



JOB DESCRIPTION

- JOB TITLE:** Shift Manager
(Incorporating overnight and Assistant Shift Manager)
- RESPONSIBLE TO:** Team Manager
- LOCATION(S):** Primarily based at BrisDoc's Operational Control Centre in Knowle West Health Park, Osprey Court, Whitchurch or Nicholson House, Stoke Gifford but expected to work across all Out of Hours bases in Bristol, South Gloucestershire and North Somerset. Occasionally, the post holder will be required to attend BrisDoc's Headquarters at Osprey Court for training and meetings
- JOB PROFILE:** This role is a senior operational role for the Integrated Urgent Care Service. The out of hours period is defined as weekday evenings from 18.00 through to 08.00 the next day, and 24/7 across weekends and bank holidays

Job Context

The Bristol, North Somerset and South Gloucestershire (BNSSG) health community is made up of a population of circa 968,314 people (with an expected average growth of 1% per annum over the next six years) and over 83 GP practices. It consists of three acute trusts, three community health providers and a range of other providers who make a contribution to the urgent care system.

Since February 2013, the GP Out of Hours service has been accessed via NHS 111.

From April 2019 the BNSSG Clinical Commissioning Group have recommissioned an Integrated Urgent Care (IUC) for the residents of BNSSG.

The procurement has required NHS 111 and GP Out of Hours to be recommissioned in line with the national Integrated Urgent Care specification.

BrisDoc has been awarded the contract to provide the Integrated Urgent Care Service from April 2019.

Job Summary

The core purpose of this role is to offer leadership, direction and operational management to the Integrated Urgent Care service during the course of an operational shift to ensure that:

- the shift is able to deliver high standards of patient care in line with the key performance indicators,
- resources (clinical, operational, facilities and mobile) are utilised to the best effect throughout the shift.

At all times the post holder must act in a manner consistent with the code of conduct and appearance representing BrisDoc and the NHS.

Main duties and responsibilities:

Operational Leadership and Management

- To oversee, co-ordinate and take responsibility for the operational management of shifts across the Bristol, North Somerset and South Gloucestershire service, working in partnership with the on-call Manager where appropriate,
- To ensure that arrangements are in place in order that each treatment centre operates effectively and to the required standards,
- To manage the interface with NHS 111 during the course of the shift and ensure that the demand coming into the service from NHS 111 and the capacity available in the Integrated Urgent Care service are managed in line with contracted key performance indicators,
- To ensure that the dispatch queue from NHS 111 is managed effectively and that agreed protocols and procedures are used to arrange and monitor patient care,
- To ensure that excellent communication mechanisms are used to facilitate effective collaboration across different parts of the service during the shift as well as between the service and other relevant providers,
- To give direction and instruction to colleagues during the shift as required,
- To oversee the consistent use of standard operating procedures across the service throughout the shift,
- To ensure that all necessary record keeping is completed properly for each shift,
- To support induction of clinical and operational staff as required,
- To identify training and development needs of operational staff and report to the Team Managers,
- To ensure that hand over arrangements for the next shift are completed to specified standards,
- To produce a shift managers report for every shift.

Risk Management

- To manage key risks to the effective operation of the service during the shift,
- To agree operational responses to key risks facing the healthcare system during the out of hours period as required,
- To ensure that robust risk management processes in place are followed to manage specific performance risks,
- To implement business continuity arrangements in the event of the failure or breakdown of IT, vehicles or equipment,
- To address any immediate non-compliance or potential disciplinary issues that occur during the shift and report to Team Managers.

Resource Management

- To utilise and deploy the resources available to the service to the best effect throughout a shift in line with the service vision and objectives,
- To offer operational support to the Clinical Co-ordinator ensuring that care pathways are delivered for individual patients as deemed clinically appropriate by the Clinical Co-ordinator
- To address any immediate resourcing issues created by sickness or absence and put appropriate contingency arrangements in place promptly.

Patient Care

- To ensure that consistently high operational standards are achieved in all parts of the

- service on the shift to promote positive patient experience and high staff satisfaction,
- To proactively support operational staff and clinical staff throughout the shift to deliver the best outcomes for patients,
 - To lend support to resolving issues and trouble shoot problems that arise in any part of the service during the shift,
 - To monitor clinical and operational productivity across the shifts and make recommendations for improvement to the Service Delivery Team.

Professional Line

- To answer calls to the professional line from internal and external health care professionals,
- To ensure that the phone is answered within internally determined response time targets,
- To guarantee a professional and informed response to the caller and ensure that the Clinical Co-ordinator is available to speak to the caller within the shortest possible timescales (either direct transfer or rapid ring back),
- To process external referrals via professional sources other than NHS 111 e.g. ambulance service, pathology results, community teams,
- To ensure that such referrals are accurately entered onto the Aداstra system.

General Duties

- **The Post Holder may be required to work additional hours to cover holidays and sickness.**
- Maintaining regular consistent attendance, punctuality, personal appearance and adherence to relevant health and safety procedures.
- To attend all statutory and mandatory training courses and any courses specific to this role.
- To be available for staff meetings and meetings with management.
- To have a good understanding and follow company policies and procedures.
- Establish and maintain effective working relationships with co-workers and the general public.
- Attend performance and development reviews with your line manager.

Flexibility

This role profile is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role and in initial and ongoing discussions with the designated manager.

Confidentiality:

Under the Data Protection Act 1998, the post holder must maintain the confidentiality of information about patients and staff. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognized course of duty. Unauthorised disclosure of confidential information will result in disciplinary action and may lead to your dismissal.

- In the course of seeking treatment, patients entrust us with, or allow us to gather sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
- In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential.

- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with BrisDoc's policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Equality and Diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with BrisDoc's procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights

Health & Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed procedures are carried out to maintain a safe environment for patients, visitors and staff.

Environment

The postholder needs to be aware of BrisDoc's impact on the environment and be vigilant and pro-active in ensuring they adhere to the management strategy i.e. recycling, waste management, use of vehicles etc.

Smoking

Smoking will not be tolerated inside any BrisDoc building or vehicle.

Rehabilitation of Offenders Act

This post is exempt from the Rehabilitation of Offenders Act 1974 therefore you are required to declare all criminal convictions, cautions, reprimands or final warnings and a Criminal Records Check will be carried out on your behalf.

PERSON SPECIFICATION

QUALIFICATIONS AND EXPERIENCE		
Criteria	Requirement	Measurement/Testing Method
A good standard of education to GCSE or equivalent	Essential	Application and Interview
Experience of leading others to achieve specified objectives	Essential	Application and Interview
Experience of working in a professional environment that requires high standards of customer service	Essential	Application and Interview
Experience in managing people and processes	Desirable	Application and Interview
Experience of working in healthcare / NHS	Desirable	Application and Interview
Familiarity with Adastra	Desirable	Application and Interview

SKILLS AND ATTRIBUTES

Criteria	Requirement	Measurement/Testing Method
Good organisational and administrative skills with ability to prioritise time sensitive tasks	Essential	Application and Interview
Evidence of computer literacy and skills in using data to inform decisions	Essential	Application and Interview
Excellent communication and interpersonal skills	Essential	Application and Interview
Able to listen and respond appropriately to patients and staff with differing needs	Essential	Interview
Able to give clear instructions and get the best out of staff	Essential	Interview
Ongoing commitment to personal development	Essential	Application and Interview
Able to work flexibly in relation to the operational times of the service	Essential	Application and Interview
Able to use own initiative and solve problems quickly	Essential	Interview
Able to work within a team and take instruction as required. Able to quickly establish rapport and credibility with others in the team	Essential	Application and Interview
Able to work outside line management relationships to manage service delivery by providing direction / instruction to staff where necessary	Essential	Interview
Able to maintain confidentiality at all times with regards to staff and patients	Essential	Interview
Able to use information systems effectively and ensure that record keeping is accurate and complete	Essential	Application and Interview
Ability to represent the organisation with internal and external stakeholders	Essential	Interview
Ability to develop a comprehensive understanding of the specification and key performance indicators of the service	Essential	Interview

PERSONAL QUALITIES / BEHAVIOURAL ATTRIBUTES

Criteria	Requirements	Measurement/Testing Method
Motivated by the provision of good patient and workforce care	Essential	Application and Interview
Systematic with good grasp of systems and processes. Good time management being able to prioritise work and work under pressure	Essential	Application and Interview
Able to analyse operational performance and identify improvement	Essential	Application and Interview

Able to deal with unexpected situations and take appropriate action	Essential	Application and Interview
Able to negotiate, influence and persuade others when needed to achieved required outcomes	Essential	Application and Interview
Good team player who is able to support, value and respect the contribution of all members	Essential	Application and Interview
Self motivated and able to work autonomously	Essential	Application and Interview
Able to manage sensitive and emotive situations.	Essential	Application and Interview
Able to work effectively in partnership with other teams and services and uphold the reputation of the GP OOH service	Essential	Application and Interview
Able to remain impartial and non-judgmental during times of sensitivity, stress and potential conflict	Essential	Application and Interview

Last updated: January 2019