

Why join The Royal Orthopaedic Hospital NHS Foundation Trust?

The Royal Orthopaedic Hospital NHS Foundation Trust is a centre of excellence which has a long and proud history dating back to 1817 as well as a strong vision for the future.

We are the largest provider of elective orthopaedic surgery in the UK providing both routine and specialist orthopaedic services. Here at The Royal Orthopaedic Hospital NHS Foundation Trust we are transforming the way we deliver orthopaedic care, with a focus on the best patient experience. The organisation is leading the way and we would love for you to be part of our journey.

OUR VALUES

Learn, *innovate* and improve to continually develop orthopaedic care

Have *compassion* for all

Have *pride* in and contribute fully to patient care

Be *open, honest* and challenge ourselves to deliver the best

Work *together* and deliver *excellence*

Respect & listen to everyone

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OUTLINE OF JOB DESCRIPTION

JOB TITLE: Oncology Clinical Service Support Manager

BAND: 7

RESPONSIBLE TO: Clinical Service Manager

PROFESSIONALLY ACCOUNTABLE TO: Oncology Clinical Service Manager

DIRECTORATE: Division 1

DEPARTMENT: Oncology

JOB PURPOSE:

- To oversee the day to day operations of the oncology department and ensure all key business functions are delivered.
- To manage performance in relation to all national cancer standards; ensuring all submission requirements are met and performance meets the required standards.
 - To work closely with the Orthopaedic Oncology Clinical Service Manager, Clinical Lead and Macmillan Nurse Consultant as well as the wider administrative and clinical teams.
 - To have managerial leadership responsibility for the Oncology Secretariat Team Leader, the Multi-disciplinary Team Leader and the Oncology Data Manager.

MAIN DUTIES AND RESPONSIBILITIES

The Oncology Service Support Manager will lead on cancer waiting time data submission and management, as well as ensuring that there are plans in place for continuous improvement in the quality of data captured and in performance through effective monitoring and theme analysis, highlighting any issues to the Clinical Service Manager, Nurse Consultant or Clinical Lead.

The post holder will lead on ensuring cancer waiting time targets and elective waiting time targets are achieved and will take forward agreed projects to improve services delivery, quality of care and patient experience. This post will ensure delivery of the quality surveillance programme to ensure compliance with the quality standards are demonstrated or action plans are in place where improvement is required.

The post holder will lead on coordinating the harm review process in the event that a patient does not achieve a cancer waiting time target.

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This post is key in managing any risks to delivery of the required standards of performance and ensure action plans are in place to recover performance if required, working closely with key stakeholders in order to deliver the service.

The role will support operational functionality across the Directorate in the following key areas:

- Outpatients: for example managing clinic templates and efficiency, DNA management, outcome capture, waiting list management, data quality assurance and responding to capacity issues.
- Theatres: for example scheduling, utilisation and efficiency.
- Data Quality: for example working with the Trust validation and performance teams to continuously improve the quality of information captured by the Department, working closely with the clinical coding team and overseeing training programmes for administration staff in the department.
- Clinical quality and governance: for example writing SOPs and monitoring compliance.
- Patient access including 2 week waits, 31 and 62 day treatment Cancer Waiting Times (CTW) targets for admitted and non-admitted patients, referral to treatment (RTT), consultant waiting times, and diagnostic targets.

MANAGEMENT RESPONSIBILITIES:

The Oncology Service Support Manager will have line management duties for the Medical Secretariat Team Leader, the Multi-disciplinary Team Leader and the Oncology Data Manager posts including recruitment, appraisal and personal development The post holder will deputise for the Clinical Service Manager as appropriate.

To be responsible for ensuring that national policies relating to cancer services are implemented and achieved in the organisation where appropriate. To manage action plans and hold senior people and team members to account on agreed actions and challenge existing performance where appropriate.

To ensure through ongoing development that processes and practices are efficient and maximise the benefits of technology whilst creating a fully integrated service. As a leader in the organisation the post is responsible for promoting a positive culture.

TECHNICAL RESPONSIBILITIES:

To act as a subject expert in relation to cancer standards i.e. cancer waiting times/audit. To ensure that national guidance is adhered to in the collection and reporting of statutory data. To challenge as well as deal with challenges from other providers as part of the scheduled cancer performance data submission process.

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COMMUNICATION:

To communicate with a wide range of senior clinical and non-clinical staff and with officials of external organisations both local, regional and national. To build positive working relationships both internally and externally to the Trust in order to deliver an excellent standard of care to our patients.

To present potentially complex, sensitive or contentious statistical information and issues clearly to a wide range of stakeholders, guiding them on an appropriate course of action, for example by outlining different options of achieving targets with a recommendation.

Effective communication may be required in order to persuade and negotiate with others and effect positive change. There may be a requirement to deliver presentations to specialist and non-specialist audiences such as the executive team, senior leaders and operational teams. This may involve delivering complex data sets in an easy to understand format and deal with queries arising from them.

This is not an exhaustive list of duties and a regular review will take place with the postholder as part of their ongoing development and performance management.

NO SMOKING

The Trust has a No Smoking policy, all Trust premises are considered as non-smoking zones.

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 could result in prosecution for an offence or action for civil damages under the General Data Protection Regulation 2018.

EQUAL OPPORTUNITIES

The Trust is an Equal Opportunity employer. Its aim is to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, marital status, religion, colour, race, nationality, disability, ethnic or sexual orientation, nor to be disadvantaged by conditions or requirements which cannot be shown to be justifiable, including age restrictions.

Please note that it is unlawful to discriminate/harass individuals on any of the above grounds and employees can be held personally liable as well as, or instead of, the Trust.

HEALTH AND SAFETY

All staff are expected to follow Trust Policies and Procedures relating to the Health and Safety at

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Work Act 1974.

INFECTION PREVENTION

Staff will work to minimise any risk to clients, the public and other staff from Healthcare Associated Infection including MRSA and C. difficile by ensuring that they are compliant with the Health and Social Care Act 2008 – Code of Practice for the prevention and control of Healthcare Associated Infections (The Hygiene Code); and by ensuring that they are familiar with the Trust’s Infection Prevention and Control policies located on the Intranet.

SAFEGUARDING

We all have personal and a professional responsibility within the Trust to identify and report abuse. The abuse may be known, suspected, witnessed or be limited to raised concerns. Early recognition is vital to ensuring the patient is safeguarded and any other people (children and vulnerable adults) who may be at risk. The Trust’s procedures must be implemented, working in partnership with the relevant authorities/partner agencies. The sharing of information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults. As an employee of the Trust you have the responsibility to ensure that: -

- a) You are familiar with and adhere to the Trusts procedures and guidelines for safeguarding children and adults at risk.
- b) You attend safeguarding training /competence and undertake additional training in relation to safeguarding relevant to your role and responsibilities.

TRUST VALUES

The Trust has developed a set of values which will apply to all staff. You will be expected to conduct yourself at all times in line with the values and the behaviour framework which underpins them. This includes the delivery of safe, high quality, caring services to our patients and colleagues.

STAFF MANAGEMENT AND DEVELOPMENT

You are responsible for putting in place mechanisms for monitoring the Trust policies, procedures and protocols and to ensure that these are routinely being followed by staff

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You must undertake annual appraisal and develop personal development plans for all staff for whom you have line management responsibility

STAFF ENGAGEMENT

To engage with all staff on the design and delivery of services. This means listening to and involving staff in decisions that affect them and the service that they provide.

OWNERSHIP OF INTELLECTUAL PROPERTY

From time to time during the normal course of employment you as an employee may generate IP which may have value in the delivery of better patient care. This IP can be in the form of inventions, discoveries, surgical techniques or methods, developments, processes, schemes, formulae, specifications, or any other improvements which may give rise to certain rights such as patents, trademarks, service marks, design rights, copyright, know-how, trade or business names and other similar rights (all of the foregoing being referred to as “Intellectual Property Rights”).

Where such IP is created in the course of your employment or normal duties then under UK law it will generally belong to the Trust, unless agreed otherwise in writing between you and the Trust. In relation to inventions potentially subject to patent protection this applies only if the duties of your employment would normally have been expected to give rise to inventions or if the nature of your responsibilities and duties are such that you are under a special responsibility to further the interests of the Trust. It is a condition of your employment not to exploit any IP Rights without the specific approval of your line manager, who will need to obtain advice on a case by case basis. In addition, you are also required to give the Trust all reasonable assistance required by the Trust in order to give full effect to this clause.

CARBON FOOTPRINT

Every staff member has a responsibility to contribute to the reduction of the Trust’s carbon footprint through their actions at work and their travel to and from work. All staff must ensure they minimise consumption of energy and reduce unnecessary transport, waste and water usage during the course of their duties.

Note

This job description is an outline only and may be amended to take account of changes within the department following discussion with the post holder.

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The above duties and responsibilities are intended to represent current priorities and are not meant to be a conclusive list. The post holder may from time to time be asked to undertake other reasonable duties. Any changes will be made in discussion with the post holder in the light of service needs and will be commensurate with the banding and competencies of the post.

I agree that this job description is an accurate reflection of my current role and responsibilities.

Signed: **Date:**

Post holder

Signed: **Date:**

Line Manager

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