



Your Community
Healthcare Providers



FCMS (NW) Ltd JOB DESCRIPTION

Job Title:	Enhanced Access Operational Specialist
Responsible to:	Fylde and Wyre Operational Manager
Accountable to:	Lancashire Place Lead
Hours:	37 hours per week
Base:	Across Fylde & Wyre
Pay:	£27,000 per annum (salaried)

Our **'Why'**: To nurture an environment of inspiration, innovation and disruption so this people in our world receive exceptional healthcare for this generation, and the next.

Values: Our organisational culture is very important to us, so it is vital that the successful candidate lives and breathes complimentary values and behaviours.

Our behaviours should be in line with our values which form part of our Company DNA:



- **Fun:** People rarely succeed unless they are having fun. Happiness is healthy!
- **Awesome:** We aren't here to be average, we're here to be awesome!
- **Humble:** We're here to make a difference to the lives of others, NOT to see how important we can become
- **Brave:** We challenge the norm. We have the courage to get the difficult jobs done
- **Oomph:** We have natural oomph! It's infectious!
- **Go-getting:** We are intuitive to changing needs and respond quickly which we do with energy, ideas, and positivity





Our key expectations are:

- Self-awareness – Living authentically
- Adaptability- Being ready to adjust depending on the situation
- Openness – What you see is what you get
- Positivity with a real sense of being able to strive for the impossible
- Generosity of spirit- Everyday should be an opportunity to act with kindness
- Ability to have fun – Taking the role seriously, whilst being yourself

Job Summary

The Operational Specialist is a new role in FCMS. Using experience and knowledge of service delivery, alongside the Operational Manager, you will be responsible for the smooth running of our service on a routine basis, with visible management and leadership of service delivery teams.

The Operational Specialist will be responsible for supporting the Fylde and Wyre Place Operational Manager in providing our staff the correct environment (physical and non-physical) to deliver exceptional healthcare in the Enhanced Access Service.

With a focus on day-to-day service provision, you will ensure that the Enhanced Access Services are able to meet the demands of commissioners (KPIs and Quality) the volatile, unpredictable nature of Urgent and Emergency Care, and the expectations of patients.

Duties and Responsibilities

- To provide compassionate, effective, and visible management and leadership to the Enhanced Access Teams
- To ensure good people management practices and that effective & supportive team-working is felt across the Enhanced Access teams.
- To role model a learning and coaching culture based on openness, learning and continuous improvement that supports continuing personal development.
- To encourage staff members to take personal responsibility and ensure they have the necessary autonomy to deliver excellent healthcare services in a busy high-pressure environment.



- To be responsible for the day-to-day support and management of the Enhanced Access teams.
- To support the Enhanced Access teams on a day-to-day basis with knowledge and expertise of software, system and equipment use.
- To work closely with the Virtual Care business unit, GP Practices/Primary Care Networks, the Blackpool Place team, NWAS and other partners to ensure that patient journeys are quick, effective, and safe.
- To be part of a network of staff providing senior management on call cover in the out of hours period on a rotational basis.
- To work with the Lancashire Lead and Fylde and Wyre Operational Manager to ensure that the Enhanced Access Services meet (as a minimum) national standards, contractual obligations and KPIs, and where this is not achieved plans are created, actioned and monitored to ensure compliance.
- To work alongside the Lancashire Lead and Fylde and Wyre Place Operational Manager and Virtual Care colleagues to ensure that where commissioned services span both Business Units that delivery is seamless and supportive of each other, and patient journeys are safe, quick and cost effective.
- To contribute and knowledge and skill to staff planning ensuring rotas are appropriately staffed and that on the day and short notice issues that affect capacity are managed in real time to minimise impact on service delivery.
- To contribute knowledge and skill working with the Fylde and Wyre Place Operational Manager and Business Intelligence Team to develop (and use) operational dashboards that can be used to understand the operational activity of the department, that aids operational management and planning.
- To contribute knowledge and skill and working with the Fylde and Wyre Place Operational Manager and Business Intelligence Team to ensure KPI and Quality data and reports are produced on time and are an accurate reflection of the work undertaken.
- To continually assess our service processes, policies, and procedures to ensure that improvements or efficiencies are continually identified, and changes are made to improve service delivery or organisational performance where appropriate.



- To work with Fylde and Wyre Place Operational Manager and Fylde and Wyre Place staff so that we can evidence the positive impact, clinical and non-clinical of the work we do.
- To contribute operational expertise and service knowledge to the development of organisational transformation.
- To work with the wider organisation to continually develop our service offer; ensuring patient journeys are continually enhanced, operational efficiencies gained, or clinical quality is improved through technological, operational, or human improvement.
- To work with the wider organisation to implement new technologies or processes, supporting the roll out and mobilisation phase of projects or new business, supporting a smooth transition to business as usual.
- To ensure good communication and coordination with wider health and social care communities, including (but not exclusive) ICB, NWAS, BTH, Mental Health, UCR teams, ED's, SDEC, Practices, PCNs etc, supporting our reputation as a reliable deliverer of care.
- To support the training of new staff and ongoing personal development.
- To actively participate in Clinical Governance processes, including: all clinical audit, complaints SUIs, reporting of incidents and near misses
- Oversee the ordering of inventory and management of supplies to support the day-to-day delivery of services.
- To work with the Fylde and Wyre Place Operational Manager in managing the department budget.
- To contribute operational knowledge and expertise in the development of annual budgets.
- To have the ability to flex with an emergent corporate strategy that will constantly be influenced by external factors and political changes.



The above list of duties and responsibilities is not intended to be fully comprehensive and may be amended to take account of changing circumstances or requirements following consultation with the post holder.

Education And In Service Training

- Be fully conversant in all the clinical computer systems used within FCMS
- Attend relevant study/induction days, seminars, courses etc, for individual development and for the benefit of the service.

Where necessary relevant training in the operation of new or unfamiliar equipment, software or procedures will be provided or arranged.

Confidentiality

In the course of your duties, you may have access to confidential information about patients, staff or health service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. FCMS has in place a 'Whistle-blowers Policy' for staff wishing to express concerns.

Data Protection Act, 2018

Carry out any requirements within the duties applicable to the Data Protection Act, 2018.

Health And Safety At Work Act, 1974

Observe all responsibilities and carry out all duties, whether general to all employees or specific to the post, relating to Health and Safety in accordance with the Practice and Departmental Safety Policies and any statutory requirements.

Clinical & Corporate Governance/Quality Assurance

All employees are expected to comply with the clinical and corporate governance arrangements of FCMS. Every employee is personally responsible for the quality of the work, and standard of care, which they individually provide. It is their duty to seek to attain the highest standards achievable both individually and collectively within their knowledge, skills and resources available to them.

Outside Employment/Outside Interests

If you have other work or outside interests, this must not conflict with your duties and responsibilities of your attendance for work as an employee of the Practice.



Working Time Directive

You are required to comply with the regulations governing working time and to any locally agreed associated arrangements.

Harassment And Bullying

The Practice condemns all forms of harassment and bullying and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Equal Opportunities

In all the foregoing text any reference to one gender whether direct or implied equally includes the opposite gender unless specifically stated to be otherwise.

Fire Training

Each member of the staff has a statutory obligation to attend a Fire Lecture each year. It is the responsibility of each member of staff to ensure that they comply with this legal requirement.

No Smoking Policy

FCMS has a no smoking policy

Disclosure/Criminal Record (DBS)

This post will be subject to enhanced disclosure under DBS.

The organisation is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. You will be expected to fulfil your mandatory safeguarding training at the level applicable to this role.

This post is subject to the Rehabilitation of Offenders Act (Exemption Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions. This will require three forms of valid ID to be produced and verified. The onboarding process is also subject to an Occupational Health check, suitable professional references and eligibility to work in the UK (with the requirement to provide relevant documentation as evidence).



PERSON SPECIFICATION - Fylde and Wyre Extended Access and Wound Care Operational Specialist

	ESSENTIAL	DESIRABLE
EXPERIENCE		<p>Experience in a managerial or highly skilled role</p> <p>Analysis and report writing skills</p> <p>Digitally savvy</p> <p>Experience of writing policies and procedures.</p> <p>Information Governance – understanding and awareness.</p> <p>Understanding of employment law</p> <p>Experience of working across multiple services.</p> <p>Experience of working autonomously and on own initiative</p>
QUALIFICATIONS		5 GCSE's A* - C including English Language or equivalent training related qualification.
OTHER	<p>Approachability</p> <p>Self-motivation</p> <p>Desire to succeed.</p> <p>Ambition</p>	