a structure of apprenticeships and provide support to individuals, as required.

PERSONAL DEVELOPMENT RESPONSIBILITIES

- Comply with statutory and mandatory training in accordance with HRCH Trust policy.
- Maintain and improve professional knowledge and skills e.g. ensure up to date with system developments and legislation.
- To attend relevant IT courses to increase own skills, and to encourage and support other staff to develop IT skills.
- Participate in monthly management supervision to ensure compliance with HRCH service policies and standards.
- Participate in the appraisal process, have a personal development plan.
- Attend training, team development meetings, away days and other development opportunities that will enhance the ability to be effective in role.

This job description seeks to outline the key duties and responsibilities of the post; it is not a definitive document and does not form part of the main statement of Terms and Conditions. The job description will be reviewed during the annual appraisal process.

The post holder may, with their agreement, which should not reasonably be withheld, be required to undertake other duties as required, which fall within the grading of this post, to meet the needs of this new and developing service.

This job description will be reviewed yearly as part of the annual individual performance review, to ensure that it reflects the responsibilities of the post. No changes will be made without full consultation with the postholder.

ADDITIONAL GENERAL REQUIREMENTS:

VALUES

All staff are expected to act as a role model to others and consistently reflect and demonstrate the Trust values of *care, respect and communication* in all aspects of their role.

CONFIDENTIALITY

All employees must not, without prior permission, disclose any information regarding patients or staff. In instances where it is known that a member of staff has communicated information to unauthorised persons, those staff will be liable for disciplinary proceedings in accordance with the Trust's Disciplinary Policy. No confidential information may be read, discussed, disclosed or passed on unless it is necessary in the pursuance of the legitimate duties of the role.

The Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

HEALTH AND SAFETY

The post holder is required to make positive efforts to maintain his/her own personal safety and that of others by taking reasonable care, carrying out the requirements of the law and following recognised codes of practice. The post holder is also required to be aware of and comply with Trust policies on Health and Safety.

All staff must attend mandatory/statutory training and ensure any risk observed is reported in the appropriate way.

EQUALITY AND DIVERSITY

The aim of Hounslow and Richmond's Community Healthcare NHS Trust's policy is to ensure that no job applicant or employee is discriminated against, either directly or indirectly, on the grounds of race, colour, creed, sex, marital status, sexual orientation, disability, age, nationality, religion or belief, ethnic or national origins.

Hounslow and Richmond Community Healthcare NHS Trust is committed to promoting equality and diversity and will keep under review its policies, procedures and practices to ensure that all users and providers of its services are treated according to their needs.

Staff have a responsibility to treat colleagues, clients and members of the public with respect. Acts of harassment or discrimination are deemed to be gross misconduct in accordance with the Trust's Disciplinary Policy.

This applies to all staff working in Hounslow and Richmond Community Healthcare NHS Trust.

RESEARCH GOVERNANCE

Hounslow and Richmond Community Healthcare NHS Trust manages all research in accordance with the requirements of the Research Governance Framework. As an employee you must comply with all reporting requirements, systems and duties of action put in place by the Trust to deliver research governance.

INFECTION CONTROL

Hounslow and Richmond Community Healthcare NHS Trust considers compliance with the Infection Control Policy and Procedures, including hand hygiene, to be the responsibility of all employees who work in clinical areas. Failure to do so will result in disciplinary action being taken against an employee in accordance with the Trust's Disciplinary Policy.

PERSONAL DEVELOPMENT

All employees are required to participate in the Appraisal and Personal Development Planning (PDP) process which identifies development and learning needs.

As an employee of a health promoting NHS (Darzi Report 2008) all staff should be aware of the borough's public health priorities. These priorities should be reflected, where appropriate, in your work plan in a quantifiable form.

SAFEGUARDING ADULTS AND CHILDREN

All staff are required to ensure that they have the required level of safeguarding training appropriate to their role within the organisation and abide by the Trust's Safeguarding Adults and Safeguarding Children policy.