

JOB DETAILS:

Job Title	Cellular Pathology Operational Support Manager
Pay Band	Band 6
Hours of Work and Nature of Contract	37.5hours/week Permanent
Division/Directorate	Pathology
Department	Pathology
Base	Royal Glamorgan Hospital

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Cellular Pathology Service Manager
Reports to: Name Line Manager:	Cellular Pathology Service Manager
Professionally Responsible to:	Cellualr Pathology Service Manager

<p>MAE EIN GWERTHOEDD YN EIN HELPU NI I FOD AR EIN GORAU</p> <p>OUR VALUES HELP US BE AT OUR BEST</p>	<p>RYDYN NI'N GWRANDO, YN DYSGU AC YN GWELLA</p>  <p>WE LISTEN, LEARN AND IMPROVE</p>	<p>RYDYN NI'N TRIN PAWB A PHARCH</p>  <p>WE TREAT EVERYONE WITH RESPECT</p>	<p>RYDYN NI I GYD YN CYDWEITHIO FEL UN TIM</p>  <p>WE ALL WORK TOGETHER AS ONE TEAM</p>
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Our values and behaviours are fundamental to the way we do things at Cwm Taf Morgannwg University Health Board. They are everything we stand for and aspire to. That includes the way we behave, how we perform our roles and the way we recruit new talent. We look forward to exploring how your values align with ours. This is how we work:

We listen, learn and improve
We treat everyone with respect
We all work together as one team

To find out more about our values, visit: <https://cwmtafmorgannwg.wales/we-are-cwm-taf-morgannwg/>

Job Summary/Job Purpose:

The post holder will work within the Cellular Pathology Service to provide a comprehensive range of administrative and Service support. This includes executive support to the Clinical Lead and Service Managers in the form of Service support, financial and administrative support, management of office procedures, events and workforce related projects.

The post holder will provide project and managerial support encompassing a broad range of activities across the Service, including the monitoring and reporting of activity and waiting list time's information and data.

The post holder will also provide support to the management of medical staffing rotas and staff within the service e.

DUTIES/RESPONSIBILITIES:

To manage a demanding and substantive workload in a proactive way to meet the Service objectives. May need to act as the first point of contact for the Service for all internal and external contacts, receiving and dealing with telephone calls on behalf of the Service

The post holder will:

- Hold a key role within the Service in the delivery of Referral to Treatment Time (RTT) targets and Urgent Suspected Cancer (USC) targets.
- Attend RTT meetings when necessary.
- Be required to work with a high level of autonomy and independence using their own initiative, and has significant discretion to work within broad occupational policies.
- Be responsible for the management of all externally referred work and administrative staff within the designated area of responsibility.
- Act as a key point of escalation and direct contact, troubleshooting issues which may prevent timely provision of patient care, liaising with colleagues and external service providers as appropriate; escalating complex or contentious issues.
- Establish and keep up-to-date information on accurate databases.
- Be conversant with the operational activities and the performance requirements of the Service.
- Contribute to plans to improve efficiency, support changes of practice and new initiatives, to meet a variety of targets and objectives.
- Work with Senior Clinicians, Managers and external stakeholders to deliver change including supporting Cellular Pathology response to changes in demand
- Operationally support the effective delivery of key operational services and targets.
- Be able to give and accept direct instructions and follow procedures.
- Book agency staff in line with the University Health Board guidelines.
- Investigate incidents occurring within the designated area of responsibility
- Be an authorised signatory for expenses
- Produce and further develop regular and comprehensive reports for the Finance team and Service manager on Expenditure/ADHs, administration and performance
- Assist in the review of SLAs.
- Manage the effective recruitment of designated medical secretaries, administrative and clerical staff within the Directorate.
- Carry out PDRs of staff.
- Arrange and support training and development of staff identified from the PDRs, and monitor the review cycle for the staff groups.
- Co-ordinate the inductions and training for all staff within Pathology Directorate.
- Participate in departmental Audits as and when required.
- Support the leadership team in delivery of Cellular Pathology Services, in particular providing operational management of specimens that are outsourced.

The post holder will :

Communication

- Possess excellent communication skills and will be required to communicate and form a close working relationship with Medical Secretaries, Consultants, Administration staff, Welsh PAS (Myrddin) support team, Directorate Managers, the Corporate Information Department, Data Quality Department, Locum Agencies and external stakeholders.
- Provide and present complex, and sometimes contentious information to Senior Managers and Clinicians in a way that is sensitive and understandable. There may also be occasions where the post holder will need to communicate in a way that will not cause offence or antagonise.
- Be able to effectively present information and data to small groups.
- On occasion, have to deal directly with /clients on matters of a highly sensitive and confidential nature.
- Ensure all staff are fully aware of patient's right to confidentiality at all times and promote good practice to support this.

RTT/Waiting Times

- Assist other Directorates in the delivery of RTT (Referral to Treatment Time) and USC (Urgent Suspected Cancer) and attend the weekly meetings.
- Co-ordinate the management, monitoring and reporting of activity and waiting list information on a weekly basis.
- Undertake constant review and validation of activity and waiting list data, ensuring it is accurately reported to the UHB, Delivery Support Unit and Welsh Government and within defined timescales.
- Assist the Service in developing, implementing and monitoring plans for the expenditure of specified allocations of additional monies.

Service Development

- Contribute to plans to improve efficiency, support changes of practice and new initiatives and to meet a variety of targets and objectives.
- Work with Senior Clinicians, Managers and external stakeholders to deliver change.
- Operationally support the effective delivery of key operational services and targets.
- Be required to contribute to the development and implementation of organisational and departmental wide processes/procedures and protocols, providing comment/feedback as required on the successful execution
- Implement, and evaluate new initiatives to enhance service provision.
- Possess the ability to propose change to working practices and policy in own work area based on need.

Financial & Human Resource

- Organise the annual leave arrangements of a number of specific staff, and oversee the organisation of these arrangements for other staff.
- Utilise standard keyboard skills and have familiarity with use of Microsoft Office Applications e.g. Excel, PowerPoint, Word and Outlook. Accuracy of data processing is an important consideration to ensure waiting list records, financial planning and analysis and staff records are all accurate and up to date.
- Ensure that proper financial controls are in place within area of responsibility and standing financial instructions are complied with e.g. study leave and travelling expenses.
- Assist in the write up of project evaluation reports, and disseminate learning across the organisation.
- As a member of the Service Management team, require good understanding of the organisation's overarching financial position and the savings plans required.
- Monitor monthly budgetary information taking migrating actions into account to prevent budgetary overspends and escalating ongoing issues, and assist to develop future financial plans at a Directorate level.
- Line manage the Directorate Administration and Secretarial staff through undertaking appraisals for all staff and their training and development needs are identified and met.
- Apply Human Resources Policies in relation to the management of staff, including but not limited to Sickness Management, Dignity at Work, Disciplinary and Capability Policies.
- Be responsible for dealing with and resolving issues relating to office, staffing and workload.
- Organise own workload and that of others in the line of management.
- To manage the effective recruitment of designated medical secretaries and administrative and clerical staff within the Service .
- Booking of agency staff in line with the University Health Board guidelines. To coordinate the provision of staff for the service including liaising with locum agencies and finance department.
- Ensure appropriate stock and equipment maintenance within the designated area

Other Duties/Responsibilities

- Organise own day to day workload and tasks, following Directorate and Health Board policy and procedures seeking advice from Senior Management when necessary.
- Manage response to clinical activity ensuring systems in place and enacted to meet USC turnaround time requirements, ensuring performance is monitored.
- Require excellent analytical skills to understand complex data, and the effects of implementing different options in different scenarios.
- Be expected to synthesis complex data from Welsh PAS (Myrddin), and present to the Directorate Management Team, Executive and external stakeholders.
- Require a high level of concentration whilst verifying data, writing reports and analysing data.
- Be expected to make judgements and assessments of structures where a number of solutions to varying changing issues are required to be explored and actioned upon.
- Participate in departmental/organisational surveys/audits as required
- Be responsible for creating and maintaining databases and using these to generate regular reports in a timely and accurate manner.

- Be able to operate/input and interpret Patient Administration Systems such as Welsh PAS (Myrddin).
- Provide additional reports as requested in a variety of formats.

PERSON SPECIFICATION

The knowledge to be measured is the minimum needed to carry out the full duties of the job to the required standards. Qualifications should be used to provide an indicator of the level of knowledge required. Training and experience is also a means of acquiring the knowledge required for a job such as on-the-job training, short courses and experience to an equivalent level of knowledge which should be specified.

NOTE: Please do not use the number of years experience as this is potentially discriminatory and these will be returned. It is essential that managers concentrate on the sorts of skills and qualities needed to fulfil the duties of the post.

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	Qualified to Degree level or equivalent knowledge, skills and experience or training. Plus further staff or project management knowledge to Post Graduate Diploma Level or its equivalency such as ILM Management Qualification. Previous experience of supervising/managing staff.	Knowledge of hospital systems such as Myrddin, WCP and Telepath, Oracle, Trac. Welsh PAS (Myrddin) training.	Application Form Pre-employment checks Interview References
Experience	Experience of working within the NHS. Staff management experience. Experience of the use of electronic systems/databases. Experience of working in a busy office environment. Maintain strict confidentiality at all times. Experience of collecting, collating, analysing and presenting data.		Application form Interview References

Aptitude and Abilities	<p>Excellent communication skills.</p> <p>Customer care focus and confidence in dealing with client information.</p> <p>Keyboard skills with familiarity of Microsoft Office Software eg. Word, Excel, PowerPoint, Outlook.</p> <p>Report writing skills.</p> <p>Presentation skills.</p> <p>Flexible and able to respond to departmental changes and priorities.</p>	<p>Ability to speak Welsh.</p>	<p>Application form</p> <p>Interview</p> <p>References</p>
Values	<p>Enthusiastic and self-motivated.</p> <p>Good organisational and time management skills.</p> <p>Good interpersonal skills and political astuteness to work with staff across all professions and levels.</p> <p>Able to work under pressure and prioritise work, meeting agreed deadlines.</p>		<p>Application Form</p> <p>Interview</p> <p>References</p>
Other	<p>Able to travel between UHB premises in a timely manner, often at short notice to meet demand.</p> <p>Able to undertake the duties of the role.</p>		<p>Application form</p> <p>Interview</p> <p>Occ Health Questionnaire</p>

GENERAL REQUIREMENTS

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.

- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection Act 1998:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 1998 and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have * direct / indirect contact with* patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply

for a Criminal Record Bureau *Standard / Enhance Disclosure Check as part of the HB/Trust's preemployment check procedure. *Delete as appropriate. The post holder does not require a DBS Disclosure Check. *Delete as appropriate.

- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board sites, including buildings and grounds, are smoke free.
- **Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Signed: (Post Holder) _____ Date: _____

Signed: (Directorate Manager) _____ Date: _____

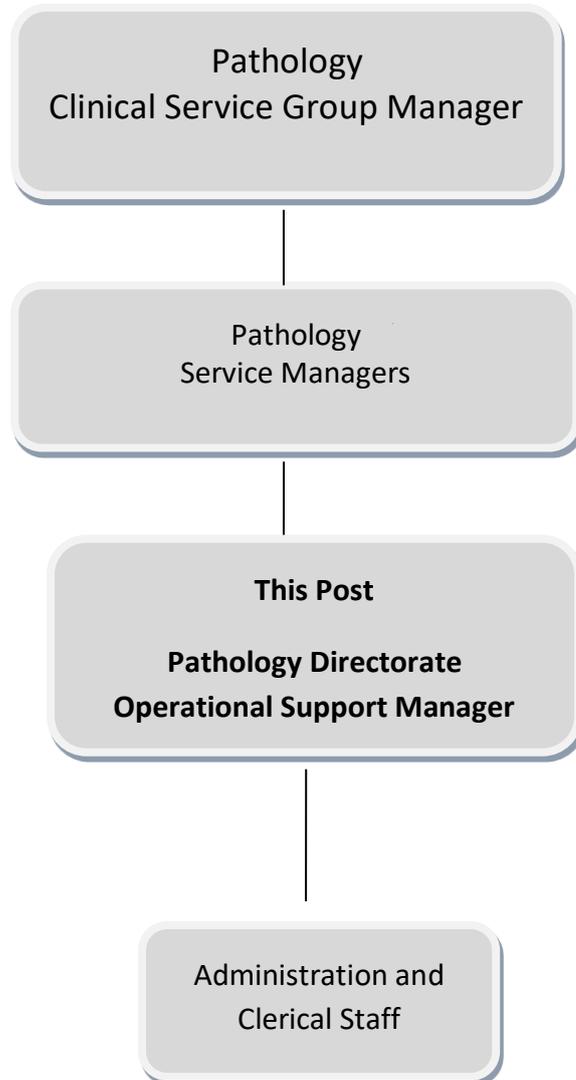
Signed: (Divisional Manager) _____ Date: _____

Date Job Description compiled: _____

Date for Review: _____

Job Title: Pathology Directorate Operational Support Manager

Organisational Chart



Supplementary Job Description Information

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

Physical Effort

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, such as:

'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B.** Walking /driving to work is not included'

Examples of Typical effort(s)	How often per day / week / month	For how long?	Additional Comments
For substantial periods of the day, the post holder will be seated at a desk in a restricted position to undertake tasks such as report writing, analysing information, checking documentation.	Daily	Most of the day	Office based job so majority of the day will be seated, but will have breaks away from VDU equipment.
Carrying training equipment and laptop to different UHB locations when required.	Few times a week	Up to 10 mins	

Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day, e.g. :

'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out nonclinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
There is frequent requirement for concentration where the work pattern is predictable with few competing demands for attention eg. When checking information, validating detailed reports.	Daily	Most of day	

Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non-clinical duties that are generally considered to be distressing and/or emotionally demanding.

CAJE Reference RYL/2018/0191 (30.8.2018)

Pathology Directorate Operational Support Manager (Band 6)

Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with.

For example, ' processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Due to the associated direct patient/relative contact, and related waiting list issues, the post holder may experience some exposure to distressing situations and or abusive patients/relatives.	Occasional	Varies	
Daily exposure to information and data relating to patient condition/illness etc. which may be of a distressing/upsetting nature when accessing Welsh PAS (Myrddin).	Daily	Varies	

Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable (**even with the strictest health and safety controls**), such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

CAJE Reference RYL/2018/0191 (30.8.2018)

Pathology Directorate Operational Support Manager (Band 6)

Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month.

Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations -

***Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
Office is based in Pathology near laboratories, so there may be exposure to smells and specimens.	Daily	Varies	Post holder may be required to go into laboratories daily.
Office conditions with almost continuous use of VDU equipment.	Daily	Most of day	
Requirement for the post holder to travel between UHB sites in a timely manner throughout the day.	Can be daily	Varies	May need to travel further to attend training/meetings/events.