JOB DESCRIPTION

Job Title: **Assistant Service Manager (Specialist Care)**

Job Location: **As agreed**

Responsible to: **Service Manager**

Hours of work: **As per contract**

Salary: **As per contract**

SUMMARY

Community Outpatients provides community based specialist healthcare services nationally. Our services currently include Cardiology, Ear, Nose and Throat (ENT), Dermatology, Ultrasound and Minor Oral Surgery. Each service has its own dedicated administration team responsible for managing referrals into the service from local doctors and dentists, liaising with patients to book appointments and reporting on activity on a weekly basis.

The Assistant Service Manager will be skilled in project management, will assist and report to the Service Manager and be jointly responsible with the Service Manager for the overall performance of the services they support.

The Assistant Service Manager will liaise with the Clinical Lead(s), Director of Medical Services, Head of Service Implementation, Operations Manager and associated staff in Central London, and will be required to frequently liaise closely with internal and external business partners to ensure the smooth running of their portfolio.

The Assistant Service Manager will also need to work closely with a number of Clients, Commissioning Groups and other external parties to continuously develop and improve the services we provide.

KEY RESPONSIBILITIES

To effectively manage all tasks as instructed by the Service Manager including but not limited to:

Service performance

- The development and ongoing maintenance of clinical rotas for services
- The coordination of clinical workforce and supporting equipment, facilities and other necessary items for the delivery of services
- To maintain regular communication and liaison with internal and external partners
- To address, in a timely manner, day to day issues which arise in the delivery of services, including the process and reporting of significant events
- To support the Service Manager in preparation of internal and external performance and audit reports in relation to the services supported, as required

- To attend, with the Service Manager, meetings with the Client organisation including providing feedback on performance and responding to instruction from the Client as necessary
- To contribute to the ongoing development and expansion of clinical services, including general marketing and service promotion
- To support the service manager in all aspects of service operation as required
- Impart the company ethos of exceptional patient care and Client servicing on ALL staff within their portfolio

Finance

- To ensure on a day to day basis that clinics are being delivered in line with budgeted rate of patient throughput (occupancy)
- Minimising financial and resource wastage at all opportunities
- To support the finance department in the accurate preparation of Client invoices and corresponding purchase orders, and to respond to any queries arising

Human Resources

- To check and record all necessary qualifications and pre-employment checks for clinicians in the services

External Liaison

- To maintain good working relationships with the commissioners, Specialist Care Hubs, and local staff.

Personal Development

- To participate in own yearly appraisal
- To assess own educational/training needs and explore all opportunities for maintaining and updating own professional knowledge and skills

This job description describes responsibilities as they are currently required. This is an outline job description and should not be regarded as an inflexible specification. Priorities may change in line with service needs, and new duties introduced after consultation with the post holder. It is anticipated duties will change over time and the job description may need to be reviewed in the future.

CONFIDENTIALITY

In the course of your employment you will have access to confidential information relating to Concordia Community Outpatients business. You are required to exercise due consideration in the way you use such information and should not act in any way which might be prejudicial to Concordia Community Outpatients interests. Information which may require extra consideration includes information relating to the general business of Concordia Community Outpatients and information regarding individuals. If you are in any doubt regarding the use of information in the pursuit of your duties you should seek advice from your manager before communicating such information to any third party.

DATA PROTECTION

Concordia Community Outpatients is registered under the Data Protection Act 1998. You must not at any time use the personal data held by Concordia Community Outpatients or disclose such data to a third party for a purpose not described in the Register entry. If you are in any doubt regarding what you should or should not do in connection with the Data Protection Act 1998 then you must contact your manager.

HEALTH AND SAFETY

Employees must be aware of the responsibility placed on them under the Health and Safety at Work Act 1974 to maintain a healthy safe working environment for both staff and visitors. Employees are also required to observe obligations under Concordia Community Outpatients Health and Safety policies, and to maintain awareness of safe practices and risk assessments.

GENERAL

In consultation with the Service Manager, the Assistant Service Manager may be required to undertake any other duties for which the post holder has adequate training and which the post holder is competent to undertake.

The post holder may be required to work at any of Community Outpatients locations in line with service needs.

The post holder must, at all times, carry out responsibilities with due regard to Community Outpatients' equal opportunities policies.

PERSON SPECIFICATION

Assistant Service Manager – Specialist Care

	ESSENTIAL	DESIRABLE
Education	A Level or Equivalent	Finance, Business or Management Qualification. AMSPAR or similar Degree or Equivalent
Knowledge, Skills and Experience	Excellent IT skills Experience of clerical and administrative work including setting up new systems and managing change	Experience of working in the NHS as a Manager. Experience of finances including accounting software, PAYE, managing budgets, etc Experience of EMIS software, including in performing searches Leadership experience Experience of personnel issues including recruitment, training and supervision
Aptitudes	Honest Good numeracy skills. Excellent communication skills including ability to listen, to discuss and to inform clearly; ability to record in writing both clearly and accurately; ability to produce reports. Intelligent, clear thinking and analytical. Able to take an overview, prioritise effectively and plan strategically	Ability to keep business partners informed by distilling information and providing regular reporting structure Able to develop local networks Able to provide support and cross cover at most levels

	Ability to make decisions, use own initiative and be innovative Self-motivated, reliable and dedicated Ability to work under pressure and be even tempered Well organised and meticulous with good time management, leadership and delegation skills Flexible working attitude Able to work as part of a team, to promote a good team spirit and to be sensitive and assertive as appropriate. Able to manage conflict. Willingness to travel throughout the UK as required	