



## JOB DESCRIPTION

**JOB TITLE:** DIVISION SUPPORT MANAGER

**PAY BAND:** BAND 5

**DEPARTMENT/DIVISION:** DIVISION D

**BASED AT:** DIVISION D MANAGEMENT, NUFFIELD HOUSE

**REPORTS TO:** GROUP MANAGER

**PROFESSIONALLY RESPONSIBLE TO:** GROUP MANAGER

### JOB PURPOSE:

The post-holder is required to work on their own initiative on a frequent basis and manage their own workload; this will require excellent planning and organisation skills. The post-holder must be able to communicate sometimes contentious and complex information to a wide range of staff groups, i.e. Consultants, Managers, external stakeholders

To co-ordinate real time capacity information of bed availability, for emergency and elective demand. To work closely with Group Managers, Matrons, Ward Sisters and Group Support Manager to ensure effective admissions, in accordance with trust policies and procedures, ensuring that cancellations are minimised.

Using their own judgment the post-holder will be able to prioritise their workload effectively. The post-holder will be required to undertake a wide range of duties in providing operational management support to the Divisional Management Team to ensure that the Division meets the Trusts quality, activity and waiting time targets.

To undertake specific projects as outlined by the Group Manager/Group Support Manager when appropriate and to assist in the seamless delivery of Medical Staffing within the Division.

### KEY WORKING RELATIONSHIPS:

**Internal:** Group Managers, Matrons, Group Support Managers, Site Managers, Divisional Managers, On-call manager, Divisional Directors, ED and CDU coordinators, Senior Medical and Nursing staff, ITU, Theatres, Other Internal Support Services

**External:** Ambulance Services, Referring District General Hospitals,

### MAIN DUTIES & RESPONSIBILITIES:

1. To implement data to maintain systems for collecting information on bed availability, ensuring that this is robust and up to date.



2. To liaise with MAU/SAU co-ordinator to establish a 'global' position regarding emergency admissions and discharges.
3. To attend any relevant meetings and be able to present activity data.
4. To liaise with A/E staff (both Nursing and Clinical) to ascertain the potential need for a bed within the division.
5. To liaise with clinical staff in both A/E and SAU with regards to clinical input to avoid potential breaches as per national targets.
6. To identify the appropriate usage of out-lying beds, to determine that the patients that are transferred to out-lying wards are both clinically suitable and potentially short stay.
7. To ensure the Division D Capacity Manager is appraised of any issues and that cancellation of TCIs are approved.
8. To liaise with Ward staff to identify potential discharges, delayed discharges and elective admissions, to ensure that cancellations are kept to a minimum (adhering to trust policy) and emergency admissions are accounted for. To inform Matrons and appropriate Group Managers of any potential problems.
9. To work with ward staff to ensure at least one discharge occurs before 9am each day and that all other discharges occur before 13:00hrs Ensure plans are in place the day before to allow early movement the following day.
10. To work with ward staff and the medical team to ensure all appropriate patients are transferred to the discharge lounge
11. To liaise with Consultants, Registrars and FY2 medical staff, regarding elective and emergency admissions, highlighting any potential problems. Liaise with Junior Doctors to speed up the process of completing all relevant discharge paperwork and TTO prescribing, to expedite patient discharge.
12. To liaise with out-patient departments and assessment units to accommodate any necessary admissions, both electively and emergency.
13. To provide real time information regarding bed closures and the reason for closure. To keep an update of side room activity across the site for Infection control purposes and liaising with infection control nurses regarding priorities for infection.
14. To liaise with Single Point of Access team (SPA) relating real time information numbers of admissions in relation to Re-allocation and Quota. Advising West Midlands ambulance service on any probable delays with the arrival of expected patients.
15. To liaise with site managers and other divisional capacity managers across site and be able to present accurate information regarding the transfer of patients



across divisions and specialities. To keep an updated list of transfers into and out of the Division.

16. To participate within the Division in the planning and implementation of initiatives that will improve the pathway for patient care, with relation to capacity management and lead on new projects.
17. To liaise with referring hospitals to ensure that patients awaiting transfer back to a referring hospital are timely and has minimal affect to patient care. To collate and manage an up to date list and deal with the transfer of patients that have been referred to UHBFT and are awaiting a bed within a certain speciality.
18. Liaise with Community Hospitals with regards to the transfer of patients that have been deemed appropriate for off site beds including Rehabilitation and Elderly Care
19. Work with all colleagues regarding winter pressures planning ensuring that any additional capacity that has been identified is used fully and appropriately.
20. To liaise with infection Prevention and Control Team concerning the priority of patients that require isolation. To keep an updated list of side room activity within the site so that the above can be achieved.

### **Divisional Management Support**

1. To work with the Divisional Director of Operations, Group Managers, Matrons, Senior Nurses and Group Support Managers to deliver the Group objectives, in line with Group, Divisional and Corporate targets and strategies.
2. To assist in ensuring that all waiting times and booking targets are met by monitoring PAS and the regular reports system to ensure that no patients breach the in patient and out patient standards
3. To assist in monitoring, reporting and management of cancellation of admissions/operations and rescheduling in accordance with Patient Charter standards.
4. To interrogate and analyse Trust information systems to ensure the availability, quality and timeliness of information and data to support management planning and performance processes for all ad hoc, weekly, monthly, quarterly and annual returns.
5. To carry out any designated projects within the Division as instructed by the Group Manager of Director of Operations.
6. To ensure all work is completed within the agreed timescales through effective time management and prioritisation



### **Physical Effort**

The post requires prolonged periods of walking both within and external to the Hospital building.

Intermittent use of VDA equipment is required throughout the day to access the Trust's systems, enter data and compile reports where required.

### **Mental Effort**

Manage workload with frequent interruptions by telephone calls from Trust departments  
Receiving and processing large amounts of information relating to capacity, allocation of TCIs and unexpected bed requirements

### **Emotional Effort**

Occasional contact with distressed patients following notification of cancelled procedures  
Frequent contact with medical, nursing and management staff requiring urgent response to capacity pressures

**The post holder will undertake other duties as may be required to achieve the Trust's objectives, commensurate with the grading of the post.**

## **GENERAL INFORMATION:**

### **TRUST VISION AND VALUES**

The Trust is clear on its vision and values and aims to make sure that they are reflected in all areas of activity. Our vision is simple; To **Deliver the Best in Care**. Our values apply to every member of staff. They are to treat all with **respect**, to take personal and team **responsibility**, to look to improve the way we do things (**innovation**) and to act with **honesty** in all we do.

### **TRUST POLICIES AND PROCEDURES**

The post-holder will be required to comply with all policies and procedures issued by and on behalf of University Hospitals Birmingham. In addition if the post-holder is required to work at other organisations premises they must adhere to the specific policies relating to the premises in which they work.

### **CLINICAL GOVERNANCE & RISK ASSESSMENT**

The post-holder must be aware of and ensure compliance with the Trust's Clinical Governance systems and Risk Management systems.

### **CONFIDENTIALITY**

Your attention is drawn to the confidential nature of information collected within the NHS. The unauthorised use or disclosure of patient or other personal information is a dismissible offence and in the case of computerised information could result in a prosecution for an offence or action for civil damages under the Data Protection Act.



### **DATA PROTECTION**

If required to do so, the post-holder will obtain, process and/or use information held on a computer in a fair and lawful way; and hold data only for the specified registered purposes and to use or disclose the data only to authorised persons or organisations.

### **EQUAL OPPORTUNITIES AND DIVERSITY**

University Hospitals Birmingham is striving towards being an equal opportunities employer. No job applicant or member of staff will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

### **In all other Staffs Job Descriptions**

University Hospitals Birmingham the post-holder will have personal responsibility to ensure they do not discriminate, harass or bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

### **HEALTH AND SAFETY**

The post-holder must make him/herself aware of the responsibilities placed on them by the Health and Safety at Work Act [1974] to ensure that the agreed safety procedures are carried out to maintain a safe environment for other members of staff and visitors.

### **In all other staff's Job Descriptions**

The post-holder will have at all times a duty to conduct themselves and to undertake their work, in a safe manner, so not to endanger themselves and others around them. Clearly, the degree of such responsibilities carried out by a particular individual will depend on the nature and extent of his/her work. Should any individual feel concerned over the safety aspects of his/her work, it should be brought to the attention of his/her manager/supervisor and/or Trade Union Safety Representative.

The post-holder must adhere to the health and safety rules and procedures of the Trust. He/she has a legal duty to use safety devices and equipment provided.

All staff will receive a general introduction to health and safety at work as part of their induction. They will also be given advice on fire, security and lifting procedures.

### **FLU PANDEMIC OR MAJOR INCIDENT**

In the event of a flu pandemic or major incident, the post holder may be asked to undertake other duties not necessarily commensurate to the banding of this role. This could include duties in any part of the hospital. Prior to undertaking any duties, the member of staff will have full training and induction. No member of staff will be asked to



undertake duties for which they are not competent or where they feel unsafe in their environment or could put patients or themselves at risk.

**NO SMOKING POLICY**

The Trust has a no smoking policy. Staff are only permitted to smoke in designated smoking shelters. Members of staff must not smoke inside any of the Trust’s premises nor in any vehicle used on Trust Business. Members of staff must adhere to the Trust’s Uniform Policy and therefore any uniforms must be covered whilst smoking.

**PUBLIC SERVICE USER AND CARER INVOLVEMENT**

Under Section 11 of the Health and Social Care Act we have a duty to involve patients and the public at all levels within the organisation. The post-holder will be required to recognise and value the benefits of listening and responding to patients and recognise that the patients experience is the catalyst for doing things differently to improve the way we deliver services.

**UNTOWARD INCIDENTS**

The post-holder must take responsibility for incident and near miss reporting and must ensure they adhere to all departmental policies and procedures.

**SAFEGUARDING**

The Trust is committed to safeguarding and promoting the welfare of the adults, young people and children who use the services. All staff have a responsibility to report any identified concerns of abuse or exploitation through the appropriate route in line with the respective policies and procedures.

**REVIEW OF THE ROLE**

This job description will be subject to review and amendment, in consultation with the post holder, to meet the changing needs of the service and the organisation.

This role profile is designed to identify principal responsibilities. The post holder is required to be flexible in developing the role in accordance with changes within the Trust’s management agenda and priorities. Although this is a list of the key responsibilities of the post it is expected that the post holder and manager will develop and define the detail of the work to be undertaken.

The Trust is committed to equal opportunities, providing opportunities for flexible working and is a no smoking organisation.

**Name of Post Holder:** .....

**Signature of Post Holder:** ..... **Date:** .....

**Name of Manager:** .....



Post Title of Manager: .....

Signature of Manager..... Date: .....



### Person Specification

<b>Post: Divisional Support Manager</b>	<b>Division: B</b>
<b>Location/Department: Management</b>	<b>Date:</b>

All candidates will be considered on their ability to meet the requirements of this person specification.

	<b>Criteria</b> Please state if essential (E) or desirable (D). (Only essential criteria will be considered when undertaking the job evaluation process)	<b>How Identified</b> e.g. Application Form/Interview/Presentation/Test
<b>General Education and Qualifications</b> e.g. G.C.S.E, N.V.Q., G.N.V.Q., A/O Levels	<ul style="list-style-type: none"> <li>GCSE or equivalent Pass English Language</li> <li>NVQ level 3 or equivalent</li> </ul>	Application form, Certificates
<b>Professional Qualifications</b> e.g. CIPD, AAT, RGN, Degree, Masters, PHD	N/A	
<b>Experience</b> e.g. writing business plans, budget management experience, significant clinical experience	<ul style="list-style-type: none"> <li>Relevant NHS experience</li> <li>Experience in handling confidential information</li> <li>Experience with dealing with the general public.</li> </ul>	Application form, Interview
<b>Skills/Abilities</b> e.g. Report Writing, Minute Taking, Shorthand	<ul style="list-style-type: none"> <li>Excellent verbal communication/negotiating skills</li> <li>Able to relate and respond to complex and sensitive issues</li> <li>Excellent prioritisation/organisational skills</li> <li>Ability to use initiative and show self motivation</li> <li>Ability to work in a challenging and busy environment and to tight deadlines</li> <li>Able to demonstrate integrity and common sense</li> <li>Ability to communicate with individuals at all levels within the organisation</li> <li>Excellent communication/interpersonal skills</li> <li>Computer literate in Microsoft Office (Word, Excel and Access)</li> <li>Ability to work as a team member</li> <li>Ability to provide complex data sets to support clinical planning</li> </ul>	Application form, Interview





<p><b>Knowledge</b> Depth and extent of knowledge E.g. Technical, Financial</p>	<ul style="list-style-type: none"> <li>• Knowledge of waiting lists</li> <li>• Knowledge of NHS and aims of the structure</li> <li>• Knowledge of medical staffing issues</li> <li>• Knowledge of the Lorenzo system</li> <li>• Knowledge of the Tetra system</li> </ul>	<p>Application form, Interview</p>
<p><b>Personal Attributes</b> e.g. Reliable, Punctual</p>	<ul style="list-style-type: none"> <li>• Reliable</li> <li>• Punctual</li> <li>• Ability to influence and negotiate with all grades of staff</li> <li>• Ability to manage conflict in a constructive manner</li> </ul>	<p>Application form, Interview</p>
<p><b>Other Factors</b> e.g. ability to work shifts, ability to drive, etc</p>		