

## Head of Access

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**Department:** Health and Community Services

**Division:** Group Managing Director

**Reports to:** Director of Clinical Services

**JE Ref:** HCS1182.1

**Grade:** CS15

**JE Date:** 13.03.2023

### Job purpose

The overriding purpose is to support the provision of the highest quality and safe patient care through professional operational and strategic leadership and management actions creating a culture of continuous improvement across all planned care pathways.

Reporting to the Director of Clinical Services, the post holder will provide leadership across Health and Community Services in relation to the operational delivery of safe and sustainable Access functions – including Outpatient, Elective Inpatient and Diagnostic Performance.

The post holder will have responsibility for the continued development and implementation of our Planned Care Recovery Programme, developing effective governance and monitoring systems to provide oversight and assurance of our performance against access targets and standards in line with agreed trajectories.

The post holder will also be expected to take an operational lead role in the transformation of services linked to Access as well as be heavily involved with optimisation and delivery of benefits linked to usage of our primary systems, electronic patient record and operational management within Health and Community Services.

### Job specific outcomes

The Head of Access will be specifically responsible for the delivery of quality services and sustaining of professional standards, in the following areas:

#### **OPERATIONS MANGEMENT / PATIENT ACCESS / WAITING TIMES OVERSIGHT:**

Work with the Director of Clinical Services to produce and monitor the performance plan for Patient Access Targets, prioritising objectives and identifying risks to delivery of agreed standards. The Post holder will have a primary responsibility for developing this as a key part of their role working with the Director of Clinical Services around gaps and areas of focus

Lead and manage policies that relate to the elective pathway, including the Access Policy and ensure they are well communicated and understood by staff and are robustly implemented and actioned.

Lead the development of long-term plans to ensure sustainable, business as usual delivery of access targets which will include service, finance and workforce modelling and informing capital plans.

Interpret national policy and guidance on access and waiting times to inform local planning and delivery of sustainable 'business as usual' performance.

Promote the work of the Waiting List Managers and Validators and ensure they comply with agreed guidelines and policies.

Support with planning of services against patient access targets, holding services to account against improvement trajectories; The post holder should demonstrate a significant level of experience in demand and capacity management, planning and patient access performance tracking and reporting.

Act as HCS's management lead on Patient Access Performance in line with the HCS's Strategic Objectives reporting into the Director of Clinical Services.

Analyse and interpret statistics and data to improve patient flows, outcomes and compliance with access targets and provide written reports on performance issues for various audiences, providing assurance up to Board level.

Be accountable for the performance of services against Patient Access Standards, jointly with clinical services, reporting to Director of Clinical Services in ensuring patients receive timely and effective treatment.

In conjunction with the Care Group management Teams develop and maintain systems to support the collection and storage of accurate, high-quality data on patients referred under a planned care pathway.

Ensure robust programme and project management methodology is applied to the development and implementation of all nominated projects.

Work with service managers and clinicians to identify opportunities to improve operational productivity; and to support the development and implementation of project plans.

Produce, validate, and distribute internal performance reports on patient access performance to relevant teams.

Act as the HCS lead for elective recovery in the continued response to the Covid pandemic.

Lead and/or participate in system level or island wide mandated improvement programmes such as Patient Initiated Follow Up, Theatre Productivity, contributing to innovative solutions to ensure best care for patients accessing HCS.

To lead on / participate in the safe implementation of operational and seasonal plans – such as winter planning and local and site-wide refurbishment programmes.

Ensure there is a process that supports the RCA and learning from any incidents relating to adverse events relating to delays on the elective pathway.

#### **LEADERSHIP:**

Work as a dynamic, innovative leader using an effective coaching style to ensure that the planned care pathway is run effectively and efficiently.

Provide strong, visible leadership ensuring that effective management and performance systems are in place and individuals and teams are aware of their personal responsibilities.

Lead the achievement of safety and quality standards for patients relating to timeliness of care through the HCS's core values with a culture of openness and transparency.

Challenge conventional approaches and drive forward change when needed, demonstrating a commitment to creating a learning organisation within a culture of continuous improvement.

Ensure that close working relationships are developed across all divisions promoting joint working supporting delivery of effective patient care.

Work autonomously and make decisions on site referring to the Director of Clinical Services as required, managing different agendas and with competing priorities ensuring all timescales are met.

#### **RESPONSIBILITIES OF THE POST HOLDER:**

Oversee and ensure compliance with any deadline for policies (e.g. Access Policy), audit reports, and other documents under the jurisdiction of the Director of Clinical Services

Provide line management, leadership and development to the team where appropriate. Ensure that all direct reports receive appropriate training and development to ensure that they are able to competently and safely fulfil their roles, including any statutory and mandatory training.

Financial and budgetary responsibilities for own team and projects

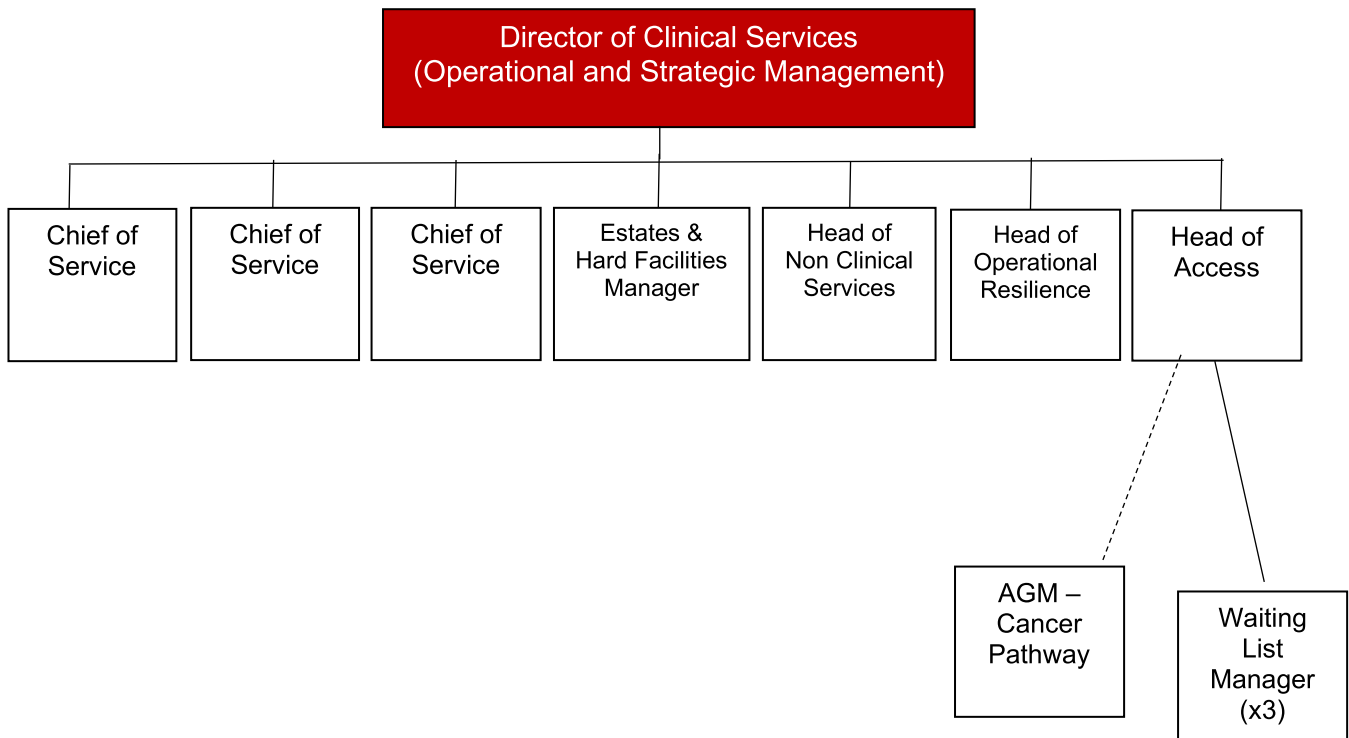
Work closely with and provide cover in the absence of the Director of Clinical Operations – Emergency Pathway.

#### **Statutory responsibilities**

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

**Organisation chart**



## Person Specification

### Specific to the role

*Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.*

*It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.*

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p><b>Qualifications</b> <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<ul style="list-style-type: none"> <li>• Graduate level qualification</li> <li>• MSc in appropriate subject or equivalent experience</li> <li>• Recognised Management qualification/experience</li> </ul>	<ul style="list-style-type: none"> <li>• Quality/risk course Project management course</li> <li>• </li> </ul>
<p><b>Knowledge</b> <i>This relates to the level and breadth of practical knowledge <b>required</b> to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<ul style="list-style-type: none"> <li>• Demonstrates a comprehensive understanding of Jerseys Health and Social care system and the challenges and opportunities facing Acute provision of services.</li> <li>• Specific knowledge of the elective pathway in an acute setting</li> <li>• Understanding of clinical and corporate governance requirements</li> <li>• Knowledge of regulatory requirements Knowledge and application of engagement tools and techniques</li> <li>• An understanding of the strategic issues facing HCS services</li> </ul>	<ul style="list-style-type: none"> <li>• Specific knowledge of system wide planned care services and challenges</li> </ul>

<p><b>Technical / Work-based Skills</b> <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<ul style="list-style-type: none"> <li>• Excellent communication skills both written and verbally to people of different backgrounds and anxiety levels with the ability to build a rapport and Trust over the telephone</li> <li>• Data Protection knowledge</li> <li>• Presentation skills</li> <li>• Clean driving licence and access to transport</li> <li>• IT literate</li> </ul>	
<p><b>General Skills/Attributes</b> <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<ul style="list-style-type: none"> <li>• Strong interpersonal negotiating and influencing skills</li> <li>• Demonstrates awareness of own personal strengths and limitations with high personal and professional standards and emotional resilience</li> <li>• Demonstrates leadership skills in order to drive and motivate continuous improvement, showing political astuteness and a commitment to action in the face of challenge</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to positively influence in conflict environment</li> <li>• Programme or Project management</li> <li>• Specialist skills in strategic thinking, critical analysis and resolution techniques.</li> <li>• Leadership and management training and evidence of sustained personal and professional development</li> </ul>
<p><b>Experience</b> <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<ul style="list-style-type: none"> <li>• Senior operational leadership experience in an acute setting in either a senior corporate operational role or as a General Manager</li> <li>• Demonstrates an understanding of performance management against</li> </ul>	<ul style="list-style-type: none"> <li>• Managing multi - professional teams</li> <li>• Successful leadership of elective pathway at Trust level or equivalent.</li> <li>• Experience of working with system</li> </ul>

	<p>key indicators/ productivity metrics improving operational service delivery, quality and patient experience</p> <ul style="list-style-type: none"> <li>• Proven track record in leadership and delivering sustainable change through effective resource and people management</li> <li>• Proven budget and people management</li> <li>• Evidence of successfully engaging and influencing clinical and/or medical managers</li> </ul>	<p>colleagues to resolve system wide issues</p>
<p><b>Criteria relating to Safeguarding</b> <i>Other requirements needed to confirm suitability to work with vulnerable people e.g. attitudes, skills, experience etc.</i></p>	<ul style="list-style-type: none"> <li>• Ability to work with vulnerable people</li> <li>• Experience of safeguarding in practice</li> </ul>	